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## ERASMUS+ Cooperation for innovation and exchanges of good practices

<b>Title of the project</b>	Diversity management and conflict prevention for inclusive public services – a training pack
<b>Acronym</b>	
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<b>European Programme</b>	Erasmus+ KA2
<b>Co-financing rate</b>	100%
<b>Deadline</b>	24th March 2020
<b>Project duration</b>	36 months
<b>Partners</b>	ARIS (IT) <a href="http://www.arisformazione.it">www.arisformazione.it</a> INCA (IT) <a href="http://www.inca.it/">http://www.inca.it/</a> FELCOS Umbria (IT) – <a href="http://www.felcos.it/">http://www.felcos.it/</a> Associated Partner    
<b>Project description IDEA</b>	
<p>In today's complex societies conflict mediation could be considered as an essential soft skill in any business environment. Even more in public services, where concerns of equal treatments are crucial to democracy itself. Further to previous researches and testing carried out by the partners, the project aims at bringing together forefront experiences in training for crisis management and social inclusion, as well as develop innovative training tools and work-based methodologies in order to improve current vocational training for public services and foster inclusive and learning public service environments. On the basis of previous results it has been considered essential to train at the level of managers, a key figure in</p>	

Public services are doors to democratic engagement, especially important for vulnerable groups (Vesnić Alujević, Lucia, Scapolo, Fabiana, Future of Government 2030+: Policy implications and recommendations, 2019, 10.2760/498535)

Creating public services that are not only inclusive and user-friendly for a diverse range of users, but that can learn and self-adapt to the needs of the most socially excluded is a fundamental need of today's global societies. Presently at EU level there are enormous differences in the standards of vocational trainings for public servants, especially with regard to soft skills and intercultural/mediation skills. The project will work as a Strategic partnership supporting the exchange of good practices and a certain degree of innovation in Vocational training.

In **Italy** conflict management and communication skills for social inclusion are not included in the mainstream educational paths for public services managers and are not part of the recruitment criteria. At EU level there is strong discrepancy among the countries on the level of recognition of their importance for inclusive public services.

### Objectives

The project intend to develop actions and strategies aimed at:

- developing soft skills related to conflict and stress management in managers of public services and administrations;
- increase knowledge on the effectiveness of training of soft skills for social inclusion in public services;
- elaborating approaches, methodologies and tools for improving quality and innovation in vocational education, especially through possibilities of interaction and evaluation opened up by digital technologies and through the use of innovative open educational practices;
- elaborating approaches, methodologies and tools for fostering the integration of learning with working life, promoting more learning conducive environments at the workplace, work-placed training as a basis for the development of vocational skills relevant to the labour market needs;
- creating within public services a working environment, through the effective training of managers which leads to social cohesion, inclusion and innovation aimed at the most vulnerables groups in society;
- promoting networking between public administrations and VET providers and their capacity to work at trasnational levels, as well as share ideas and good practices, and best delivery methodologies and tools;
- fostering transparency and recognition of soft skills aimed at social inclusion for managers of public services at EU level, as well as their mainstreaming in the training offer and among basic recruitment criteria.

metodologia: Al termine del percorso verrà rilevato in forma anonima il livello di gradimento nonché il miglioramento nelle specifiche competenze oggetto degli interventi formativi realizzati.

### Expected results

1. The development of a curriculum, based on previous experiences and data, on training for managers of public services, Hrs managers and other decision making roles linked to public services, as basic condition for the creation of inclusive public services.
2. The development of and open educational resource for the effective training of managers of public services and administrations, especially those with a direct contact with the general public

and responsible for the delivery of welfare provisions, The open educational resource will include a digital platform for e-learning, collection of data, and evaluation of methodologies and tools;

3. The improvement of data on methodologies and tools, especially worked-based, for an effective training of managers of public services and administrations in communication for inclusion and diversity management, as well as conflict and stress management skills and in creating working environment where those skills can be effectively taught and lead to more inclusive public services;

4. The production of a Policy Guidance Booklet for mainstreaming of vocational training as well as awareness raising in the public administration and vocational training sectors on the importance of the curriculum for public services and public administration managers, in order to create inclusive public services.