



TRAINING REPORT

Title: “Multi Cultural Management”

Date: 15-16 November, 2012

Place: Shamiram Village, Aragatsotn region

Trainers: Marine Aghaganyan and Piruze Manukyan

Number of participants: 13 representatives from project communities: Metsamor, Lukashin, Tchambarak and Shamiram.

BRIEF DESCRIPTION OF THE PARTICIPANTS AND THEIR EXPECTATIONS



The participants were representatives of the 4 communities of the project: Metsamor, Lukashin, Jambarak, Shamiram, overall 13 participants. They were either, active members of their respective communities, representatives of local self-government bodies or representatives of cultural institutions within those communities. The objective of the training program was to equip the participants with the necessary knowledge and experience, which would enable them to benefit

their national minorities and form a comprehensive knowledge of the challenges and needs of their respective communities.

BRIEF DESCRIPTION OF TRAINING COURSE, MAIN TRAINING BLOCKS

During the first part of this two-day training program, the participants were introduced to the principle concepts and practices of intercultural relations and intercultural management.

The second part of the training was dedicated to the introduction of “Effective Management”, through which, the participants became familiar with the paramount importance of discovering, planning, organizing, implementing, monitoring and analyzing the development of every day relations and interactions, by placing a great emphasis on the goals, objectives and performance results.

The third section was devoted to “Community Resources Mobilization”. During this session, we unearthed the potential resources of the respective communities and evaluated the potential tangible results. More importantly, the participants shared real life experiences of life within their communities, and exchanged ideas, thoughts and concerns with one another.

The fourth part of the training program was dedicated to the development of communication skills; the participants were introduced to the principal foundations of effective communications and conflict resolution. Emphasis was placed on, the importance of the principles of effective multicultural communication.





CORE TRAINER'S OBSERVATIONS

The training was very enriching for both the trainers and the participants. By engaging in various insightful discussions with the participants, we managed to form a greater understanding of the diverse nature of the challenges of each community. The diverse cultural and societal background of the participants certainly enriched the program.

What are the participants ready to use

The strategic and theoretical training presented to the participants, is now at the disposal of the trainees; they can now go back to their respective communities and use all the training tools they received in their respective works, campaigns and community development efforts.



What needs modification or additional information?

The program would be enriched, through the inclusion of sessions in the fields of interpersonal skills development, presentation and speech development, organizing meetings and time management related trainings.

What participants are not ready to use

The participants lack project proposal writing skills.

MAIN TRAINING RESULTS

The training was an effective one; the information given to the participants was enriching on both the practical and theoretical fronts. During the practical work, the participants were very active and were able to utilize the theoretical knowledge gained, in the various exercises that they participated in. More importantly, while the participants were multicultural and came from different backgrounds, however, they all sustained a level of diplomacy and tolerance with one another, throughout the course of the training program.

RECOMMENDATIONS FOR FURTHER CONSULTING IN THE COMMUNITY

If possible, it would be very helpful to train the community members on how to develop project proposals, which is a necessary and an effective tool in community development.