

Study visit Athens
Greece
2011 – 31^{rst} of march – 4th of April

Leonardo project 2009 – 1 – DE2-LEO-01694_5: Immigrant business Plan

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Both partners were willing to improve the knowledge of the two organizations, as well as to work together on the subject of the project.

The two organizations (ITG and NOSTOS) had planned as well to tackle the subject “migrant” and to focus on the IBP target groups’ which mean poor migrant willing to create an activity or a company because of economic reasons.

So objectives of the meeting were:

Learn from each other
Learn about the real situation of Migrants in Greece
Experience the difference

Each participant from France commits itself to write a learning diary responding giving feedback of the study visit.

Additionally, referring the different point undertaken in the project, Greek and French partners shall exchange about guideline (topics covered by French and Greek partners) and Ethnic economy in France and in Europe

The following program was organized by NOSTOS:

WHEN?	WHAT TIME?	ENDS AT	WHERE?	WHAT?	COMMENT 1
THURSDAY	14:00	19:00	EPSAMY, 5 Marnis str, Athens	Theater Workshop	see ways how to integrate community for social exclusion issues
	21:30	Midnight	Prestige african restaurant, 8 Efessou str, Amerikis Sq, Athens	African Dinner !	Meeting with an African Man Who have created a restaurant
FRIDAY	9:00	12:30	Greek Council for Refugees (GCR), Mrs Margela Michailidou, 25 Solomou str, Athens	The Greek System of Asylum seekers Employabilty	Presentation of the situation of asylum seeker in Greece
	13:00	17:30	Nostos, Notara & Metsovou str, Athens	Good Practices in immigrants employability	Presentation of different tools and workshop organized by Nostos
	21:00	midnight	EPSAMY, 5 Marnis str, Athens	Greek Taverna	Employs are from the field of mental health patient
SATURDAY	11:00	afternoon	Aegina Island	Cultural Visit!	Visit of the Island
Sunday		Free time	Visit of the Acropolis & Museum of Acropolis		
MONDAY	10:00	12:00	IASIS Day Center, 68 Patisson str, Athens	Evaluation - further discussion	Last part of the meeting exchange of experiences and method – workshop dedicated to IBP Guideline

Workshop 1 : Theater workshop

A real “actor” is coming to the training center to work with the beneficiaries in order to help them to communicate and to feel more confident.

Drama Therapy is the use of theatre techniques to facilitate personal growth and promote mental health. Drama therapy is used in a wide variety of settings, including hospitals, schools, mental health centers, prisons, and businesses. Drama Therapy, as a form of Expressive Arts Therapy, (also known as Expressive Therapy), exists in many forms and can be applicable to individuals, couples, families, and various groups.

It helps people and so Migrants to :

- Solve or speak about a problem
- Achieve a catharsis
- Delve into truths about self
- Understand the meaning of personally resonant images
- Explore and transcend unhealthy personal patterns of behavior and interpersonal interaction

Because of the language, French learners were not obliged to take part to the course, but they assist the course and the small presentation (a piece) prepared by the learners.

Workshop 2: eating in an African restaurant in Greece,

The manager of the organization was previously the manager of different other kind of business. He decided to create a place dedicated to its own community. The concept was already tackled during our project. Even if we still have no real answer about it we spoke a lot about the advantages and the disadvantages of creating a business where your community is leaving and about the fact that if your clients are from your community, you won't have to advertise in the same way.

This place not dedicated to tourists or people form the neighborhood, it was clearly a restaurant for African people living in Greece. A choice many Migrants creating a company do.

This working time, have conducted learners to speak about the following points.

The first rule to start a business is to have a good knowledge of the situation of the environment (city district, “quartiers” ...) you are planning to be.

You have as well to think about one important thing, each person plans to create a company should really think about...

Do you want to start your business where other migrants are?

Do you want to start your business where the people selling the same product as you, are?

Do you want to start your business in an area you have no competitors?

All situation met advantages and disadvantages.

For example in France small supermarkets developed by North African person and open daily very late in French cities centers have been a good ways to develop the economy of city centers and as well to allow these people to get a recognized situation in these cities. This is as well now the case with many specified activities such as shoes repairer, pressing or retouching clothing.

Some advices:

If you decide to create your own business in a place, other migrants have already started their business. They might help you (giving you advices) because they already have experienced the situation before you. They will help you to understand local rules, to respond to any legal requirement or any customers tastes... You might there met local association or local communities willing to help you during the different stages of the creation of your business. Sometime, in such places, your first customers will be people from your community; no pedagogical approach should be requested to sell then your goods. Natives coming there will be most of the time as well aware about your customs and habits. The main problem then in such place will be probably a high range of competition. And sometimes, these customers won't have enough money to buy your goods or products.

If you decide to create your business in a place no other migrants are, most of the time, you will have to adapt a little bit your way of working to the local customs...

In case you are planning to start a restaurant, you will have to adapt your food and the way you cook it to the local habits. You will have as well to decorate the place taking into account local requirements. Most of the time, you will need to create a high standard product. Your customers want to meet something exotic, but they require quality and they want to feel safe.

You will always have to ask yourselves, in which way your product is adapted or not to the local requirement, do you respond to a need or do you want to create it?



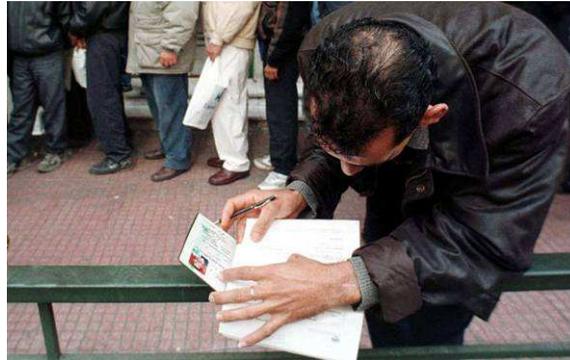
Workshop 3 : meeting the team of Greek Council for Refugees

The Greek Council for Refugees (GCR) is a Greek, Non-Governmental Organization, founded in 1989 to support refugees and asylum seekers in Greece. Through various psychosocial and legal services, it helps them integrate harmoniously in Greece.



It is :

- The only Greek non-governmental, non-profit organization that deals exclusively with people seeking asylum in Greece and are considered refugees,
- registered in the records of the Ministry of Foreign Affairs as well as the Ministry of Health and Social Solidarity as an Organization recognized as especially Charitable,
- one of the six Non-governmental Organizations protecting human rights in Greece that are members of the National Commission for Human Rights (NCHR) according to the law regarding the National Commission for Human Rights 2667/98. The President of the Board of Directors of GCR has been voted vice-chairman of such commission,
- an implementing partner of the United Nations High Commissioner for Refugees (UNHCR), as well as
- a member of the European Council for Refugees and Exiles (ECRE),



Workshop 3 : What does NOSTOS provide? Meeting with NOSTOS Team and services

Counseling?

Counseling is the process through which a person can better his/hers condition. Furthermore it facilitates personal goal setting, empowerment, and dealing with and surpassing problems. Successful counseling depends on the interaction between the person and the counselor, in other words the relationship that develops between them which has as a goal the emancipation (self-identity) of the person.

Counseling to assist people in:

- **Job Seeking and Placement**

Nowadays job seeking and placement require specialization, good knowledge of the job market, and immediate access to information. The Counseling Services of "NOSTOS" support people interested in job seeking or in changing their current job in many ways some of which are mentioned below:

- Skills and qualities identification
- Professional CV composition
- Preparation for interviews
- Self-presenting techniques
- Organized job seeking
- Personalized psycho-social support

- **Facing Changes:**

Throughout adulthood, a person can come across changes, unexpected events, developments in personal and/or professional aspects. Anyone needing assistance in:

- Confronting them
- Making decisions
- (Re)Defining his/hers goals

People can address the Counseling Services of "NOSTOS". The main aim of the services is to support and encourage the person so that he or she can fulfill their desires.

The Counseling Services of "Nostos" are administered by specialized counselors with long-term experience and high level of knowledge.

Services Provided as well by Nostos

Nostos assist mostly migrants in the following areas:

- Making your CV
- Searching the internet for public sector invitations, job vacancies etc.
- To talk and be listened for whichever job related issue
- Preparing for a job interview
- Creating a business plan
- Getting information on training and seminars

During this meeting, Learners and teachers from both organization have had chance to exchange about their own experience and practices.

Some of the impression and feeling about what they have seen or done are in their learning diaries.

Workshop 4 : Development of the guideline & Evaluation

Last Workshop was dedicated to speak about the different part of the guideline we had to develop as well as to express feeling and feedback about what has been seen and said during this study visit.

Result of this meeting is in the guideline for the 6 documents prepared by the partners and feeling of French learners are in their Learning diaries.

Annexes : prise de notes de l'équipe française - Guideline Leonardo IBP – 3 April 2011

Topic 1 : communication

Communication sur l'entreprise :

Communication écrite, type boîte aux lettres,
Journaliste local, mairie,
Affichage,
Commerce ouvert, transparence, ouverture,
Etre accompagné (parrainage, recommandation, ...)

Présentation personnelle :

communication image de soi...
présentation personnelle,
adaptation au contexte local,
connaissance des limites,
adaptation au langage

Prérequis et ou savoir être : intégration par la langue...nécessaire... (nécessité de travailler sur son projet).

Travailler sur le bilinguisme dans certains cas... c'est provisoire notamment pour répondre aux contraintes locales.

La qualité de l'accueil est très importante : au regard des exigences de la clientèle... savoirs être, sourire, ..., ça change tout...

Accueillir de manière agréable, ..., rechercher une forme d'exotisme.... Mais pas trop...

Travailler sur les représentations, ...sur l'image, ... cossus,

Envie d'exotisme en toute sécurité.... Rassurer la clientèle, ...

Formule locale ou la formule « européenne »... décoration,

Formation en langue est très importante...