



# Academy on the integration of migrants and refugees in the Baltic countries 2025-2026

## Training Courses\*

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\* This overview is tentative and can be subject to changes and adjustments by the organizations proposing the training courses.

## **Certificates**


**Individual certificate of completion** will be issued to each participant by the organization that is delivering each course.

At the end of the Academy, each city will receive a **city certificate** that will list all courses in which members of their staff took part.

## Training courses

### ODIHR

<b>Course title</b>	<b>Destination Europe</b>		
<b>Course format</b>	Serious game / role play / simulation		
<b>Contact persons</b>	Alice Szczepanikova: <a href="mailto:alice.szczepanikova@odihr.pl">alice.szczepanikova@odihr.pl</a> Julia Gebhard: <a href="mailto:julia.gebhard@odihr.pl">julia.gebhard@odihr.pl</a>		
<b>Target group/s</b>	all practitioners working with migrants and refugees	<b>Number of participants</b>	Min: 4 Max: 30
<b>Duration</b>	1,5 hours	<b>Alternative duration</b>	3 hours (more extensive discussion)  45 min. (warm up, getting into the topic)
<b>Number of possible repetitions</b>	as much as needed	<b>Preferred timing in the Academy</b>	<b>13-14 March 2025</b>
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	Own trainer available
<b>Translation of course material</b>	Game materials are in English, Latvian, Lithuanian and a translation into Estonian should be completed soon. The texts are short and easy to use also with online translation tools or the help of other participants. All relevant information is available here: <a href="#">Home - Destination Europe (EMN Luxembourg)</a>		
<b>Brief description (100 words)</b>	Destination Europe is an innovative learning and training tool about migration and integration in the European context, developed by the European Migration Network. It is an engaging discussion platform that introduces users to migration and integration decision-making and its consequences. They take up roles of various actors involved at the EU, national and city level and immerse themselves in different realistic future scenarios about migration and integration. The stories illustrate potential outcomes of policy decisions for different groups such as asylum seekers, labor and irregular migrants as well as citizens of EU countries where migrants settle. See more at: <a href="https://destinationeurope.uni.lu/">https://destinationeurope.uni.lu/</a>		

	
<p><b>Learning Objectives</b></p>	<p>Participants</p> <ul style="list-style-type: none"> <li>• experience different levels of migration and integration decision-making (EU, national, city)</li> <li>• Consider different positions and interests of various actors (national ministers, civil society, migrant associations, employers, public)</li> <li>• understand impacts of policy decisions on migrants and public in the host countries (asylum seekers, labour migrants, irregular migrants)</li> <li>• practice skills relevant to decision-making such as critical thinking, collaboration, communication and leadership</li> </ul>
<p><b>Prerequisites if any</b></p>	<p>none (suitable for entry level)</p>

<b>Course title</b>	<b>Good Practices in Migrant Integration, Part I</b>		
<b>Course format</b>	In-person workshop		
<b>Contact persons</b>	Alice Szczepanikova: <a href="mailto:alice.szczepanikova@odihhr.pl">alice.szczepanikova@odihhr.pl</a> Julia Gebhard: <a href="mailto:julia.gebhard@odihhr.pl">julia.gebhard@odihhr.pl</a>		
<b>Target group/s</b>	all practitioners working with migrants and refugees	<b>Number of participants</b>	Min: 26 Max: 60 (2 parallel groups) (ideally two persons for each municipality)
<b>Duration</b>	2 days	<b>Alternative duration</b>	
<b>Number of possible repetitions</b>	1	<b>Preferred timing in the Academy</b>	<b>13-14 March 2025</b>
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	Own trainer available Local co-trainers will be recruited.
<b>Translation of course material</b>	To be delivered in English or translated (if resources are available).		
<b>Brief description (100 words)</b>	<p>This two-part training course is broadly based on <a href="#">ODIHR's Good Practices in Migrant Integration manual</a> but its content will be updated and adjusted to the Baltic context and the specific needs of municipal authorities. The course covers all aspects of integration from the perspective of cities. It is very interactive. The trainer will actively incorporate expertise of the participants and enable sharing of practices and experiences within the group. The trainees will work with case studies, analyze good practices from other OSCE countries and develop their own plans of action to take home and implement.</p> <p><b>Day 1</b></p> <ul style="list-style-type: none"> <li>€ Institutional and legal frameworks governing the integration of migrants and refugees in the Baltic states and internationally</li> <li>€ Welcoming policies and cultural, linguistic and social integration</li> <li>€ Education and integration of children and youth</li> </ul> <p><b>Day 2</b></p> <ul style="list-style-type: none"> <li>€ Access to the labor market and entrepreneurship of migrants</li> <li>€ Access to housing</li> <li>€ Healthcare</li> <li>€ Exploring the intersection of integration support and anti-trafficking efforts: strategies for early identification, prevention, and victim assistance</li> </ul>		
<b>Learning Objectives</b>	Participants		

	<ul style="list-style-type: none"> <li>€ are familiar with key concepts around migrant and refugee integration and the institutional, legal and policy frameworks relevant for cities;</li> <li>€ analyze recent practices related to civil and linguistic integration of migrants and refugees including education and integration of children and youth;</li> <li>€ understand challenges and opportunities linked to migrant and refugee access to the labor market and migrant entrepreneurship;</li> <li>€ discuss inspiring practices relevant for migrant and refugee access to housing, social services and healthcare;</li> <li>€ will be able to identify concrete ways in which effective integration support for migrants and refugees can contribute to preventing human trafficking, improving victim identification and strengthening assistance to survivors;</li> <li>€ reflect on their own knowledge and experience with the matters and share experience with their peers from other cities;</li> <li>€ develop a realistic plan for action within their competence to implement upon return.</li> </ul>
<b>Prerequisites if any</b>	none (suitable for entry level)

<b>Course title</b>	<b>Good Practices in Migrant Integration, Part II</b>		
<b>Course format</b>	In-person workshop		
<b>Contact persons</b>	Alice Szczepanikova: <a href="mailto:alice.szczepanikova@odihr.pl">alice.szczepanikova@odihr.pl</a> Julia Gebhard: <a href="mailto:julia.gebhard@odihr.pl">julia.gebhard@odihr.pl</a>		
<b>Target group/s</b>	all practitioners working with migrants and refugees	<b>Number of participants</b>	Min: 26 Max: 60 (2 parallel groups) (ideally two persons for each municipality)
<b>Duration</b>	2 days	<b>Alternative duration</b>	
<b>Number of possible repetitions</b>	2	<b>Preferred timing in the Academy</b>	<b>Week 23 (June) 2025</b>
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	Own trainer available Local co-trainers will be recruited.
<b>Translation of course material</b>	To be delivered in English or translated (if resources are available).		
<b>Brief description (100 words)</b>	<p>This two-part training course is broadly based on <a href="#">ODIHR's Good Practices in Migrant Integration manual</a> but its content will be updated and adjusted to the Baltic context and the specific needs of municipal authorities. The course covers all aspects of integration from the perspective of cities. It is very interactive. The trainer will actively incorporate expertise of the participants and enable sharing of practices and experiences within the group. The trainees will work with case studies, analyze good practices from other OSCE countries and develop their own plans of action to take home and implement.</p> <p><b>Day 1</b></p> <ul style="list-style-type: none"> <li>● Socio-political integration</li> <li>● Intercultural dialogue, socio-cultural integration</li> <li>● Freedom of speech vs misinformation and hate speech</li> <li>● Preventing and fighting discrimination, racism and xenophobia</li> </ul> <p><b>Day 2</b></p> <ul style="list-style-type: none"> <li>● Access to public services</li> <li>● Communication strategies, inclusive language, social media</li> <li>● Joining forces to support integration: collaboration among local governments, other public institutions, non-governmental and migrant-led organizations</li> </ul>		

	<ul style="list-style-type: none"> <li>● Enhancing local-level coordination to identify potential trafficking victims among vulnerable migrant populations and provide appropriate assistance</li> </ul>
<b>Learning Objectives</b>	<p>Participants</p> <ul style="list-style-type: none"> <li>● refresh their knowledge acquired in Part I of the training;</li> <li>● understand the socio-political and socio-cultural dimensions of integration and the importance of intercultural dialogue;</li> <li>● analyze best practices in preventing and addressing xenophobia and discrimination and fostering mutual understanding between communities;</li> <li>● gain practical skills to improve communication strategies, work with social media and appreciate the power of inclusive language;</li> <li>● assess possibilities of engaging migrant and refugee communities in integration and inclusion efforts and of strengthening collaboration with other local public institutions and civil society;</li> <li>● able to outline key steps for local-level coordination in identifying potential trafficking risks among vulnerable migrant populations;</li> <li>● develop a realistic plan for action within their competence to implement upon return.</li> </ul>
<b>Prerequisites if any</b>	Participation in Part I of the training course is recommended but not mandatory.

<b>Course title</b>	<b>Building Effective Multi-Stakeholder Partnerships</b>		
<b>Course format</b>	In-person workshop		
<b>Contact persons</b>	Alice Szczepanikova: <a href="mailto:alice.szczepanikova@odihr.pl">alice.szczepanikova@odihr.pl</a> Julia Gebhard: <a href="mailto:julia.gebhard@odihr.pl">julia.gebhard@odihr.pl</a>		
<b>Target group/s</b>	all practitioners working with migrants and refugees	<b>Number of participants</b>	Min: 26 Max: 60 (2 parallel groups) (ideally two persons for each municipality)
<b>Duration</b>	2 days	<b>Alternative duration</b>	
<b>Number of possible repetitions</b>	2	<b>Preferred timing in the Academy</b>	<b>3<sup>rd</sup> quarter of 2026</b>
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	Own trainer available Additional co-trainers will be recruited.
<b>Translation of course material</b>	To be delivered in English or translated (if resources are available).		
<b>Brief description (100 words)</b>	<p>Over two days of practical exercises and group work, this course will draw on participants' knowledge and experience to help them answer the following questions in their city contexts and build new alliances with colleagues from other cities:</p> <ul style="list-style-type: none"> <li>€ How can cities cooperate with diverse partners in an effective, efficient and sustainable manner to support integration of migrants and refugees? <ul style="list-style-type: none"> <li>☒ Other cities</li> <li>☒ Civil society organizations</li> <li>☒ Private sector</li> <li>☒ Migrant organizations / communities / mediators</li> <li>☒ General public / volunteers</li> <li>☒ Local media</li> <li>☒ Hard to reach, marginalized communities</li> </ul> </li> <li>€ How to build and maintain trust between partners?</li> <li>€ How to mobilize these networks in time of emergency and keep them alive afterwards when resources are scarce?</li> <li>€ How to build strategies for identifying and addressing vulnerabilities within migrant and refugee populations, including potential risks of exploitation and trafficking, through collaborative efforts with various stakeholders.</li> </ul>		

<b>Learning objectives</b>	<p>Participants</p> <ul style="list-style-type: none"> <li>€ understand the principles of effective partnerships;</li> <li>€ practice active listening skills;</li> <li>€ learn how to create a safe space where different voices can be heard and perspectives exchanged;</li> <li>€ learn to manage different interests, priorities and constraints in a multi-stakeholder partnership;</li> <li>€ develop their own action plan for a local partnership network.</li> </ul>
<b>Prerequisites if any</b>	<p>Ideal for those who already passed Good Practices in Migrant Integration I and II but it is not a mandatory prerequisite.</p>

<b>Course title</b>	<b>Training of Trainers: Strengthening Capacity of Actors in the Local Integration of Migrants and Refugees</b>			
<b>Course format</b>	In-person workshop			
<b>Contact persons</b>	Alice Szczepanikova: <a href="mailto:alice.szczepanikova@odihr.pl">alice.szczepanikova@odihr.pl</a> Julia Gebhard: <a href="mailto:julia.gebhard@odihr.pl">julia.gebhard@odihr.pl</a>			
<b>Target group/s</b>	Trainers working in the field of social inclusion in local and national authorities, think tanks and NGOs	<b>Number of participants</b>	Min: 15 Max: 26	
<b>Duration</b>	2 days	<b>Alternative duration</b>		
<b>Number of possible repetitions</b>	1	<b>Preferred timing in the Academy</b>	2 <sup>nd</sup> quarter of 2026	
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	€	Own trainer available Additional co-trainer will be recruited
<b>Translation of course material</b>	To be delivered in English.			
<b>Brief description (100 words)</b>	<ul style="list-style-type: none"> <li>Over two days of practical exercises and group work, this course will build trainers' capacity to design and deliver training courses on local integration of migrants and refugees for local authorities. The course will build on experiences and informal needs assessment conducted in the previous training courses delivered by ODIHR as part of the Academy. The aim is to transfer the training know-how with tested training methods and approaches suitable for the regional context to local trainers and experts who will be able to respond to the emerging needs of the authorities after the completion of the Academy.</li> </ul>			
<b>Learning objectives</b>	Participants <ul style="list-style-type: none"> <li>€ Are familiar with the basics of migrant and refugee integration;</li> <li>€ Can identify good practices that are worth analysing in a training;</li> <li>€ Can adapt the training content to emerging needs of the authorities;</li> </ul>			

	<ul style="list-style-type: none"> <li>€ Can design engaging group work and select appropriate case studies that contribute to solid learning outcomes;</li> <li>€ Learn how to create productive training environment where different voices and experiences can be heard and perspectives exchanged;</li> <li>€ Can facilitate sessions of the “Destination Europe” serious board game about migration and integration in Europe;</li> <li>€ Develop draft training outlines in response to their analysis of existing training needs in their countries.</li> </ul>
<b>Prerequisites if any</b>	Previous training experience in the field of social inclusion and existing contacts with local authorities and other actors in the local integration of migrants and refugees.

## CoE - INTERCULTURAL CITIES (ICC) PROGRAMME

<b>Course title</b>	<b>An Intercultural Integration Training Course for Cities</b>			
<b>Course format</b>	In-person capacity building session			
<b>Contact persons</b>	Rita Marascalchi: <a href="mailto:rita.marascalchi@coe.int">rita.marascalchi@coe.int</a> ICC contact: <a href="mailto:intercultural.cities@coe.int">intercultural.cities@coe.int</a>			
<b>Target group/s</b>	Participants vary depending on the topic (see description below)	<b>Number of participants</b>	<i>Min: 10</i> <i>Max: 40</i> <i>DAY 3: max 12 participants</i>	
<b>Duration</b>	<i>3 days (consecutive) - 6 hours per day</i>	<b>Alternative duration</b>		
<b>Number of possible repetitions</b>	1	<b>Preferred timing in the Academy</b>	<b>Preliminary - 1<sup>st</sup> quarter of 2026</b>	
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<i>Own trainers available</i> <i>Need for interpretation and translation of training documents</i>  <i>Need to recruit a local trainer</i>
<b>Translation of course material</b>	Relevant resources: <ul style="list-style-type: none"> <li>• Identifying and Preventing Systemic Discrimination at the Local Level: <a href="#">Policy Study</a> (October 2020)</li> <li>• <a href="#">Migration and integration: Which alternative narratives work and why? - Policy Brief</a> (2021)</li> <li>• <a href="#">Anti-rumours Handbook</a></li> <li>• <a href="#">Inclusive communication – Policy brief</a> (2021)</li> <li>• <a href="#">Claiming the power of dialogue: Toolkit for antirumours dialogue - Policy Brief</a> (2021)</li> </ul>			

<b>Brief description (100 words)</b>	<p>The Intercultural Integration Training Course is an immersive training course structured over 3 days. The aim is to enable cities to streamline the Council of Europe intercultural integration model and build their capacity to make the best use of the concepts and tools of the Intercultural Cities (ICC) Programme. The course proposed to cities consists of capacity-building sessions which combine practical exercises with theory on the following features of intercultural integration:</p> <ul style="list-style-type: none"> <li>● <b>DAY 1:</b> Introduction to interculturalism, intercultural strategies, and intercultural competence training (1 full day, <b>target group:</b> directors and technical staff of different municipal departments - up to 4 per city);</li> <li>● <b>DAY 2:</b> Training session on anti-rumours strategy (1 full day, <b>target group:</b> directors and technical staff of different municipal departments - up to 4 per city);</li> <li>● <b>DAY 3:</b> Training session on media interviews – how to promote inclusive messages (1 full day, <b>target group:</b> political leaders and communication officers).</li> </ul>
<b>Learning objectives</b>	<p><b>DAY 1:</b> At the end of this day of training participants will have acquired the capacity to develop intercultural inclusion strategies based on equality, diversity advantage, meaningful interaction, and active citizenship and participation.</p> <p><b>DAY 2:</b> At the end of this day of training participants will have gotten the skills and knowledge to recognise and dismantle rumours and prejudice that hamper living together in diversity. They will also be better able to identify and prevent systemic discrimination.</p> <p><b>DAY 3:</b> At the end of this day of training participants will be better able to understand impacts and opportunities of public and political communication.</p> <p>All participants will have the opportunity to share practices and challenges with peers from other municipalities.</p>
<b>Prerequisites if any</b>	None

<b>Course title</b>	<b>An Anti-Rumours Training Course for Cities</b>			
<b>Course format</b>	In-person capacity building session			
<b>Contact persons</b>	Rita Marascalchi: <a href="mailto:rita.marascalchi@coe.int">rita.marascalchi@coe.int</a> ICC contact: <a href="mailto:intercultural.cities@coe.int">intercultural.cities@coe.int</a>			
<b>Target group/s</b>	Directors and technical staff of different municipal departments	<b>Number of participants</b>	<i>Min: 10</i> <i>Max: 25</i>	
<b>Duration</b>	<i>2 days (consecutive) - 6 hours per day</i>	<b>Alternative duration</b>		
<b>Number of possible repetitions</b>	1	<b>Preferred timing in the Academy</b>	<b>Preliminary - 1<sup>st</sup> quarter of 2026</b>	
<b>Delivered</b>	in person	<b>Delivery / facilitation</b>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<i>Own trainers available</i> <i>Need for interpretation and translation of training documents</i>  <i>Need to recruit a local trainer</i>
<b>Translation of course material</b>	Relevant resources <ul style="list-style-type: none"> <li>• <a href="#">Migration and integration: Which alternative narratives work and why? - Policy Brief</a> (2021)</li> <li>• <a href="#">Inclusive communication – Policy brief</a> (2021)</li> <li>• <a href="#">Claiming the power of dialogue: Toolkit for antirumours dialogue - Policy Brief</a> (2021)</li> <li>• <a href="#">Anti-rumours Handbook</a></li> </ul>			
<b>Brief description (100 words)</b>	The Anti-Rumours Training Course is an immersive training course structured over 2 days.  Rumours are stories or pieces of stories that might be true or false and that have the characteristic of quickly spreading from a person to another. They are not systematically negative but they can become very harmful when they are based on stereotypes, i.e. on unchecked and prefixed ideas about what			

	<p>someone or something is like. Stereotypes feed into prejudice, which is an unfair and unreasonable opinion or feeling formed through a pre-judgment without enough thought or knowledge. At the level of today diverse societies, the spreading of stereotypes and prejudice through rumours can actually impact the way in which we relate to each other, the way in which we interact - or renounce to interact - with people of diverse origin and backgrounds.</p> <p>Understood as a public policy, the Anti-Rumours strategy, is composed of a number of elements: identifying major rumours existing in a city; collecting objective data and also emotional arguments to dismantle false rumours; creating an anti-rumour network of local actors from civil society; empowering and training “anti-rumour agents”; and designing and implementing anti-rumour campaigns to raise awareness, including by creating and disseminating new tools and resources, both creative and rigorous.</p> <p>The course proposed to cities consists of capacity-building sessions which combine practical exercises with theory.</p>
<b>Learning objectives</b>	<p>At the end of this training participants will have gotten the skills and knowledge to recognise and dismantle rumours and prejudice that hamper living together in diversity. They will also be better able to identify and prevent systemic discrimination.</p> <p>All participants will have the opportunity to share practices and challenges with peers from other municipalities.</p>
<b>Prerequisites if any</b>	

<b>Course title</b>	<b>Working Together for Migrant and Refugee Local Integration</b>		
<b>Course format</b>	Online workshop		
<b>Contact persons</b>	Margaux Tharaux, policy analyst: <a href="mailto:margaux.tharaux@oecd.org">margaux.tharaux@oecd.org</a> Ewa Białogłowska, policy analyst: <a href="mailto:ewa.bialoglowska@oecd.org">ewa.bialoglowska@oecd.org</a>		
<b>Target group/s</b>	All practitioners working with migrants and refugees	<b>Number of participants</b>	No limit
<b>Duration</b>	2 hours	<b>Alternative duration</b>	3 hours
<b>Number of possible repetitions</b>	2	<b>Preferred timing in the Academy</b>	<b>Week 28 (July) 2025</b>
<b>Delivered</b>	online	<b>Delivery / facilitation</b>	<i>Own trainer available Need for interpretation if the training cannot be delivered in English</i>
<b>Translation of course material</b>	The OECD does not have resources to finance interpretation but could use IA to provide Baltic partners with some translated material.		
<b>Brief description (100 words)</b>	<p>The aim of this online course is to help cities identify policy and investment priorities to foster migrant integration.</p> <p>1. The <b>first diagnosis step</b> of this course will consist in:</p> <ul style="list-style-type: none"> <li>- Using the <a href="#">OECD 12 points Checklist for public action to migrant integration at the local level</a>, to assess the domains in which cities are already doing well, and ones where there is room for improvement. Nota bene: This first step could also be done in advance of the course, by each city to directly dive into areas to improve.</li> <li>- Reflecting on what indicators cities should consider to identify policy and investment priorities. The OECD will present cities their <a href="#">OECD Regional Attractiveness Compass</a> and the <a href="#">Local Data Portal</a> sheet.</li> </ul> <p>2. In a <b>second action-oriented step</b> we will focus on domains that should be improved. According to their situation, concrete examples of actions from other OECD cities and regions that could be implemented</p>		

	<p>will be proposed to cities. The focus will be on identifying the horizontal (with local, private and public actors) and vertical (with other levels of government) coordination challenges faced by cities. The content will be adjusted to the specific context and the needs of cities.</p> <p>The aim of this online course is to help cities identify in which of the sectors key to refugee integration they might want to invest time and money in priority.</p>
<b>Learning objectives</b>	<ul style="list-style-type: none"> <li>• Developing participants' capacity to use readily available OECD tools, including statistical ones, for assessing how their cities perform in key areas for integration and identify policy &amp; investment priorities.</li> <li>• Building an understanding of how place-based policies, such as governance, connectedness, housing, and well-being, interact with migrant integration policies.</li> <li>• Getting to know best practices from other cities and territories on enhancing both talent attraction and migrant inclusion, while encouraging participants to share their own practices.</li> </ul>
<b>Prerequisites if any</b>	None

Course title	<b>Participatory approaches for practitioners at the local level</b>		
Course format	In-person with use of interactive methodologies and materials, including <a href="#">Handbook</a> and <a href="#">scorecard</a> : (i) group discussions, case studies, and scenario-based exercises to encourage practical application. (ii) Opportunities to share challenges and solutions with peers.		
Contact persons	Karolis Zibas <a href="mailto:zibas@unhcr.org">zibas@unhcr.org</a>		
Target group/s	<i>City/Municipal-level authorities &amp; practitioners working with refugees and immigrants</i>	Number of participants	<i>Up to 60</i>
Duration	<i>1-1,5 days</i>	Alternative duration	<i>N/A</i>
Number of possible repetitions	<i>Up to the needs and interest of participants</i>	Preferred timing in the Academy	<b>Week 49 (December) 2025</b>
Delivered	<i>In-person</i>	Delivery / facilitation	<i>Own trainer available. To be delivered by Karolis Zibas, UNHCR</i>
Translation of course material	Some toolkits are available in Estonian, Latvian & Lithuanian: <a href="#">Effective Inclusion of Refugees: participatory approaches for practitioners at the local level   UNHCR</a>		
Brief description (100 words)	1 day training course on holistic participatory approaches for practitioners at the local level to facilitate co-design and co-implementation of relevant services for refugees and immigrants. Training will investigate how to (i) involve refugees and immigrants in the development and implementation of integration services at the local level; (ii) how to ensure that local authorities are open and capacitated to initiate and maintain the dialogue between local institutions and refugee as well as migrant communities; how to (ii) support refugee and/or immigrant-led organizations as integration actors/partners at various (including local) levels.		
Learning objectives	<p>Training provides practical guidelines and methodologies, checklists, and good practices as well as step-by-step questions that can be used when designing or evaluating integration services/measures with the focus on participatory approaches. Simultaneously, the training will serve as an engagement and connecting instrument by targeting local practitioners working on integration and inclusion. It also aims to discuss integration challenges in a comprehensive way and strengthen communities of practice on inclusion/integration between municipalities/cities. By the end of the introductory session, participants will have acquired a better understanding of:</p> <ul style="list-style-type: none"> <li>• How to build participatory approaches to planning and implementation in their respective cities and towns.</li> </ul>		

	<ul style="list-style-type: none"> <li>• How to recognise relevant needs and capacities and better interface with refugees in their activities.</li> <li>• Key criteria for adapting services to the needs and potential of refugees, and how to implement existing and new initiatives accordingly.</li> </ul>
	<div data-bbox="392 378 1150 698"> <p><b>Effective inclusion of refugees</b> Participatory approaches for practitioners at the local level</p> </div> <div data-bbox="1235 468 1398 528"> </div>
Prerequisites if any	No prerequisites

Course title	<b>Cross-cutting issues and vulnerabilities: systematic MHPSS and GBV responses</b>		
Course format	In-person with use of interactive methodologies and materials: (i) group discussions, case studies, and scenario-based exercises to encourage practical application. (ii) Opportunities to share challenges and solutions with peers.		
Contact persons	Karolis Zibas <a href="mailto:zibas@unhcr.org">zibas@unhcr.org</a>		
Target group/s	<i>City/Municipal-level authorities &amp; practitioners working with refugees and immigrants</i>	Number of participants	<i>Up to 60</i>
Duration	<i>0,5 days</i>	Alternative duration	<i>1 day</i>
Number of possible repetitions	<i>Up to the needs and interest of participants</i>	Preferred timing in the Academy	<b>Week 39 (September) 2025</b>
Delivered	<i>In-person</i>	Delivery / facilitation	<i>Own trainer available. To be delivered by Karolis Zibas, UNHCR</i>
Translation of course material	No translation, available in English		
Brief description (100 words)	This training course is designed to equip city administration, service providers and community leaders with the knowledge and skills to effectively respond to the mental health and psychosocial support (MHPSS) as well as gender-based violence (GBV) challenges in the context of refugee integration and inclusion. The emphasis of the training is given to a systematic approach at the local level. It emphasizes the development and improvement of inclusive, trauma-informed and culturally sensitive support systems.		
Learning objectives	<ul style="list-style-type: none"> <li>• Enhance understanding by educating practitioners about the interconnectedness of vulnerabilities in the context of responding to MHPSS and GBV challenges in a systematic manner.</li> <li>• Provide insight into the unique challenges faced by refugees, such as trauma, displacement, and cultural barriers.</li> <li>• Improve inter-sectoral collaboration between various local actors, including health, social, specialized and community organizations.</li> <li>• Increase awareness about existing tools, which supports and strengthens MHPSS and GBV responses.</li> </ul>		

Prerequisites if any	No prerequisites
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Course title	<b>Understanding integration &amp; inclusion: implications for socioeconomic inclusion work at the local level; roles and responsibilities of local integration actors</b>		
Course format	In-person with use of interactive methodologies and materials: (i) group discussions, case studies, and scenario-based exercises to encourage practical application. (ii) Opportunities to share challenges and solutions with peers.		
Contact persons	Karolis Zibas <a href="mailto:zibas@unhcr.org">zibas@unhcr.org</a>		
Target group/s	<i>City/Municipal-level authorities &amp; practitioners working with refugees and immigrants</i>	Number of participants	<i>Up to 60</i>
Duration	<i>1 day</i>	Alternative duration	<i>N/A</i>
Number of possible repetitions	<i>Up to the needs and interest of participants</i>	Preferred timing in the Academy	<b>Week 39 (September) 2025</b>
Delivered	<i>In-person</i>	Delivery / facilitation	<i>Own trainer available. To be delivered by Karolis Zibas, UNHCR</i>
Translation of course material	No translation, available in English		
Brief description (100 words)	<p>This training course focuses on the concept and evolution of integration as socioeconomic process over time and space. Participants will gain in-depth knowledge of refugee integration and inclusion, exploring their impacts on socioeconomic outcomes at the local level, roles and responsibilities of local actors, providing practical tools and strategies to foster cohesive, resilient, and inclusive communities. Training entails following elements:</p> <ul style="list-style-type: none"> <li>• Foundations of refugee integration: (i) understanding the refugee experience and integration as a multidimensional process. (ii) Practices and policy frameworks governing refugee inclusion at the local level.</li> <li>• Socioeconomic dimensions of inclusion: (i) exploring employment, education, housing, and healthcare access for refugees. (ii) Addressing systemic barriers and leveraging local resources for inclusion.</li> <li>• Roles and collaboration of local actors: (i) fostering partnerships between municipalities, NGOs, businesses, and refugee communities. (ii) Enhancing coordination for effective service delivery.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Practical tools and approaches: (i) designing and implementing inclusive programs tailored to refugee needs. (ii) Monitoring and evaluating the impact of integration initiatives.</li> </ul>
Learning objectives	<ul style="list-style-type: none"> <li>• Understand refugee integration and inclusion: examine the social, cultural, and economic aspects of integrating refugees into host communities.</li> <li>• Identify the roles of local actors: clarify the responsibilities of municipalities, service providers, civil society organizations, businesses, and community groups in supporting refugees.</li> <li>• Develop localized strategies: equip participants with actionable tools to design, implement, and evaluate programs and policies that support refugee inclusion.</li> <li>• Learn from case studies: analyse successful refugee integration initiatives from diverse contexts to identify best practices and lessons learned.</li> </ul>
Prerequisites if any	No prerequisites

Course title	<b>Cultural differences in the context of integration &amp; inclusion: implications for intercultural work at the local level</b>		
Course format	In-person with use of interactive methodologies and materials: (i) group discussions, case studies, and scenario-based exercises to encourage practical application. (ii) Opportunities to share challenges and solutions with peers.		
Contact persons	Karolis Zibas <a href="mailto:zibas@unhcr.org">zibas@unhcr.org</a> and intercultural expert with refugee background (TBC)		
Target group/s	<i>City/Municipal-level authorities &amp; practitioners working with refugees and immigrants</i>	Number of participants	<i>Up to 60</i>
Duration	<i>1 day</i>	Alternative duration	<i>N/A</i>
Number of possible repetitions	<i>Up to the needs and interest of participants</i>	Preferred timing in the Academy	<b>Week 39 (September) 2025</b>
Delivered	<i>In-person</i>	Delivery / facilitation	<i>Own trainers available. To be delivered by Karolis Zibas, UNHCR, and intercultural expert with refugee background (TBC)</i>
Translation of course material	No translation, available in English		
Brief description (100 words)	<p>It is a comprehensive 1-day training course designed to build the skills and awareness needed to foster meaningful and sustainable integration of refugees into host communities. This training focuses on strengthening the capacity of key stakeholders – residents, service providers and policymakers – to navigate cultural differences, collaborate effectively, and promote mutual respect and inclusion. Training course balances theoretical knowledge, practical exercises, and real-world exposure. It entails following components:</p> <ul style="list-style-type: none"> <li>• Cultural awareness and sensitivity: (i) helping participants understand different contexts of cultural norms, values, and behaviours of both refugees and host communities; (ii) recognizing and addressing unconscious biases and stereotypes.</li> <li>• Communication channels: (i) to bridge language and cultural gaps; (ii) encouraging active listening and empathy in intercultural interactions.</li> <li>• Mutual adaptation: (i) highlighting the value of cultural diversity as a strength in the integration process.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Conflict resolution and mediation: (i) providing tools to address misunderstandings or tensions arising from cultural differences; (ii) promoting constructive dialogue and cooperative problem-solving.</li> <li>• Practical tools and skills: (i) various approaches and best practices of explaining and understanding the host country's social norms, laws, and systems; (ii) helping host communities understand the challenges refugees face, such as trauma, displacement, and adaptation.</li> </ul>
Learning objectives	<ul style="list-style-type: none"> <li>• Equip integration practitioners with necessary skills and techniques to facilitate refugee inclusion and empowerment.</li> <li>• Build inclusive communities by promoting understanding and cooperation to reduce cultural barriers and prevent discrimination.</li> <li>• Enhance service delivery by preparing professionals and volunteers to provide culturally appropriate and effective support to refugees.</li> <li>• Enhance clarity by minimizing misunderstandings caused by cultural differences and various communication styles.</li> <li>• Strengthen global competence of integration practitioners by equipping them with skills to operate effectively in globalized contexts</li> </ul>
Prerequisites if any	No prerequisites