



# 1 EMPATHY



## 1 Knowledge of Emotions

VET practitioners should know and be aware of their own emotions, biases, and perspectives, as well as those of others. Understanding how emotions influence behavior and interpersonal interactions is essential for fostering empathy.



## 4 Emotional Intelligence

Enhance emotional control and management skills. Practitioners should be able to recognize and regulate emotions, both their own and those of others, to create a supportive learning environment.



## 2 Social Awareness

Recognizing how social and emotional factors impact learning is crucial. Practitioners should understand the importance of empathy in educational contexts, especially when working with migrants, refugees, and excluded individuals.

## 5 Relationship Building

Build positive and trusting relationships with migrants and refugees. Engage actively in listening and problem-solving, collaborating with learners to find constructive solutions and support their growth.

## 3 Communication Skills

Develop the ability to use both verbal and non-verbal communication effectively. Tailor interactions to respect the diverse backgrounds and needs of learners, promoting clear and respectful exchanges.



## 6 Fostering Inclusivity

Promote a compassionate and inclusive learning culture by developing social-emotional skills. Reduce stigma and discrimination towards diversity by encouraging empathy, open-mindedness, and reflective practices.





## 2 ACTIVE LISTENING AND OBSERVING



### 1 Understanding the Process

Active listening and observing involve the reception, interpretation, analysis, and response to verbal and non-verbal messages. It goes beyond just hearing words, requiring a comprehensive approach to interpreting the full message.

The **MORE**  
you **REFLECT**  
the **MORE**  
you **LEARN**

### 4 Encouraging Reflection

Encourage learners to reflect and solve problems rather than defending their position. Help them feel validated by restating key themes, confirming understanding, and maintaining a respectful dialogue.



### 2 Key Knowledge

Understand that listening starts with receiving information, being open to verbal and non-verbal cues. It also involves analyzing and interpreting the message, identifying non-verbal signals, and providing feedback that shows comprehension.

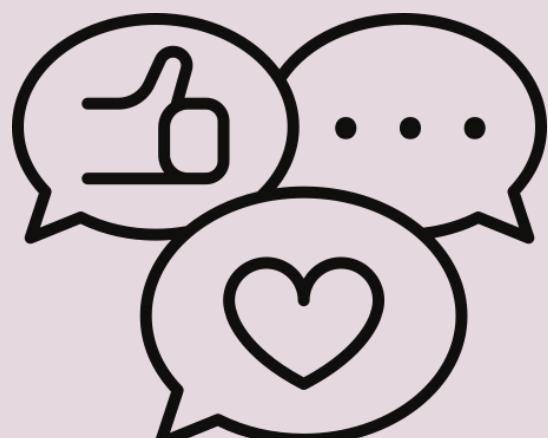
### 5 Values and Attitudes

Foster open dialogue, active participation, and a collaborative environment where learners feel safe to share ideas without fear of judgment. Be adaptable, using clear language and tailoring communication to individual needs.

### 3 Communication Skills



Pay attention to body language, make eye contact, and engage respectfully. Be present, open-minded, and suspend judgment. Use paraphrasing to validate understanding and ask clarifying questions when needed.



### 6 Giving Feedback

Provide constructive feedback that respects diverse perspectives, avoids assumptions, and encourages reflection. Be willing to adjust observations based on new insights, promoting continuous learning and understanding.





# 3

# TRAUMA-INFORMED PRACTICE



## 1 Understanding Trauma

VET practitioners should understand that trauma affects individuals differently. Some people may cope well, while others need support. Recognizing that trauma impacts physical and mental health, as well as learning capacity, is crucial.



## 2 Safety and Support

Promote a safe, healing environment by respecting dignity, autonomy, and cultural diversity. Identify safety plans, coping strategies, and resources to minimize retraumatization, fostering recovery and empowerment.

# FEEL YOUR FEELINGS

## 4 Emotional Intelligence

Listen without judgment or criticism when someone shares their traumatic experiences. Be aware that behaviors might be related to past trauma, and respond with understanding and sensitivity.

## 3 Identifying Trauma



Practitioners should develop the skills to recognize signs of trauma and understand triggers. Being able to listen actively, respond empathetically, and detect when external support is necessary are essential skills.



## 5 Self-Care and Boundaries

Be mindful of their own emotional limits and practice self-care to avoid secondary trauma. Seek support when needed, maintaining a balanced approach to assisting others.

## 6 Values and Attitudes

Practice empathy, patience, and emotional support. Build consistent, trusting relationships and create an empowering atmosphere that helps learners take control of their lives, while remaining cautious about triggering past experiences.





# 4 DIVERSITY & INTERCULTURAL DIALOGUE



## 1 Cultural Awareness

VET practitioners should understand how cultural backgrounds shape perceptions and behaviors. Recognizing that concepts vary across cultures helps build respect and open-mindedness, rather than dismissing unfamiliar ideas.



## 4 Adaptability and Flexibility

Be adaptable in diverse cultural settings by adjusting behaviors and communication styles. Foster a mindset of learning from other cultures rather than imposing preconceived notions or stereotypes.



## 2 Knowledge of Cultural Differences

Practitioners should be aware of their own culture and that of their learners, acknowledging that differences exist both among and within cultures. This awareness helps foster effective cooperation and mutual respect.

## 5 Values and Attitudes

Promote sensitivity towards cultural differences, fostering positive attitudes free from stereotypes and biases. Create a safe and inclusive environment that celebrates diversity and respects all social groups equally.

## 3 Communication Skills



Develop culturally responsive communication skills, recognizing verbal and non-verbal cues from different cultures. This helps prevent unintentional misunderstandings and promotes respectful, inclusive dialogue.



## 6 Fostering Inclusivity

Encourage learners to develop cultural competence by modeling respect and open-mindedness. Establish a learning space where diversity is not just accepted but valued, fostering a culture of empathy and inclusion.





# 5 CRITICAL THINKING AND UNDERSTANDING



## 1 Analytical Process

VET practitioners should develop the ability to examine and evaluate information objectively and in a balanced way. This involves analyzing, evaluating, synthesizing, and reflecting on ideas to address inequalities and promote social inclusion.



## 4 Creating Inclusive Environments

Foster an environment that respects and values all cultures. Encourage positive interactions, mutual understanding, and support for migrant and refugee students, promoting their integration and well-being.



## 2 Cultural Knowledge

Understand the diverse cultures, customs, languages, and traditions of migrant and refugee students. Be familiar with inclusive education practices, national and European integration policies, and the psychological and social factors affecting learners.

## 5 Values and Attitudes

Show empathy and respect for the unique experiences of migrant students. Be committed to equity and social justice, maintain an open attitude towards new perspectives, and reflect critically on teaching practices to ensure inclusivity.

## 3 Skills for Inclusive Teaching

Adapt communication and teaching methods to fit the cultural and linguistic needs of diverse students. Develop curricula that reflect cultural diversity, manage cultural conflicts respectfully, and create assessment methods that value all backgrounds.



## 6 Collaborative and Proactive Approach

Work actively to implement inclusive practices and seek collaborative solutions to integration challenges. Engage with colleagues, families, and communities to support the successful inclusion of all students in the educational environment.





# 6 CULTURALLY RESPONSIVE PEDAGOGY



## 1 Principles

Recognize and value the cultural assets and backgrounds of others.

Create learning environments that empower cultural identities, fostering equity in education. Reflect on personal biases and privileges to better address diversity in the classroom.



## 2 Cultural Knowledge

Understand the diverse cultures, customs, languages, and traditions of migrant and refugee students. Be familiar with inclusive education theories and national and European integration policies, while recognizing the psychological and social challenges learners face.



## 4 Communication and Conflict Management

Be prepared to handle cultural conflicts in the classroom with respect and understanding. Use assessment methods that value cultural diversity and foster positive interactions between learners from various backgrounds.

## 3 Skills for Inclusive Education

Develop effective communication skills with culturally diverse students. Adapt teaching methods to suit linguistic needs, resolve cultural conflicts respectfully, and create curricula that reflect diverse perspectives, promoting inclusivity and equity.



## 5 Values and Attitudes

Cultivate empathy, respect, and social justice in educational practices. Embrace an open and curious attitude towards learning about new cultures, while critically reflecting on one's own teaching methods and attitudes.

## 6 Collaborative and Proactive Approach

Promote collaboration with colleagues, families, and communities to support student integration. Be proactive in implementing inclusive practices, and continually seek solutions to the challenges faced by culturally diverse learners.

