



Tampere University, Finland

Involve target group perspective

Culturally sensitive care ambassadors training – participating in a concrete exercise

In the seminar in Brussels, the project participants were invited to take part in a concrete exercise that is used in the *culturally sensitive care ambassador training* of EVA bxl. Some of the people representing the target group of the training – that is, those becoming ‘care ambassadors’ – also took part in the exercise with the project participants.

- The purpose of the exercise was to understand different cultures’ ways of greeting a person.
- All participants were given a card with a picture and text. It was put around their neck, visible from their back so that they were not able to see it themselves.
- They moved around in a room, and when the instructor gave a signal, they stopped and looked at the card of the nearest person.
- Then they greeted the person in the way that was expressed on his or her card – for example:
 - o ‘greet the person in a way you would greet a family member’
 - o ‘look him/her in the eyes’
 - o ‘go stand next to him/her’
 - o ‘ignore him/her’
- This was repeated 4–5 times.
- After the exercise, the instructor asked everyone how he or she felt about this exercise, and all participants were able to reflect on this together.

This exercise enabled the project participants to understand what kinds of methods are used in the *culturally sensitive care ambassador training* and how they work. It was eye-opening to complete the exercise with the target group; this enabled experiential learning. After the exercise, the representatives of the target group spoke about their experiences in the training, which gave them a chance to have their voice heard.