



Training course on community management

The training course is divided into seven talks led by experts on the matter that will have a duration of one hour each. Between 1.5/2 hours will then be dedicated to autonomous group work related to the talk. On the last day, time will be given to carry out a canvassing event that will encompass a series of concepts covered throughout the week.

The training will circle around the question “**What is the role of the community manager?**”. Themes such as creative and critical thinking, leadership, participation tools or gender perspective will be discussed and be the focus of academic activities, followed by group working to further develop the competencies related to it.

Each session will look upon, and work on, various aspects, and the contents are as follows on the next page:



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1. *How to build a community*

When aiming at asserting the legitimacy of the voice of the students and youth, there are various aspects to be considered. Through them the sustainable development goals may be reached, but sociological profiling must be carried out so as to adapt missions to their personal profiles. This can be gained through a motivational speech that will have an empowering effect, and be the starting point for leadership.

2. *Non-formal recognition framework*

Non-formal learning, such as the one being taught through this training, is day by day being more and more recognised by institutions and companies, and this requires having the developed competencies organized according to a specific framework.

3. *Working with volunteers*

When embarking on a project, there are two essential things to do. Having the volunteers involved in it with the ideal motivation, and knowing how to deal with turnovers, that is, all the steps of the project and how to properly document the experience. A guidebook from the VUST and a template on how to summarize a project and write a note for documentation will be used as materials.

4. *How to solve a problem*

In this workshop, you will learn about problem solving, which requires creative thinking in order to find non-standard solutions. You will be working on mindsets and acknowledging the fact that failure is also part of the escalating process, as there is not one solution to a problem.



5. *Participation tools*

Did you know that there are literally thousands of tools, both digital and analogical, available to manage involvement of the people? You will be given various examples and how to work with them. From facilitation tools to open-source software and platforms, you will learn the difference between working individually and collectively, and what works best for each situation.

6. *Working with diverse groups*

One of the crucial facts to acknowledge is that the world is filled with people of all sorts, and quite often we will work with minorities or people with special needs. It is our role to adapt to each case by being inclusive and working in a non-discriminating way, apart from having a clear understanding of gender perspective.

7. *Non-violent communication*

To have a team working closely together in a successful way, it is important to communicate, and to do so non-violently. Active listening and empathy skills must be triggered, and it is helpful to learn about how to correctly express oneself with body language and interpret what it is being perceived.

8. *Reflection*

At this point, it is the responsibility of each individual to analyze itself, and accept the feedback received. Various tools and methods will be made available to do so and improve yourself and your performance.



Underneath you may find a detailed schedule of the course:

Time	Monday, 16/05	Tuesday, 17/05	Wednesday, 18/05	Thursday, 19/05	Friday, 20/05		
9:00	Breakfast						
9:30	Presentation	Non-formal recognition framework	How to solve a problem	Working with diverse groups	Canvassing event		
10:00	Group dynamics	In country groups	How to solve a problem	Working with diverse groups		Academic activity	
10:30							Work in groups
11:00							
11:30	Coffee break						
12:00	Group dynamics	Working with volunteers	How to solve a problem	Non-violent communication	Canvassing event		
12:30							
13:00	Lunch						
14:00							
14:30	Free time						
15:30							
16:00	How to build community	Working with volunteers	Participation tools	Non-violent communication	Canvassing event		
16:30							
17:00	How to build community	Working with volunteers	Participation tools	Preparation for canvassing event		Overall reflection	
17:30							
18:00							
18:30	Reflection	Reflection	Reflection	Reflection			
19:00	Free time						
20:30							
21:00	Dinner						
22:00							