Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

"Seminar on Training Health Care and Social Welfare/Protection Professionals on LGBT Issues"
11-12 March 2013 Belgrade, Serbia
Training for CSW staff

Aleksandar Prica
President of the Board
NGO Association RAINBOW

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

Agenda of training for CSW staff:

- Training lasts 8 hours with two coffee breaks and a lunch break.
- It is an interactive training, participants are encouraged to present the conclusions of their own, guided by a trainer.
- Training is implemented by 2 trainers:

1. Psychologist - Jelena Zulevic.
2. Activist – Aleksandar Prica.

- Training has a total of 8 sessions.

1. Play a role - the "good spirit" - marginalized identities.
2. Interactive lecture - "LGBT Identity" - modern knowledge.
3. Working in groups of 4 - "The problems faced by LGBT people and their families, and the consequences of these problems."
4. Presentation of the group - "The problems faced by LGBT people and their families, and the consequences of these problems."
5. Discussion and conclusions - "Specific problems of LGBT people and their families in our community."
6. "Living book"
7. Presentation of the "Guidelines for staff working in the field of social protection for working with LGBT people and their families."
8. Discussion in a large group - How do we apply this in work, what we have learned? The integration and application of new experiences.

- Evaluation was performed before and after each workout, and especially were measured:

1. knowledge,
2. skills,
3. attitudes.

- All training participants were given certificates of Republic Institute for Social Protection, where training program was accredited.

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

LGBT PROJECT

COUNCIL OF EUROPE CONSEIL DE L'EUROPE

Play a role - the "good spirit" - marginalized identities.

- The goal of the opening game, "good spirit" is that participants introduce to experience through personal experience social marginalization which will later build a theoretical concepts that will be covered in the training.

- The course of the game: Participants receive instruction that they are assigned at birth mistaken identity and will now be returned to the real one. Then they draw cards (with instruction to replace them if they get the identity that they already have - without explaining) inscribed with different identities (for exemple, persons with disabilities, persons of Roma origin, a person with a psychiatric diagnosis, gay person, etc..). Then in a large group they discuss how their lives changed in relation to the identity obtained.

- The course of the game: Participants receive instruction that they are assigned at birth mistaken identity and will now be returned to the real one. Then they draw cards (with instruction to replace them if they get the identity that they already have - without explaining) inscribed with different identities (for exemple, persons with disabilities, persons of Roma origin, a person with a psychiatric diagnosis, gay person, etc..). Then in a large group they discuss how their lives changed in relation to the identity obtained.

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

LGBT PROJECT

COUNCIL OF EUROPE CONSEIL DE L'EUROPE

Interactive lecture - "LGBT Identity" - modern knowledge.

- The goal of this interactive lecture is to familiarize the participants with the contemporary understanding of LGBT identity (as defined, how it arises and whether it could change, legal obstacles, etc..), As well as adequate and sensitive terminology and the importance of its use in working with LGBT people and their families.

- Using experience from the opening game, the participants will gain insight on the common difficulties faced by marginalized social groups, but also a clearer understanding of the specific problems faced by LGBT population.

Working in groups of 4 - "The problems faced by LGBT people and their families, and the consequences of these problems."

- Through group work and guided discussion, participants will have the opportunity to apply the experience gained in the opening game and the knowledge about LGBT identity, and expiriences from their practice, to inference on wider social and individual consequences of LGBT people and their position in society.
- In particular, explains the role of social and individual consequences of prejudice and stereotypes, the phenomenon of internalized homophobia, lack of protection of the family, living with the constant threat of violence and exposure to violence in public places, blackmails, cover-ups, etc.. Furthermore, attention is paid to specific forms of family violence to which LGBT people are exposed to (from physical punishment to verbal and mental abuse, also social restrictions, forcible confinement and the such.). Invisibility of their problems and the existence of mistrust and non addresssing to institutions in fear of further stigmatization is also very important that the participants could recognize them in their future work.
- Again, through group work and guided discussion, and the use of personal experience working with families, participants will have the opportunity to discuss and learn about specific problems faced by LGBT families and with different strategies to handle these problems.
- Besides self-stigmatization and self-isolation, there will be discussed about problems of aggression and violence within the family that result of the child's LGBT identity, and other negative strategies to invalidate the child more vulnerable.

Presentation of work of groups - "The problems faced by LGBT people and their families, and the consequences of these problems"

- Group I - Adolescence / problems: difficulty in recognizing of their own diversity, decreased self-esteem, constant stress, self-isolation, isolation from by the others, fear, betrayal by loved ones, remorse, problems to get in a relationship, low esteem of themselves, shock, negative image about them selves, the pursuit of solutions for coming-outto the family, difficulty in self-acceptance, problems of acceptance of theenvironment, confusion, a thought that he/she is alone in the world, problems with peers, violence, discrimination.consequences: the use of PAS, suicide, criminal behavior, depression, cardiovascular disease, running away from school and home, anti-social behavior.
- Group II -middle age / problems: the establishment of new friendly relations, constant stress, folding emotional ties, living together with a partner, employment, marriage and adoption of children, the narrowing of social contact, condemnation, rejection from family, dashed expectations, the pressure to change, fear disclosure of sexual orientation, stigma, pressure from parents to found a family, the constant exposure to violence and discrimination, difficult social integration, leading a double life, discrimination at work, inability to advance professionally. consequences: the use of PAS, depression, and cardiovascular diseases.

Presentation of work of the group - "The problems faced by LGBT people and their families, and the consequences of these problems"

- Group III - Third Age / problems: fear of losing friends, constant stress, loneliness, inability to inherit property or partner*s pension, fear of violence and discrimination, fear of old age, emphasized self-isolation, limited social contacts, a reduced choice of partners, health problems, discrimination by health workers, stigmatization of the family by environment. consequences: suicide, depression, and cardiovascular diseases.

- Group IV - Families / problems: rejection of the child, family member stigmatization leads to stigmatization of the entire family, self-isolation of the family, looking for culprits among parents, shame, constant stress, inadequate devising strategies for problem solving, hide problems within the family, child*s partner not acceptance, search culprit in the family, blame. consequences: disfuctional family, the occurrence of violence and discrimination within the family, suicide, divorce, depression.

Discussion and conclusions - "Specific problems of LGBT people and their families in our community."

- In this part the experts in the field of social protection, combining the previous session think about what are difficulties of LGBT people and their families, right in their placesand and share it with their colleagues from other places.

“Living book”

- Methodology.
- This is an activity that has proved extremely successful in sensitizing the experts when it comes to LGBT issues. Numerous studies have shown that the prejudices, due to their high expression of emotional components, changing the most in touch with members of various marginalized groups (rather than listening to lectures about it).
- In this way we achieve a few things: first, contextualized theoretical contexts that were discussed, participants are empowered to ask the right questions that will continue to sensitize them (rather than post them on the basis of their stereotypical images as, perhaps,they would of done in the beginning). Furthermore, when talking about the problems of specific people, they are seen in a different and personal way, which directly affects the negative and stereotypical images of the participants, but also increases the likelihood of their future clients to look less distance than they would, perhaps, by then .
- The average score length - 4.96

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

LGBT PROJECT

COUNCIL OF EUROPE CONSEIL DE L'EUROPE

Presentation of the "Guidelines for staff working in the field of social protection for working with LGBT people and their families."

- **Guideline 1.** CSW staff seeks to understand the ways in which social stigmatization (for exemple, prejudice, discrimination and violence) poses risks to the quality of life and well-being of lesbian, gay and bisexual people.
- **Guideline 2.** CSW staff strives to understand how inaccurate information about LGBT people and atitude based on prejudices, may affect their work with LGBT people and members of their families.
- **Guideline 3.** CSW staff is trying to learn about LGBT relationships.
- **Guideline 4.** CSW staff trying to understand about the challenges that face LGB who are parents.
- **Guideline 5.** CSW staff should recognize that LGBT families can include persons who are not legally or biologically related

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

LGBT PROJECT

COUNCIL OF EUROPE CONSEIL DE L'EUROPE

Presentation of the "Guidelines for staff working in the field of social protection for working with LGBT people and their families."

- ***Guideline 6.*** *CSW staff is trying to understand how a homosexual or bisexual orientation may affect the person's family from which that individual comes and relations with that family.*
- ***Guideline 7.*** *The CSW staff is encouraged to identify specific life issues and / or challenges faced by LGBT, religious, ethnic individuals or other minorities individuals, who have been linked with numerous and often controversial norms, values and beliefs..*
- ***Guideline 8.*** *CSW staff seeks to understand the specific problems and differences that exist at young LGBT people..*
- ***Guidelines 9****. CSW staff is making a reasonable effort to familiarize with the relevant educational source of LGBT Community.*

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

LGBT PROJECT

COUNCIL OF EUROPE CONSEIL DE L'EUROPE

BASIC RECOMMENDATIONS FOR WORK WITH LGBT PEOPLE

1. *Training and sensitization of the officials for specific problems faced by LGBT people*
2. *Confidentiality*
3. *Transparency of informations*
4. *Terminology*
5. *Contacts with LGBT organizations, cooperation with NGOs and contact of local communities in general contact with the LGBT community*
6. *Never assume emotional / sexual orientation of a person*
7. *Alternative family structures of LGBT individuals*
8. *Specific application of alternative conflict resolution in cases of discrimination with the LGBT population*

Discussion in a large group - How do we apply in work, what have we learned? The integration and application of new experiences

- In this section, within group discussion, participants are asked to directly integrate and apply their knowledge in order to make it easier to include them in their daily work. Seek their suggestions, discuss potential problems, resolve any remaining doubts. This part is important in order to more easily moved from theory to practical application and fulfill learning process.

Republic of Serbia
GOVERNMENT
Directorate for Human and Minority Rights.

LGBT PROJECT

COUNCIL OF EUROPE CONSEIL DE L'EUROPE

THANK YOU FOR ATTENTION!

Aleksandar Prica

President of the Board

NGO Association RAINBOW

Phone: + 381 15 386 297

Fax: + 381 15 386 297

Mobile: + 381 64 25 29 181

E:mail:asocijacijaduga@open.telekom.rs

www.asocijacijaduga.org.rs