



Training for youth workers

Type of event: 2-day in-person training with experiential learning and skills development

Target group: Youth workers and volunteers

Short description of the training:

This training supports youth workers in strengthening teamwork, communication, conflict resolution, and volunteer management skills. Through interactive challenges, nonviolent communication practice, trust-building exercises, and organisational culture reflection, participants gain practical tools for creating safe, inclusive, and effective working environments. The programme combines collaborative problem-solving, peer feedback, and values-based leadership to enhance both personal and organisational impact.

Framework (structure)

Before the training (online)

- Pre-training survey (Google Form): Assess current teamwork challenges, communication habits, and experience with volunteer coordination.
- Introductory resource (video or PDF): Basics of nonviolent communication and active listening.

Day 1 – Collaboration & Nonviolent Communication (in-person)

- Introduction & expectations – opening, personal introductions, and goal sharing.
- Team challenge “Mission Impossible” – defining team issues, conflict resolution strategies, and creating a team working memorandum.
- Prisoner’s Dilemma – exploring negotiation, cooperation, and competition in group dynamics.
- Nonviolent Communication basics – recognising and addressing violent communication, resolving conflicts.





Active listening practice – paired listening and summarising exercises.

Common challenges brainstorming – identifying frequent issues in youth work teams and generating solutions.

Evaluation – Five Finger Feedback method.

Day 2 – Trust, Values, and Volunteer Management

Trust-building exercise – Colombian hypnosis and reflection on trust in leadership.

Values and needs – identifying personal values, organisational values, and their alignment.

LEGO® Serious Play: “What drives me as a leader?” – individual and group models on leadership and stakeholder connection.

Organisational culture – drafting a volunteer code of conduct with real examples.

Giving feedback – practising constructive, respectful feedback.

Evaluation methods – using SCRUM to review events and activities.

After the training (online)

Resource folder (Google Drive or Notion): Tools and templates from the training.

Peer support group (Slack, WhatsApp, or Padlet): Ongoing exchange on implementing tools in daily work.

Follow-up call (1-2 months later): Sharing progress, challenges, and success stories.

