

WERKSTADT
junges
WIEN

FACILITATOR'S GUIDE



PRELIMINARY REMARKS

- Please have adhesive tape and sufficient pens/pencils for all participants available.
- Allow a total of about 2 – 3 hours, but that does not have to be necessarily all in one go.
- The role of the facilitator can also be assumed by one of the participants.
- At the beginning of the session, you will need a mobile phone or computer with Internet access to show a video.
- The name of the project “Werkstadt Junges Wien” combines the German words for workshop (“Werkstatt”) and city (“Stadt”). You will now become the staff of a virtual workshop. Your object of inspection will be our city, Vienna. Hence the German play on words: Werkstatt.
- If you host a group of young children, make the activities simple, split them up into several smaller units, let the children draw rather than write, etc. (tips in green)
- If you host a group of young people, go deeper into the matter, ask questions, give them additional tasks, etc. (tips in red)
- Please copy the enclosed letter to parents or guardians and give it to the participants to take home. The letter is also available in other languages at www.werkstadt.junges.wien.gv.at.

If you have any questions, please contact:
werkstadt@wien.gv.at
Have a good time!

ASSIGNMENT FROM THE EXECUTIVE CITY COUNCILLOR

Dear residents of Vienna,

my name is Jürgen Czernohorszky.



I am a politician and responsible for children and young people in Vienna. One of my tasks is to build schools, for example, and another one is to make sure that there are enough public spaces where you can meet and spend time together without having to buy anything.

I believe that Vienna is a good place to live in. But I also think that there is always room for improvement. For this reason, I am curious to know what you think about Vienna and what you would like to change.

Therefore, I will take the City of Vienna to a workshop to have it checked over by true experts, that is by you, the children and young people in Vienna, and I would like you to tell me what it needs to make Vienna a perfect place to live for all of you.

Please help me with this project. You will see that we will all get something out of it.

Thank you very much and I hope you have a good time.



SCHRITT 1:

THE ASSIGNMENT



SUGGESTED TEXT FOR FACILITATORS

“Dear class/Dear group, today we have a special assignment which will keep us busy for the next two hours. And here are the details of our assignment.”

Watch the “assignment” video on your mobile phone or computer. You will find it on the website www.werkstadt.junges.wien.gv.at.

If you do not see it at once, search for “Auftrag” (assignment). Or (if you cannot access the video) read the assignment (see page 1 on the left) out.



TIP FOR YOUNG CHILDREN

Start working on this project by taking a stroll through your neighbourhood. Stop often and give the children the opportunity to show you what they like and what they do not like, what is dangerous, where they are comfortable and where not. In this way you can increase the children’s awareness of urban issues and relate the project to the children’s real-life situations.

If you take photos on your stroll, this may facilitate the subsequent group work. There are a lot of children’s books about cities and their infrastructure (hospitals, waste collection, public transport etc.). It might be a good idea to use different tools to help the children better grasp the issue of “living in a city”.



TIPS FOR YOUNG PEOPLE

It would make sense to explain to young people that this project involves children across all age groups and that therefore the design/the story of the Werkstatt Junges Wien project is rather suitable for younger children.

Below we have compiled a few additional ideas which go deeper into the matter and may provide an extra challenge:

1. Photo safari: Ask the participants to get together in small groups, go to their favourite places, take photos and then describe what exactly they like in these places. Of course, you can also ask them about places they do not like. They can also take pictures of these places and describe them in writing.

An additional challenge would be to invite the young people to develop ideas for solutions to possible problems and to prepare a sketch or concrete plan for their implementation.

2. Questionnaire: The participants draw up a questionnaire on Werkstatt Junges Wien. Then they conduct a survey among other pupils at their school/other young people in their neighbourhood and analyse the results. The questions may be based on the questions asked by Werkstatt Junges Wien: What are the positive sides of Vienna? Where do you see some need for improvement? What needs to be improved most urgently? How can we all live together well in this city?

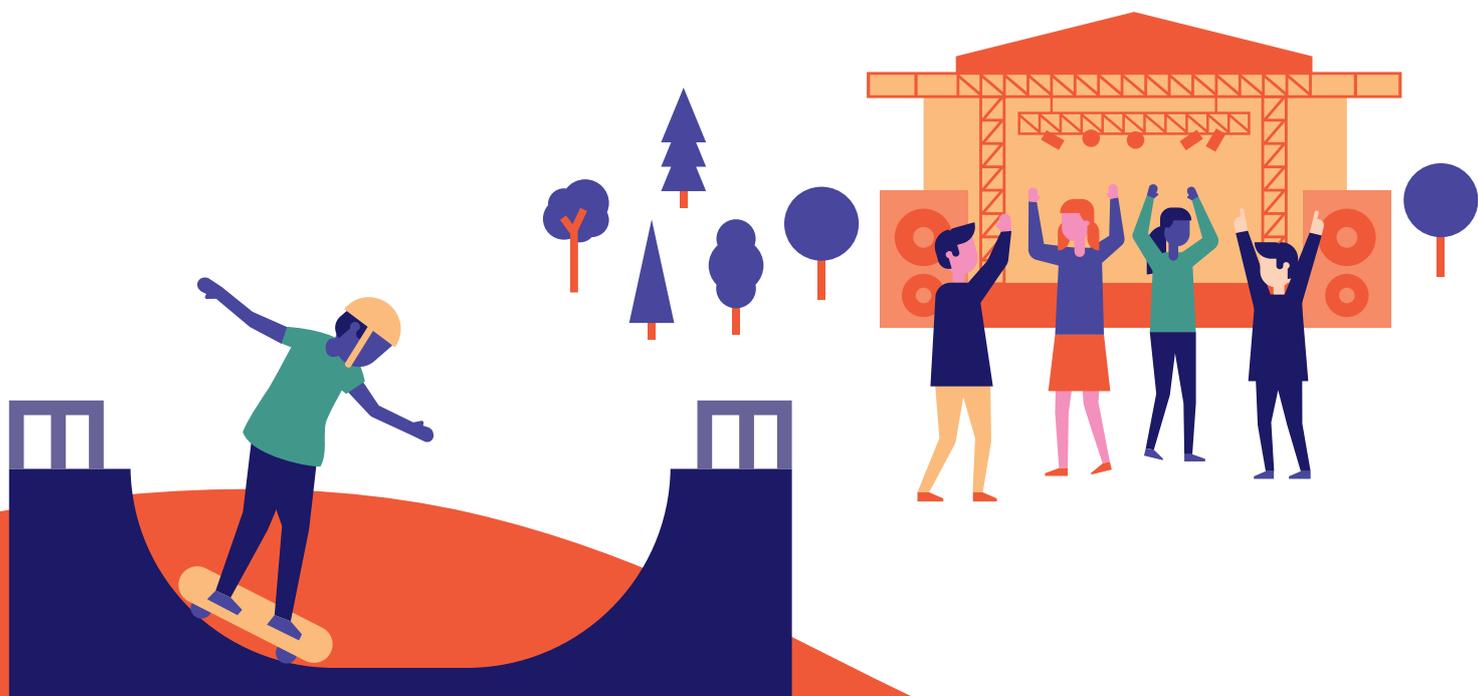
As an alternative, they can also prepare an interview manual, which they use to interview people in the street, friends, etc.

3. Mayor’s election speech: The participants are invited to write and give an election speech. They will assume the part of a (future) mayor. Focus of the speech: What would I change in this city?

4. Range of action: Take a city map and mark where all participants live. Use a pair of compasses to draw each participant’s daily range of action. Are there any intersections and with whom? Which range is shared by several participants? Are there any places on the map where nobody from the group has been before? Where would we like to go? Perhaps you can plan a joint excursion to these places?

STEP 2

CHILDREN AND YOUNG PEOPLE BECOME THE STAFF OF THE VIENNA WORKSHOP



SUGGESTED TEXT FOR FACILITATORS

“So, you know your task. Do you have any questions? Are you ready to join the project – together with more than 500 other school classes, kindergarten groups, youth centres and youth associations who are doing the same as you right now? If you’re ready, then let’s get started. You will all become experts in a workshop.”

Now all participants are given a sticker which will identify them as experts.

Material

- **Sticker: “Expert on Vienna” for each participant (the box contains 60 stickers per group)**

SUGGESTED TEXT FOR FACILITATORS

“And now please enter our workshop. First, we need to describe our workshop team, so that the Executive City Councillor will know, who his experts are.”

Fill in the team introduction sheet together (page 1 of the inspection report).



TIP FOR YOUNG CHILDREN

Turn the entering into the workshop into a little ceremony, for example by actually going to a corner of the room which has been designed as a workshop or by going through a gate which the teachers make with their arms or by crawling through a play tunnel, etc.



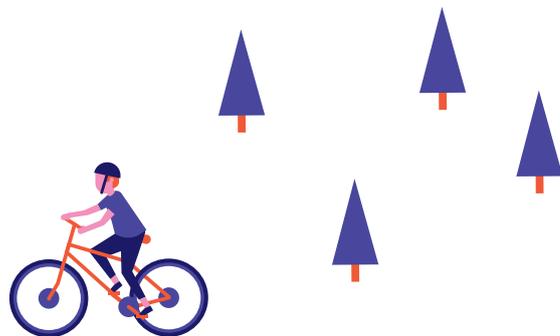
TIP FOR YOUNG PEOPLE

Now at the latest you should explain to the participants that the project involves children across all age groups and that therefore the project design is rather suitable to younger children. Of course, you can also work on the project without the “virtual workshop” theme and just focus on the questions.



STEP 3

INSPECTION OF THE SUBJECT MATTER – “THE CITY OF VIENNA”



SUGGESTED TEXT FOR FACILITATORS

“Okay. We have described our team. Now everybody knows who we are. But let’s have a look at what we’ll be working on, what we’ll have to do and what it is all about.”

Material

- **Busy picture (poster)**

Open the large poster/busy picture together and allow everyone enough time to look at it closely.

You can ask questions like:

- What can you see in the picture?
- What do you know?
- Where are we in the picture?

SUGGESTED TEXT FOR FACILITATORS

“While we are looking at this picture of our city, of Vienna, let’s think about the following questions: What are the component parts of this city? What does this city need in order to work properly day in day out?”

Participants will call out different sectors of infrastructure, such as public transport, waste collection, hospitals, schools, parks, etc. If the children have difficulties with this task, try to run through a typical day together: you wake up in your home, turn on the light (electricity), go to the toilet (sewer), take the bus or another means of public transport to go to school, your parents use them to go to work, in the afternoon you go to the park, do sports, go to the library, go to an after-school care club, etc.

Enter all sectors which are named in the “components” list on the inspection form.

Material

- **Inspection report, “components” column**



TIP FOR YOUNG CHILDREN

You may already let the children explore the picture several days before working on it. Ask them to show you the things they see in the picture. You can also use figures or toy blocks to mark things. Ask the children to find certain things in the picture.



TIP FOR YOUNG PEOPLE

Put a map of Vienna next to the picture and look at the features of Vienna.

Participants can also be asked to do some research (on the Internet, in brochures or at the wienXtra Youth Information Centre, the City Information Centre, the Community Services or other service centres) on issues such as: How long is Vienna’s underground transport network? How many hospitals are there in Vienna? Which municipal departments are there at Vienna’s City Hall and what are their responsibilities?



STEP 4

AWARDING MEDALS TO THE CITY OF VIENNA

SUGGESTED TEXT FOR FACILITATORS

“We have looked at the different components which make up our city. We have been provided with a set of blank medals. Our customer would like to know what you would give Vienna a medal for. So, what would you say, what works well in Vienna? What runs smoothly so that we do not have to worry or think about it? What are we proud of? What do we like very much? What is special or cool about Vienna?”

Material

- **Small cards in the shape of a medal (50 cards per group)**

Stick the medals to a wall or blackboard. Try to agree on the things you would like to give Vienna a medal for and write them on the medals. Put the medals on the busy picture and also enter the things you have written on the medals in the “medal for” list on the inspection form.



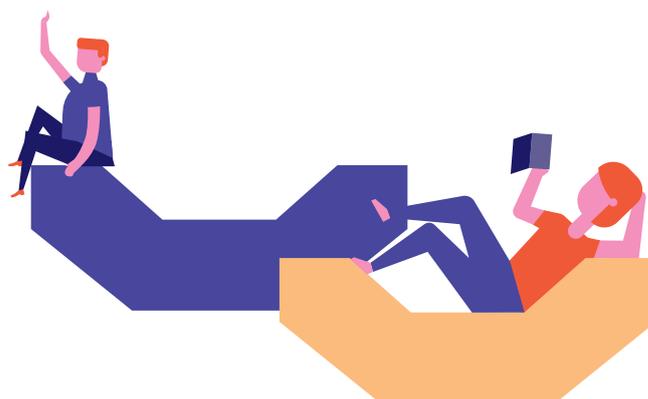
TIP FOR YOUNG CHILDREN

The children point to the things in the picture which they think are great. Then they or the teacher put a medal there and the teacher writes the name of the relevant thing onto the medal and enters it in the inspection form.



TIP FOR YOUNG PEOPLE

You can also use this activity to compare different cities. Perhaps some of the participants have already been to other cities and can tell the others what did not work quite well there. You could also try to get hold of international city rankings and check which criteria are used to rate cities.



STEP 5

IDENTIFYING AREAS FOR IMPROVEMENT IN THE CITY OF VIENNA

SUGGESTED TEXT FOR FACILITATORS

“We have discovered many positive aspects about our city. But now it is time to find out which things need to be improved in this city. Where do we need to take a closer look? What does not work very well in Vienna? What do we have to repair? Which things are creaky? Which things are defective? Where do we need to act? What is missing?”

Material

- **Cards for repair notes (triangle)**
(50 cards per group)

All participants receive a triangular card and write/draw on it what bothers them about Vienna. What has annoyed them in the past? Participants who need more cards, because they have several complaints, can use extra cards for each additional complaint. The triangle represents a triangular traffic sign which means “Attention! This needs to change.”

Enter all things which need to be improved in the “repair notes” column on the inspection form.

SUGGESTED TEXT FOR FACILITATORS

“Now that everybody has written down what she or he does not like in Vienna, we’ll try to find out together if there are certain things which annoy several of you, so you can see which issues bother and annoy many of us. We will determine the 3–5 complaints that most of you have mentioned and continue to work with them.”

Have participants read out the complaints they have written down and stick their cards to a wall or to the floor so that everyone can see them. If several participants mention the same complaint or one which is very similar, their cards are placed next to each other. At the end, it should be clearly visible which issues have been frequently mentioned and which issues have been individual complaints – this is called clustering.

Also note down on the inspection form how often an issue has been mentioned. Enter the number of mentions in the “urgency” column next to the respective repair note.



TIP FOR YOUNG CHILDREN

The children could draw something on the cards, call out issues to the teachers or mark things on the busy picture. Clustering might be difficult. Use toy blocks or similar things to find out which issues bother many children. The children can put toy blocks on those things which they consider important.

STEP 6

IDEAS FOR IMPROVEMENT FOR THE CITY OF VIENNA



SUGGESTED TEXT FOR FACILITATORS

“So far, we have taken a close look at the City of Vienna. We have found out what works well, but also what we think needs to be repaired. But this would not be a workshop, if we hadn't got any ideas how to repair the defects. So, let's come up with ideas for solutions.”

Material

- 10 large rectangular cards to write down ideas for solutions
- 2 A2 posters, branded, entitled “Our Ideas for Solutions”

Write each one of the 3-5 most frequently mentioned complaints on one of the cards and put the cards on the floor. Leave enough space between them.

Ask the participants to go to that card which she or he has the most ideas for. In the end, the participants will have formed up to 5 small groups.

SUGGESTED TEXT FOR FACILITATORS

“Now each group is going to write on the back of their card how their problem might be solved. Think, for example, about what you would do if you were the mayor of Vienna ... What are the improvements you would recommend to the city? When you have noted down your ideas, then enter them in the “ideas for solution” column on the inspection form.”



TIP FOR YOUNG CHILDREN

Think about the following questions: How could we as a group help solve the problem? What would we have to do? Who of us could do this?



TIP FOR YOUNG PEOPLE

Think about the following questions: How could we help solve the problem? Who would have to do what? Whom would we have to contact? What could be the next step?

If you decide to launch an initiative, the Werkstatt Junges Wien project team will be very interested to hear about it. Please let us know what you have done or what you are planning to do.

Simply send a brief description to: werkstadt@wien.gv.at



STEP 7

INSTRUCTIONS FOR THE CARE OF OUR CITY



SUGGESTED TEXT FOR FACILITATORS

“There is one last task and then our assignment will be completed. We have found out what’s great in Vienna and what does not work so well, and we have developed ideas on how to further improve Vienna. Now we have to invent care instructions for Vienna. For this purpose, we have to answer the question, “How do we, the people who live in Vienna, have to deal with the city and its residents to keep it fully functional?” Have a look at the laundry labels on your clothes. What do you see on them?”

Allow all participants enough time to find the labels on their clothes. Point out the symbols which instruct you how to wash, dry, iron etc. a piece of clothing.

SUGGESTED TEXT FOR FACILITATORS

“It’s exactly such symbols/instructions that we are going to create right now. How do we have to treat the City of Vienna with all the sectors we have mentioned and all the people who live in it?
To make sure that everybody understands what we want to say – no matter whether they are old or young, whether they speak German or another language – we try to say it with symbols/ pictograms. Here you have got templates for rules – that is, things you should do – and bans – that is, things you must not do.”

Material

- **30 rules-and-bans cards, A6, slightly thicker paper, white and blank on the front, “Explanation” written as a title on the back**

The participants can choose whether they want to design a ban or a rule. Distribute the cards to them. Working in groups of their choice, the participants will design pictograms and explain them on the back of the cards. The explanation is particularly important to ensure that people who have not taken part in the working group will also understand the meaning of the pictogram.



TIP FOR YOUNG CHILDREN

The terms “symbols/pictograms” may be too difficult and abstract for younger children to grasp. Think about where you can find symbols in everyday life which everybody understands (e.g. toilet, traffic signs, the little figures on traffic lights, etc.).

Drawings are also very welcome. As the pictogram or the drawing might not be fully clear to others, please provide a brief explanation (keywords) on the back of the cards.



TIP FOR YOUNG PEOPLE

The participants work in small groups to design abstract signs which can be installed, for example, at the entrance points to the city. The signs could then be tested by asking young people who did not take part in the project if they know what the pictograms stand for. Please still provide the respective explanations on the back.

The participants may also develop ideas for projects, measures or events.

All finished rules-and-bans cards will be put into the envelope that has been provided with them.



STEP 8

CONCLUSION

SUGGESTED TEXT FOR FACILITATORS

“Now we are finished. You have been absolutely great. We have done a brilliant job. Our workshop really deserves its excellent reputation. Please, everybody, sign our inspection report which contains all our results.

(For school classes:) Then we will all go and see the headmistress/headmaster and get the school’s stamp on the report.
(For other groups:) Then we will put our organisation’s/ association’s stamp on the report. (Can be left out, if there is no official stamp.)

And then we will send the report back to our customer, Executive City Councillor Jürgen Czernohorsky.

A BIG THANK YOU TO YOU ALL!”

Have all participants sign the inspection report in the indicated place. If you have an official stamp, put it on the document.

If you have an opportunity, enter the results in the relevant online inspection report provided at www.werkstadt.junges.wien.gv.at. THANK YOU!

If you have trouble locating it, search for “Prüfbericht” (inspection report) as a keyword.

If you do not have the opportunity to enter your results online, please put the inspection report together with the rules-and-bans cards into the provided enveloped and send it off by post.

THANK YOU!



TIP FOR YOUNG PEOPLE

Ask a small group of the participants to transfer the inspection report to the online form.

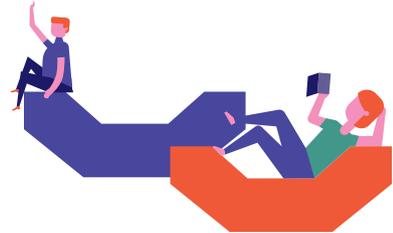
You can keep all other materials – except the inspection report including the care instructions – for your use.



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NOTES

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