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CARES.

#YOUTH

VIRTUELNI PRIRUČNIK

U okviru

EU-CARES Evropski kolektivni narativi za pomirenje liječenjem traume
kroz angažovanje mladih i pripovijedanje

Referentni broj projekta 101093735

OBJAVLJENO U
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SAŽETAK

UVOD

Postoje različiti načini na koje se prošlost može prevesti u sadašnjost – uz pomoć sjećanja i pripovijedanja! Sjećanje je moćno sredstvo koje omogućava pojedincima da premoste jaz između prošlosti i sadašnjosti. Služi kao skladište iskustava, emocija i naučenih lekcija. Kada se prisjećamo događaja, ne samo da ponovo proživljavamo prošlost, već i preoblikujemo naše razumijevanje te prošlosti kroz sočivo naših trenutnih perspektiva i emocija. Ovaj dinamični odnos između sjećanja i sadašnjosti može biti i ljekovit i transformativan.

Proces samoizlječenja od traumatskih događaja se često opisuje kao strm i naporan uspon. Trauma ostavlja trajne otiske na psihi pojedinca/pojedinke, utičući na mentalno, emocionalno i fizičko blagostanje. Liječenje zahtijeva namjeran i često produžen napor da se traumatska sjećanja suprotstave, obrade i na kraju integrišu u nečiju priču. Sama sjećanja mogu biti i izvor iscjeljenja i potencijalni kamen spoticanja. Iako suočavanje s bolnim uspomjenama može dovesti do katarze i rasta, ono takođe može biti emocionalno nadmoćno.

Izliječiti čitave zajednice od kolektivne traume je još veći izazov. Kolektivna trauma obuhvata događaje koji utiču na čitave grupe, kao što su prirodne katastrofe, pandemije, teroristički akti ili istorijske nepravde. Ovi događaji ostavljaju međugeneracijske ožiljke, koji nisu ograničeni na pojedince koji su direktno iskusili datu traumu. Trauma može da se talasa kroz generacije, utičući na kolektivnu psihu zajednice ili društva. Može stvoriti podjele, produžiti cikluse nasilja i izazvati nepovjerenje među različitim grupama.

Rješavanje kolektivne traume zahtijeva višestrani pristup. To zahtijeva priznavanje istorijskih nepravdi ili traumatičnih događaja, potvrđivanje iskustava onih koji su pogođeni i rad na pomirenju i izlječenju. Pripovijedanje priča i dijeljenje sjećanja postaju ključni alati u ovom kontekstu, jer pomažu u stvaranju zajedničkog narativa koji priznaje prošlost, dok njeguje empatiju i razumijevanje među različitim grupama. Štaviše, izlječenje od kolektivne traume često zahtijeva promjene politike, društvene intervencije i dugoročne napore u izgradnji zajednice.

Prevođenje prošlosti u sadašnjost kroz sjećanja i pripovijedanje je složen i duboko lični proces. Iako može biti izvor izlječenja za pojedinke i pojedince, rješavanje kolektivne traume i liječenje čitavih zajednica predstavlja još veće izazove. Zahtijeva zajednički napor da se suočimo sa prošlošću, njegujemo empatiju i pomirenje i radimo na inkluzivnijoj i harmoničnijoj budućnosti.

Ovaj priručnik je rezultat brojnih aktivnosti, istraživanja, intervjua, analiza, zbirki najboljih praksi, okruglih stolova i Think Tank događaja, koje su uspješno realizovali partneri u Belgiji, Italiji, Poljskoj, Bosni i Hercegovini, Srbiji, Crnoj Gori i Albaniji.

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VIRTUAL HANDBOOK

In the framework of
EU-CARES European Collective nArratives for Reconciliation trauma
hEaling through youth engagement and Storytelling
Project ID: 101093735

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VIRTUAL
HANDBOOK ON
EUROPEAN
COLLECTIVE
NARRATIVES FOR
RECONCILIATION
AND TRAUMA
HEALING
THROUGH YOUTH
ENGAGEMENT AND
STORYTELLING



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“Healing
yourself is
connected
with
healing
others.”

Yoko Ono

Looking for more? Please contact the authors for further
information and questions via website www.eucaresyouth.eu



EXECUTIVE SUMMARY

INTRODUCTION

There are different ways in which the past can be translated into the present - with the help of memories and storytelling! Memory is a powerful tool that allows individuals to bridge the gap between the past and the present. It serves as a repository of experiences, emotions, and lessons learned. When we recall memories, we not only relive the past but also reshape our understanding of it through the lens of our current perspectives and emotions. This dynamic relationship between memory and the present can be both healing and transformative.

The process of self-healing from traumatic events is often described as a steep and arduous climb. Trauma leaves enduring imprints on an individual's psyche, affecting their mental, emotional, and physical well-being. Healing requires a deliberate and often prolonged effort to confront, process, and eventually integrate the traumatic memories into one's narrative. Memories themselves can be both a source of healing and a potential stumbling block. While confronting painful memories can lead to catharsis and growth, it can also be emotionally overwhelming.

To heal entire communities from collective trauma is even more challenging. Collective trauma encompasses events that impact entire groups, such as natural disasters, pandemics, acts of terrorism, or historical injustices. These events leave intergenerational scars, which are not limited to the individuals who directly experienced the trauma. The trauma can ripple through generations, affecting the collective psyche of a community or society. It can create divisions, perpetuate cycles of violence, and breed mistrust among different groups.

Addressing collective trauma requires a multifaceted approach. It necessitates acknowledging the historical injustices or traumatic events, validating the experiences of those affected, and working towards reconciliation and healing. Storytelling and the sharing of memories become crucial tools in this context, as they help create a shared narrative that acknowledges the past while fostering empathy and understanding among different groups. Moreover, healing from collective trauma often requires policy changes, social interventions, and long-term community building efforts.

The translation of the past into the present through memories and storytelling is a complex and deeply personal process. While it can be a source of healing for individuals, addressing collective trauma and healing entire communities presents even greater challenges. It requires a concerted effort to confront the past, foster empathy and reconciliation, and work towards a more inclusive and harmonious future.

This handbook is a result of numerous activities, research, interviews, analysis, collections of best practices, round-tables and Think Tank events that were successfully implemented by partners in Belgium, Italy, Poland, Bosnia and Herzegovina, Serbia, Montenegro and Albania.

TABLE OF CONTENTS

ONE: INTRODUCTION	1
TWO: UNDERSTANDING COLLECTIVE TRAUMA	2
THREE: STORYTELLING	3
FOUR: HEALING	5
FIVE : RECONCILIATION	7
SIX: CONCLUSIONS	9
SEVEN: EU-CARES PROJECT GLOSSARY	11
EIGHT: REFERENCES	14

INTRODUCTION

AMBITION OF THE EU-CARES PROJECT

Post-conflicts reconciliation and trauma healing is both a long-term process and a goal. The process itself consists of a number of stages, and, like all long paths, it is made of many small successes and challenges. The EU-CARES project wants to create a solid ground for the future steps by enabling youth to incite the right type of change in peaceful and diverse communities. The proposed methodology for the project's activities is storytelling, which is considered essential to make young people understand their past and accept their present. The project is based on an intergenerational exchange of stories and elaboration of new narratives to break down stereotypes, stimulate empathy and openness towards others. Following the successful implementation of the project, young people will be equipped with the social and communication skills they need to be changemakers in the reconciliation process and build inclusive societies through intercultural dialogue.

UNDERSTANDING COLLECTIVE TRAUMA

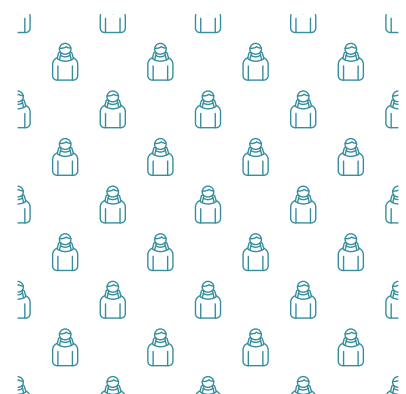
In professional spheres, it is often said that there is no official psychodiagnostics term that corresponds to the concept of collective trauma. This is due to the fact that in this field science so far dealt with individuals and not groups themselves. Collective trauma is a reflection of the violated need for security that is present on an individual and collective level. Collective trauma refers to the emotional and psychological impact of a traumatic event or experience that affects an entire group or community, rather than just individuals. However, war, pandemics, poverty, existential problems, natural disasters, and general uncertainty can have a negative impact on every individual and subsequently communities.

How does something become a part of collective trauma (large group identity)?

Collective trauma, sometimes referred to as cultural trauma or the identity of a large group, emerges when a major event or a sequence of events deeply impacts a community, society, or even an entire nation, resulting in enduring repercussions on the shared identity and memory of that collective. Collective trauma can often be a result of a traumatic event caused by a natural disaster, war, economic collapse or any other event that has profound consequences for a large group of people. Traumatic events have a significant psychological impact on the individuals within the group. This impact has an emotional impact which can include fear, anger, anxiety, depression and feelings of hopelessness. Collective trauma has undesirable effects on people that can be passed down through generations but there are certain ways to overcome collective trauma through storytelling.



COLLECTIVE TRAUMA



UNDERSTANDING COLLECTIVE TRAUMA

RECONCILIATION CONCEPTS – AN ONGOING JOURNEY

The process of reconciliation is a long-term process that requires a lot of dedication and perseverance to achieve. For the process of reconciliation, it is necessary to provide effective ways for treatment and reconciliation. Some of the ways in which reconciliation can be achieved are counseling methods, truth-telling, and coming to terms with what happened. Storytelling is a good method that allows people to create a dialogue, share their emotions and experiences and get a chance to heal and process the hard impacts caused by trauma. Reconciliation is an ongoing journey that takes a lot of time and devotion but with devotion and patience it can be achieved.

Conversing unresolved conflict

The best way to solve problems is to talk (interviews with experts, BiH). In order for the conversation to be effective and contribute to solving the problem, it is necessary to learn to talk with an open head, to approach the conversation directly, honestly and with the desire to resolve the conflict. Active listening and respecting the speaker is one of the essential rules. It is necessary to allow both sides to express themselves and resolve the unresolved conflict. It is necessary to ask open-ended questions that encourage conversation and conflict resolution. The dialogue you conduct should be informative and contain ideas for resolving the conflict.

European Ambassadors of Peace

According to Organisation Universal Peace Federation A Global Network of Peacebuilders Ukraine, Ambassador for Peace – is a title presented by Universal Peace Federation to individuals as recognition of their peacemaking merits. This title entrusts the mission to serve humankind for the sake of universal well-being. Ambassador for Peace is a leader in all public spheres devoted to the formation of a harmonious world community realizing Peacemaking Principles of Universal Peace Federation.¹

The role of **Youth** as ambassadors of peace in Europe is highly important and can have a significant impact on promoting peace and fostering positive change in the region. The involvement of young people in peacebuilding and diplomacy is crucial for numerous reasons. Many youth initiatives operate at grassroots levels. However, young people face multiple barriers when trying to reach out and impact policies: lack of recognition and of meaningful inclusion, limited funding and the shrinking civic space are all hindering the work and outreach of youth organisations, networks and initiatives.²

According to Committee on Culture, Science, Education and Media,³ ensuring that young people play an active role in promoting peace and security plans is crucial. Youth should be seen not merely as advisors but as active participants and their involvement in decision making regarding conflict prevention and resolution should be holistic and interconnected with other inclusive strategies. Young individuals are enthusiastic about continuously learning, advocating for peace, and instigating transformation within their conflict affected societies.

1- Universal Peace Federation A Global Network of Peacebuilders Ukraine, available at: <https://upf.org.ua/en/about-us/ambassadors-for-peace.html> (Accessed: 26 October 2023)

2- Ms Inka HOPUSU, Finland, Socialists, Democrats and Greens Group, Strengthening the role of young people in the prevention and resolution of conflicts, Committee on Culture, Science, Education and Media, Parliamentary Assembly, Council of Europe, 2021, available at: <https://assembly.coe.int/LifeRay/CULT/Pdf/TextesProvisoires/2021/20210412-YoungRoleStrengthening-EN.pdf> (Accessed: 26 October 2023)

3- Ibid.

STORYTELLING

INSIGHTS DISCOVERY

Efforts to harness the potential of youth as ambassadors of peace in Europe can contribute to the prevention of conflicts, the resolution of existing disputes, and the creation of a more peaceful and inclusive continent. As such, policymakers, civil society organizations and governments should recognize and support the invaluable role that young people can play in building a more peaceful and inclusive Europe.

HOW POWERFUL IS STORYTELLING?

Storytelling is a powerful and ancient human tradition that involves the art of conveying narratives, experiences, and ideas through the use of words, images, theatre, or other forms of communication. In the context of reconciliation and collective trauma healing, storytelling is a tool for giving voices to the silenced, acknowledging the pain of the past, and working towards healing and reconciliation. By sharing most intimate individual stories, persons and communities affected by collective trauma can move from a place of suffering and vision towards one of understanding, empathy, and collective healing. It's a crucial step on the path to building more resilient, compassionate and inclusive societies.

Storytelling is a crucial mechanism for translating the past into the present. Stories have the remarkable ability to transport us across time and space, enabling us to empathize with the experiences of others. Through storytelling, individuals can share their personal narratives, which may encompass both joyful and traumatic events. These stories serve as a bridge, connecting generations and allowing the wisdom of the past to inform the present. They can be a source of solace and inspiration, as well as a means of passing down cultural heritage and collective memory.

1. Creating a shared narrative
2. Fostering empathy
3. Preserving collective memory
4. Promoting reconciliation and truth
5. Promoting dialogue and understanding

The choice of which storytelling techniques to employ depends on the medium, genre, and the specific goals of the storyteller. Effective storytelling often combines several techniques to create a compelling and memorable narrative.



STORYTELLING



STORYTELLING

INSIGHTS DISCOVERY

What are oral histories?

Oral histories are information such as interpretations, recordings or interviews that are based on personal experiences and provide firsthand marginalized perspectives on the past events. Oral history recordings help listeners better understand how individuals from various viewpoints and different stations in society encountered the full range of life, from everyday routines to catastrophic events. Carefully preserved, the recordings carry the witness of the present into the future, where through creative programs and publications, they can inform, instruct, and inspire generations to come.

Overall, oral histories are a valuable tool for uncovering hidden stories and gaining more knowledge and understanding about past events and individual experiences. Oral history allows individuals to have their voice heard and their story to be told from their perspective. Oral history allows individuals to have their voice heard and their story to be told from their perspective.

Why storytelling matters?

Storytelling is a therapeutic technique used to help an individual or group heal from their trauma. During therapy, a safe environment is created in order for the individual or group to feel comfortable sharing their emotions and events that they have lived through and thus successfully begin the healing process. Storytelling is an essential tool that serves to help an individual or a group of people to talk about experienced traumatic events, to release their emotions, to let their voice out, share their story, find support from people who have gone through something similar, to educate others and raise awareness about specific topic and prevent such things from happening again.

Can storytelling truly affect healing processes in a community?

Storytelling, as a therapeutic technique, can certainly affect healing processes in a community. Due to its cathartic and emotionally expressive effect, storytelling is a therapeutic tool that helps individuals and groups heal traumatic experiences from the past. Sharing and listening to the stories of different members of a community creates a sense of understanding and connection among members, which helps build empathy and sense of belonging. Storytelling is an effective tool used to promote resilience and strengthen the community.

Storytelling techniques have a very significant role in resolving collective trauma and promoting reconciliation among young people. It is necessary to gain insights into different experiences and different perspectives through storytelling. Through storytelling techniques, dialogue, actualization and problematisation of topics relevant to any society that has experienced collective trauma, encourages appreciation of the diversity and uniqueness of experiences. At the same time, it is important to encourage the willingness of young people to develop mutual trust.



What are the most influential channels through which youth build their perception and the perception of their society?

One of the most important and influential channels through which young people build their perception of society is the family and the environment in which the individual grows up. Values, thoughts and beliefs are passed down from generation to generation, which affects young people and their way of thinking. In addition to the family, young people build their perception of society in schools, colleges, courses, extracurricular activities, training, etc. Nowadays, young people have the opportunity to create views and perceptions of society through social networks, i.e. the internet and social media. In addition to the aforementioned channels, television, radio, magazines, cultural institutions and religious organisations or communities also influence the perception of young people's perception of society.

“Healing is What Makes Peace Work” **Angi Yoder-Maina**

WHAT IS HEALING?

Healing is an intensely personal, subjective experience involving a reconciliation of the meaning an individual ascribes to distressing events with his or her perception of wholeness as a person.⁴ Healing is a long-term culturally-bond process aimed at overcoming emotional, social, psychological and spiritual trauma caused by an unfortunate event such as natural disasters, war and conflict, personal losses, accidents and injuries, environmental crises, etc.

The objective of healing is to achieve emotional inner peace, improve mental health and become aware of the problem in order to coexist in a healthy community full of understanding, empathy and support. In order to start the emotional healing process, it is necessary to go through several stages and understand these stages in order to go through the entire process more easily.⁵

“Awareness is the first step in healing.” **Dean Ornish**

Recognition

In order to completely heal and achieve peace, one must recognize and acknowledge a traumatic event that has left a negative impact on one's life. As mentioned above, awareness truly is the first step in order to heal. In order to achieve healing, it is necessary to approach the process with an open mind and heart, with a great desire and will for successful healing and problem solving. When an individual decides to embark on a healing journey, they take control of their own lives. Through such a journey, individuals and communities acquire various abilities such as empowerment, motivation, hope and self-awareness.

4. Thomas R. Egnew, The Meaning of Healing: Transcending Suffering, The Annals of Family Medicine, vol. 3, no. 3, may/june 2005

5. Available at: <https://beautifulsoulcounseling.com/stages-of-emotional-healing-understanding-the-journey/#:~:text=The%20stages%20of%20emotional%20healing%20can%20be%20broken%20down%20into,%2C%20for%20givenness%2C%20and%20moving%20forward>

“Learning to stand in somebody else’s shoes, to see through their eyes, that’s how peace begins. And it’s up to you to make that happen. Empathy is a quality of character that can change the world.”

Barack Obama

Empathy

Empathy or mutual understanding is achieved by creating a dialogue, sharing your story, emotions and thoughts using different storytelling techniques. Empathy, as the ability to sense other people’s emotions, helps when trying to solve a problem. It helps individuals to walk a mile in someone else’s shoes and understand their thoughts, experiences and challenges. Empathy acts as a bridge that connects people who think they are different, but in fact only when they face a common problem do they realize how similar they are.

Forgiveness

Forgiveness is the concept that has probably stirred most controversy, especially when it comes to a large-scale violence, or even genocide. At the very least it is a concept about which there is no consensus among scholars – on what exactly it means and what it involves. It is often equated with reconciliation. (*Franović, I. et al., 126.*)

Forgiveness has the potential to foster reconciliation between conflicting parties in various circumstances.⁶ Forgiveness is a powerful tool for emotional and psychological healing. It implies letting go of the past, anger, negative emotions and resentment after you have addressed the problem. While letting go and forgiving may not be easy, it sure had positive impacts on one’s life. Forgiveness brings peace, it helps release bottled-up emotions and resentment, it allows you to move forward and establish healthy relationships. It is a hard and long process that requires a lot of work and dedication, because something we all long for is peace and harmony.

As the British philosopher and poet David Whyte has written: “It is that wounded...un-forgetting part of us that...makes forgiveness an act of compassion rather than one of simple forgetting.”⁷

6. Dispute-resolution-and-crises, Course Hero. Available at: <https://www.coursehero.com/file/125951509/Dispute-Resolution-and-Crises-1docx/> (Accessed: 26 October 2023)

7. Section 4. forgiveness and reconciliation Chapter 28. Spirituality and Community Building | Section 4. Forgiveness and Reconciliation | Main Section | Community Tool Box, Available at: <https://ctb.ku.edu/en/table-of-contents/spirituality-and-community-building/forgiveness-and-reconciliation/main> (Accessed: 26 October 2023).



RECONCILIATION

INSIGHTS DISCOVERY

Reconciliation refers to the restoration of fractured relationships by overcoming grief, pain, and anger. It is, as Karen Broenus has written, “a societal process that involves mutual acknowledgment of past suffering and the changing of destructive attitudes and behavior into constructive relationships toward sustainable peace.”⁸

Types of Reconciliation

- o interpersonal reconciliation
- o societal reconciliation
- o self-reconciliation

Interpersonal reconciliation is a process of bringing two or more things into agreement or harmony by resolving disputes and creating a positive relationship.

Societal reconciliation refers to the process of healing and rebuilding trust within a society that has experienced divisions, conflicts and traumas.

Self-reconciliation refers to a process of inner healing and self-acceptance.

According to The International IDEA Handbook Series- Reconciliation After Violent Conflict⁹ these are the three stages of reconciliation:

1. Replacing fear by non-violent coexistence
2. Building confidence and trust
3. Towards empathy

The first step away from hatred, hostility and bitterness is the achievement of non-violent coexistence between the antagonist individuals and groups. When fear no longer rules, individuals or communities should evolve towards a relation of trust. Each party renews confidence in each other and themselves. Empathy comes with the victims’ willingness to listen to the reasons for the hatred of those who caused their pain and with the offenders’ understanding of the anger and bitterness of those who suffered.¹⁰

8. *Dispute-resolution-and-crises*, Course Hero. Available at: <https://www.coursehero.com/file/125951509/Dispute-Resolution-and-Crises-1docx/> (Accessed: 26 October 2023)

9. International IDEA, *Reconciliation After Violent Conflict, A Handbook*, International Institute for Democracy and Electoral Assistance 2003, Sweden

10. International IDEA, *Reconciliation After Violent Conflict, A Handbook*, International Institute for Democracy and Electoral Assistance 2003, Sweden

“It's when we start working together that the real healing takes place.”
David Hume

Challenges in healing process

Long-term process of healing includes a lot of challenges and difficulties people or communities face during the healing process. Some of the hardest things are accepting accountability and letting go of the past. However, there are several methods/strategies used in healing processes such as: creative expression through arts, storytelling techniques, self-help groups and counseling.

Best practices and lessons learned

Promoting the truth, encouraging dialogue, reconciliation and mutual understanding is the most effective way to address and solve problems. Thanks to storytelling and different storytelling techniques, individuals and communities get the opportunity to have their voice and stories heard, understood and not forgotten, to serve as an example and reminder of how different communities should work together to solve problems, and not contribute to creating problems.

Challenges and Strategies

According to interviewees in project partner countries, some of the main challenges faced during working with youth who have experienced collective trauma is their reluctance to discuss topics related to ethnicity and national belonging and religious commitment. Young people feel afraid that if they share their different opinion, they may face condemnation.

Without the process of psychological strengthening or artistic processes through which it is addressed and healed, trauma most often creates new trauma. People who do not process their trauma gradually develop forms of behaviour, both negative and positive ones that help them to overcome traumatic experiences. These forms of behaviour can vary from insults and hate speech, to extreme forms of both violent and philanthropic behaviour.



RECONCILIATION



CONCLUSIONS

KEY FINDINGS AND FURTHER THOUGHTS

EU-CARES handbook has been developed as a result long term process a result of numerous activities, research, interviews, analysis, collections of best practices, round-tables and Think Tank events that were successfully implemented by partners in Belgium, Italy, Poland, Bosnia and Herzegovina, Serbia, Montenegro and Albania. During the entire research and regular consultations below have gathered thoughts of young people, youth workers, storytelling experts and other professionals who took active role with their contributions from all over Europe.

“One of the main challenges in working with youth who have experienced collective trauma is the potential for them to become entrenched in their own cultural or ethnic identities and narratives, which can create barriers to understanding and empathy towards others who have experienced different forms of trauma. This can lead to conflict and a lack of cooperation among young people from different backgrounds. Additionally, there may be a lack of trust and willingness to open up about their experiences due to fear of being judged or misunderstood by others who have not experienced the same trauma. It can also be difficult to address the complex and deeply ingrained social, political, and economic factors that contribute to collective trauma, and to provide effective and sustainable solutions for healing and reconciliation.” (BiH)

“Discrimination is a mute form of conflict which often people are not aware of. If we build confidence using storytelling techniques, I am sure many conflicts could be prevented”. (Albania)

“Young people create their own message, we have a new beginning”. In this context, storytelling is a technique that seems to be an interesting and attractive alternative that young people look forward to and that addresses the true need of direct involvement and contact. (Poland)

The challenges faced by youth in Serbia are complex and multifaceted and are deeply connected to the country's history of conflict and political change. Addressing these challenges will require sustained efforts to promote reconciliation, build inclusive institutions, and create more opportunities for youth to thrive. Some young people in Serbia may repeat the official discourse of their group or political party, particularly if they have grown up in an environment where such views are dominant. However, many young people are also critical of the narratives presented by the government or media and may seek out alternative sources of information and perspectives. (Serbia)



Youth

CONCLUSIONS

KEY FINDINGS AND FURTHER THOUGHTS

Today we have a generation of adults who lived through direct traumatic war experiences as children and passed them on to their children. Young generations don't want to talk and think about past events, that's why the biggest challenge in working with them is to get to the moment to open- up the story. A particular problem is that this collective trauma is used in political discourse in the pre-election period, so it is difficult to get to the moment when it is unpacked to the extent of seeing how to help people damaged by collective trauma. Collective trauma occurs through various processes, which can even change the neurological structure of a person if a person grows up in constant stress and tension. Such people do not know how to live peacefully and comfortably, and it is difficult for them to relax in everyday life. Such a feeling is passed on to new generations and thus a collective trauma arises. (BiH)

Young people generally do not occupy themselves with topics of collective trauma, which they find to be difficult and distant. It is considered as a topic reserved for adults. In the event that they or their families have experienced some trauma, they would be empathetic, but would rather not talk about it publicly. "The perception of the past for young people is shaped by what their families are saying and what they are learning in school. This has to stop". Likewise, "the dialogue process has been manipulated by those opposed to dialogue, and as a result, it must be returned to its original meaning - a conversation between people who have varying attitudes and convictions, but are firmly committed to finding common ground and creating a more just and safe society for all". (Montenegro)

Reflecting on the city of Palermo, "racism is still widespread, but people from Palermo still remember their past as migrants. There is a long-lasting tradition of welcoming other people, there is a lot of empathy towards people in difficult situations, and poor people help each other." Despite the general disillusionment towards the lack of unity in Italian society, there is a general trust towards younger generations. New generations are seen as very active and willing to move in defense of rights, also in the use of social media as a medium of information - "there is no need to motivate young people, it would just be necessary to listen to what is important to them". (Italy)

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EU-CARES PROJECT GLOSSARY

FREQUENTLY USED TERMS

Active citizenship

Active citizenship means getting involved in their communities and democracy at all levels, from local to national and global.

An active citizen promotes the quality of life in a community through both political and non-political processes developing a combination of knowledge, skills, values and motivation to work to make a difference in society.

Active youth participation

Participation is a fundamental right. It is one of the guiding principles of the Universal Declaration of Human Rights that has been reiterated in many other Conventions and Declarations. Through active participation, young people are empowered to play a vital role in their own development as well as in that of their communities, helping them to learn vital life-skills, develop knowledge on human rights and citizenship and to promote positive civic action. To participate effectively, young people must be given the proper tools, such as information, education about and access to their civil rights.

Source: The United Nations. (n.d.). Youth Participation.

<https://www.un.org/esa/socdev/documents/youth/fact-sheets/youth-participation.pdf>

Collective narratives

A message that tells the particulars of an act or occurrence or course of events; That which is narrated; the recital of a story; a continuous account of the particulars of an event or transaction; Collective narratives are a way of harvesting a conversation – collective narratives insist on using “we” instead of “I”.

Collective trauma

Whereas the term “trauma” typically refers to the impact that a traumatic incident has on an individual or a few people, collective trauma refers to the impact of a traumatic experience that affects and involves entire groups of people, communities, or societies. Collective trauma is extraordinary in that not only can it bring distress and negative consequences to individuals but in that it can also change the entire fabric of a community (Erikson, 1976).

Source: <https://www.psychologytoday.com/us/blog/lifting-the-veil-trauma/202005/what-is-collective-trauma>

EU-CARES PROJECT GLOSSARY

FREQUENTLY USED TERMS

Knowledge	Be acquainted with, be familiar with, be aware of, compare, define, describe, designate, discover, distinguish, explain, identify, itemize, label, list, name, recite, recognize, recount, relate, retell, specify, spell out, state, tell, term, write
Peace building	The implementation of measures intended to create or sustain peace, especially in an area affected by conflict.
Social integration	A message that tells the particulars of an act or occurrence or course of events; That which is narrated; the recital of a story; a continuous account of the particulars of an event or transaction; Collective narratives are a way of harvesting a conversation – collective narratives insist on using “we” instead of “I”.
Collective trauma	<p>The process by which separate groups are combined into a unified society, especially when this is pursued as a deliberate policy. It implies a coming together based on individual acceptance of the members of other groups; the process by which an individual is assimilated into a group.</p> <p>Emile Durkheim believed that society exerted a powerful force on individuals. According to Durkheim, people's norms, beliefs, and values make up a collective consciousness, or a shared way of understanding and behaving in the world. The collective consciousness binds individuals together and creates social integration.</p> <p>Source: https://dictionary.apa.org/social-integration</p>
Storytelling	The activity of telling or writing stories; storytelling is a vivid description of ideas, beliefs, personal experiences, and life-lessons through stories or narratives that evoke powerful emotions or insights.
Sustainability	<p>In 1987, the <u>United Nations Brundtland Commission</u> defined “sustainability” as “meeting the needs of the present without compromising the ability of future generations to meet their own needs.</p> <p>Source: United Nations. (n.d.). Sustainability. https://www.un.org/en/academic-impact/sustainability</p>

EU-CARES PROJECT GLOSSARY

FREQUENTLY USED TERMS

Skills	The ability to do something that comes from training, experience, or practice, be able to assume, assert, apply, actuate, adjust, administer, align, alter, assemble, build, calibrate, communicate, collect, change, copy, demonstrate, design, develop, draft, explain, execute, identify, inform, form, handle, measure, make, manage, offer, perform, prepare, process, provide, plan, record, regulate, remove, repair, replace, support, set, service.
Reconciliation	The action of making one view or belief compatible with another, the act of causing two people or groups to become friendly again after an argument or disagreement.
Competences	Be competent at, be capable of, be able to adapt to, become more (effective, introspective etc.), become more self-controlled, competently do something, be able to deal with, be able to recognize, become more flexible, demonstrate, be aware and sensitive, recognise the limits.
Youth workers	People working in direct contact with young people, carrying out activities designed for supporting their personal and social development through non-formal and informal learning. Youth workers, in turn, might be professionals or volunteers and be civil servants or work for NGOs.



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“The journey
towards
reconciliation
is long and
difficult, but it
is necessary for
our collective
healing”

Murray Sinclair

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