How can I help you?

**Summary:** Many are the factors that hinder the social inclusion of individuals; one of these, that sometimes is a direct consequence of the others, is closing within oneself and one’s fears and prejudices. To receive attention and benevolence and to feel welcomed, the person should perform some small tasks. He, after talking with some of his fellow citizens about the difficulties experienced concerning social inclusion, can share these problems with the group and create a social network to solve the issues that are considered more urgent or more easy to solve (1 or 2).

**Key words:** Openness, inclusion, benevolence, solving.

**Aims:** Increasing awareness of the shared problems of inclusion; striving to solve problems related to social exclusion; increasing openness and self-efficacy.

**Participants:** Trainers, teachers and students of all school levels.

**Description:** The activity is split into 5 phases: 1)instructions to carry out the activity;

2)interviews and collection of information;

3)group discussion and selection of a problem;

4)cooperation to solve the problem;

5)final considerations of the group.

During the first phase it will be explained to the participants the iter to follow in the different stages; first of all the collection of information by interviewing people, using empathic and communication skills; if there are oppositions or difficulties it is possible to carry out interview simulations in the classroom, focusing on the approach strategies, on the questions to ask, on the importance of opening up to the other people to receive answers that can be used as reflections on problems of inclusion or considered as requests for help; in the following phase the participants will actually play the role of friendly interviewers and citizens that share the same interests of their interviewees. In the third phase the notes concerning the main issues identified by the users will be addressed in a group discussion, and a specific problem to cope with will be selected; the participants will search for solutions using a cooperative approach and will draft a plan that will include all the necessary steps to perform. The group will be committed to help as many people as possible. For example, it could be a homeless man that doesn’t know how and where to seek for help, or an acquaintance that is seeking for a job, a working mum that needs someone to take care of her children while she is not at home, etc. The more the solutions will be put into practice, the more the activity will lead to the improvement and growth of all the participants. In the final discussion all the steps are reconsidered, with the pros and cons of the case at issue.

**Material:** Block notes, pens, multimedia room.

**Method:** Cooperative Learning, Problem-based Learning, Service Learning.

**Advice for Facilitators:** It’s important to work since the beginning on the possible prejudices and personal fears linked to the activity; if necessary, the collaboration of a psychologist can be requested.

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