

# ***Steps towards successful encounter***

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**HUMAK<sup>®</sup>**

  
**FINLANDS  
SVENSKA  
IDROTT**

**WELCOME**  
Wellbeing and integration  
through sports



## ***Diversity***

- Diversity can be defined as a concept that encompasses and recognizes variations within a group, organization, or society.
- It includes differences in background, experiences, and perspectives based on factors such as gender, ethnicity, age, religion, sexual orientation, functional ability, socioeconomic status, and cultural background.
- Minority groups are part of society's diversity.





## ***Diversity***

- Diversity is about valuing and taking advantage of these differences to promote an inclusive and fair environment, where everyone has equal opportunities to participate, contribute and develop
- Taking diversity into account means respecting the differences in people's perceptions of identity in a safe and affirming environment.
- Everyone should feel safe and respected as they are.



## ***Why is encountering important?***

- Creates security and a sense of belonging
- Promotes equality
- Is the key to success
- We are all responsible for it
- Creates meaning





# 1. Presence

- Be present in the moment
- Listen actively
- Focus on what the other person is saying.
- Give people time to express themselves
- Show understanding that everyone learns and understands at different rates





## ***2. Show respect***

- Respect the other person's opinions, experiences, and feelings, even if they are different from your own.
- Listen to others without judgment
- Provide space for different opinions





### ***3. Have an open mind***

- Approach your participants with an open mind
- Be ready to learn something new or see things from different perspectives.
- Avoid microaggressions and assumptions
- Microaggression is an act in which one acts seemingly harmless on the basis of assumptions, but which is racist in the current situation.
- A microaggression can be, for example, when you ask someone "Where are you really from?". Then you assume that all Finns look the same.



## **4. Communication**

- A) Speak Clearly
- B) Listen
- C) Welcoming body language
- D) Inform





## **4. Communication: A) Speak Clearly**

- Speak clearly and understandably, and make sure your message is easy to understand.
- Use plain language and/or images
- Treat those you train as individuals, not based on their gender.
- Use the child's name instead of he/she



## **4. Communication: B) Listen**

- Listen actively and acknowledge what the other person is saying
- Train yourself in dialogue
- Ask questions to show interest and to understand better
- Use methods to distribute the speaking space, so that all participants can practice giving and taking place





## **4. Communication:**

### **C) Welcoming body language**

- Pay attention to and use positive/welcoming body language, such as smiling and making eye contact, to signal openness and trust
- Greet all participants (including parents, siblings) by making eye contact with each one and saying a greeting before you start training





## **4. Communication: D) Inform**

- Review your sports club's information (such as welcome letters, season info letters, websites, tournament programs) norm-critically and from an accessibility perspective
- Consider diversity in images (e.g. gender, ethnicity, functionality and sexuality, multiform families)
- Develop your own and your association's communication skills, offering different language options if possible.





## 5. Equality

- Make sure everyone feels valued and heard
- Create an open and welcoming atmosphere



## **6. Trust**

- Take responsibility for your actions and your treatment
- Show that you are reliable and consistent
- Apologize When You've Made Mistakes and accept an apologize





## 7. "SISU"

- SISU = perseverance, courage and determination in facing challenges
- Conflict management= it takes courage and perseverance to deal with difficult conversations and solve problems that may be uncomfortable
- Patience to listen and understand others, even when it takes time and effort
- Don't give up, despite possible failures in encounters





## **8. Flexibility**

- Adapting to different communication styles: adjusting your own communication style to better understand and be understood by others
  - > improves interaction and reduces the risk of misunderstandings
- Emotional flexibility; Being able to respond to someone who is sad, angry or stressed requires a shift in, for example, tone of voice, empathy and support
- Receptive to feedback, adjusting your behavior-> personal development, and improved interaction





## Aspects that can make it difficult to encounter

- Challenges with language comprehension
- Lack of motivation (in one, or in both)
- Lack of trust
- Hurry
- In these situations, it is worth returning to the previous questions.
- What abilities do we and I have to stop in the moment, listen and show the other that I notice them?
- Can we help each other?
- Do I make assumptions or do I listen?
- When interaction is difficult, perseverance and willingness to find solutions are needed.





## ***9. Self-Awareness***

- How does my background affect my own thinking and actions?
- What position and role do I have in the society?
- How do I view my own opportunity to influence?



A group of seven children in school uniforms are standing in a line, leaning on a white railing. They are looking towards a sports field in the background. The children are wearing green hooded jackets and maroon shorts. The background shows a wooden wall and a sports field with other people. The text "10. Is there something you would like to add?" is overlaid on a white rectangular box in the center of the image.

***10. Is there something you would like to add?***





## ***Conclusion***

- Presence, Respect, An Open Mind, Communication, Equality, Trust, "Sisu", Flexibility, Self-Awareness and \_\_
- The effects of good treatment are quickly visible: people become enthusiastic, motivated and engaged.
- Being seen and heard also affects self-esteem and thereby the experience of ability and belonging.



# WELLcome – Wellbeing and integration through sports (1.5 2022-31.12.2024)

## The general objectives of this project:

- To support young refugees (age 7-16) to take part and engage in the local sport clubs in Finland and to thereby support their integration into the Finnish society.
- Create new and impactful business models for the integration of refugees and immigrants in Finland with the help of sports
- To raise awareness and knowhow in social including and integration of refugees amongst board members, staff members and trainers in sport clubs in Finland.
- To spread the model and best practices developed in the project to all the member sport clubs of FSI and to the general public and important stakeholders in Finland and in Europe.

**Partners:** **Finlands Svenska Idrott (FSI)** and **Humak University of Applied Sciences (Humak)** in cooperation with **ÅIFK** and **The Finnish Red Cross Reception Center in Turku**

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# **Contact information**

Please visit our homepage

<https://idrott.fi/wellcome/>



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