

Training course
Youth Workers

Info Pack for Participants

Harmony in Chaos: Turning Conflict into Growth

2 - 10.06.2025 - Dobrinishte, Bulgaria



Co-funded by
the European Union



Dear participants,

Welcome to an adventure where the main characters will be you. And the dark shadows will be the conflicts that we want, or don't want, to carry, challenge and involve us in. We will dig into the skeletons of conflicts that still trigger our negative emotions to see, to understand what we are really afraid of and avoid.

By untangling the tight knot of conflicts we will learn what is behind them, where we are in the picture, and how to interact with the world and others in an effective and understanding way. And then conflict will become a lesson that changes us and makes us wiser.

This adventure is calling you.

Deiana Dragoeva, Board Director of VIA CIVIC Association



TC
Harmony in
Chaos

Summary

In this 7-day training, participants will uncover the genesis of conflicts, examine their own reactions – whether freezing, escaping or fighting – and learn how to master these responses. The goal is to empower participants to grow through conflicts, to see them as opportunities rather than obstacles, and to accept them as meaningful lessons sent their way.

Through a journey of personal development, we'll cultivate flexibility, adaptability and empathy. Participants will engage in transformative practices such as Nonviolent Communication, roleplays, outdoor experiences, and storytelling, creating a truly unique and profound learning experience.



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AIM

To improve youth workers' competences of understanding, using tools and gaining confidence to navigate and mediate conflicts effectively, fostering growth and connection in themselves and their communities.

Facilitate a deep process of self-reflection on personal perceptions and behaviors in conflict situations.

Increase understanding and practical application of Nonviolent Communication processes.

Share international experiences and best practices in conflict mediation to enhance the quality of youth work.

A transformative journey through:



Nonviolent Communication:

Learn to navigate and transform conflicts into opportunities for growth.



Sociometry, Sociodrama and Psychodrama Roleplays:

Methods to explore and understand how power and privilege shape self-perception, relationships, societal dynamics and decision-making.



Mediation Techniques:

Develop the skills and mindset to mediate conflicts effectively, guiding individuals and groups toward understanding and connection.



Puppetry, Outdoor Processes, Reflection, Art and Play:

Explore emotions, relationships and self-connection, ensuring deep understanding and real-world application.



THE TRAINERS

Hello, I'm Nikola!

I'm a trainer, facilitator,
psychologist and mediator

passionate about creating spaces where people can connect authentically, explore meaningful conversations, and grow together. For over 10 years, I've been integrating Nonviolent Communication (NVC) as both a personal practice and a guiding approach in my trainings and projects.

I believe that deep listening, empathy, and self-awareness are at the heart of conflict transformation—whether in personal relationships, teams, or communities. My work is inspired by experiential learning, psychodrama, and action-based methods that bring insight through practice. I'm currently a certification candidate with CNVC, and I look forward to sharing this journey with you.

Let's learn, explore, and create together!

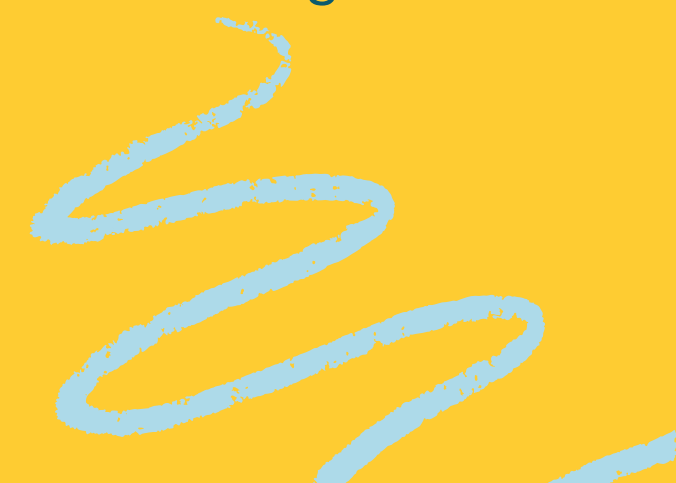


Hello, I'm Radi

and I love diving into the deep layers of human nature and exploring the interconnectedness between us.

With my innate curiosity, I enjoy supporting people in gaining understanding and acceptance of themselves and others, finding resources and creating opportunities for growth and expansion. I believe that we all have the capacity to create a space of inclusion within and between ourselves.

Playfulness and laughter are always great companions on the journey of building and sustaining connection.





THE TRAINERS



Hi, my name is Silvia

and what really excited me in life is to explore our compassionate creative human nature. I am looking forward our time together, when we will have the opportunity to support each other in practicing deep connection with ourselves and others.



Hello, I'm Krisi!

A lawyer by education and a teacher at heart, I started my journey in education in 2013 with Teach for Bulgaria. Two years later, I co-founded Academy NIKE, dedicated to teacher training. Since then, I've been actively supporting educators' professional growth.

I believe that stepping out of our comfort zones is key to both professional and personal development.

PARTICIPANT PROFILE

Youth workers, educators - trainers, teachers, facilitators, youth leaders, communicators, psychologists, social workers, mediators or active volunteers.

criteria

1. Experience in youth work is required, incl. in working with groups with fewer opportunities!
2. Open-minded people, ready for personal development
3. Motivated interest in conflict management and mediation
4. Free usage of English (at least B2 level)
5. 21+ Prior experience in youth work is a must!

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Till 25 April 2025 all the participants, selected by their organisation, have to fill the:

PARTICIPATION FORM

After filling the form they will receive the final confirmation from VIA CIVIC team.

AGENDA of the journey

DAY 1: Here and Now

Harmony in Chaos: Welcome & Framing

The Tree of Life: Group Connection & Presence

The Body and Conflict: Emotional Awareness & Self-Regulation

Where is the Conflict? Artistic And Reflective Exploration

DAY 2: Self-Connection

Seeing Clearly: The Art of Observation

The Compass: Understanding Our Inner Conflict Landscape

Embodied storytelling: How emotions show up and what is their message

Rewiring Conflict Stories

DAY 3: Empathy

Walking in their Shoes? The Power of Empathy

Put on Giraffe Ears: Active Listening & Empathic Guessing

Navigating Emotional Triggers

Empathy Poker

DAY 4: Honesty

From Judgement to Expression: Practicing NVC honesty

Vulnerable Honesty: Identifying blocks to honest and authentic communication

Saying Sorry in Giraffe Language

Expressing Gratitude in Giraffe Language

DAY 5: Conflict Mediation

The Conflict Spectrum: Defining conflict, perspectives on conflict as opportunity

The Role of the Mediator

Theatre and Conflict Mediation

DAY 6: The Social Change

Mapping systemic conflicts through Role Reversal

Using personal storytelling to drive change

DAY 7: From Now On

Harmony in Chaos Storytelling Fest

Harvesting key insights

Final Steps & Follow-Up

Preliminary tasks

Storytelling Fest


Be ready for our Storytelling Fest to wrap up the training. This is the most exciting and emotional part where you invite us to share your stories.

Storytelling is a powerful tool through which stories "live" and they are different every time we tell them. Through it we share experiences, insights, and connect with others on an emotional level.

During the training you have the opportunity to reflect on your own experiences and turn them into inspiring stories to 'give' to the young people you work with. You will discover for yourself how stories drive change and craft your harmony in chaos.

International Storytelling Evening

Bring a story from your country/region to share with the rest of the group. It can be a real story, one from your family, it can also be a myth, fairy tale or anything else that will take us into the story world of your culture (no videos, YouTube, or commercial ads, please! We want your personal authentic story and voice!).



Story Telling

	Partner organisation	Country	Participants	Travel budget Green/Standard
1	Via Civic	Bulgaria	2	28/56
2	EKO	Greece	2	285/211
3	Outward Bound Romania	Romania	2	417/309
4	Adastra Ljubljana	Slovenia	2	417/309
5	Pi Youth Association	Turkey	2	285/211
6	CASCO	Italy	2	417/309
7	Escola Técnica Profissional da Moita	Portugal	2	535/395
8	Youth Opportunities Club	Armenia	2	417/309
9	BITISI	Georgia	2	417/309
10	Educ Antwerp	Belgium	2	417/309
11	ADEL	Slovakia	2	417/309
12	Institute of tolerance	Poland	2	417/309

Important



What is "green travel"?

- Bus, train, ship, shared car only
- Plane is standard travel
- Mixed transport is reimbursed as standard travel, if there is a plane used
- Green travel allows up to 4 additional days for travelling

The coordinator will consider each travel plan and its category.

Extra days are allowed (max. 2 days besides the project dates) but they are covered by the participants themselves!

We highly recommend the participants from the neighbor countries to use green travel!

Travel costs are covered up to a certain limit, according to Erasmus+ [Distance calculator](#)

Travelling

- Choose your travel as early as possible!!!
- Use an economic travel option
- Send us the travel option before purchasing for confirmation
- Send us the travel documents after purchasing

The arrival day is June 2, 2025 and all the participants have to be in Sofia, the capital city, till 16:00 (4 PM) local time!!! We will organise a bus from Sofia to the venue and back, for which we will

deduct 40 EUR from the travel budget

The departure is on June 10, 2025 and we recommend the participants to choose a travel option **NOT EARLY IN THE MORNING** (after 12 lunchtime is ok).

We have 3 hours to Sofia by bus!



Meeting point in Sofia

The HOTSPOT with the organised BUS is the bus parking lot in front of the main entrance of the “Vasil Levski” National Stadium.

It is in the city center. Check it out in [GOOGLE maps](#)



- There is a subway from the airport, from Terminal 2 directly to Sofia University Station, entrance Eagle's Bridge which is 300 m away from the point.
- From Terminal 1 you have to take the shuttle to Terminal 2 and then the metro.
- You can also use BUS LINE 84 or 384.
- Do not forget to buy a ticket in the bus!!! You can do it inside the bus by card!
- There is a subway from the central bus and train stations to Sofia University Station, entrance Eagle's Bridge.

More information about the metro in Sofia

The bus will leave from Sofia on June 2, at around 16:30, so we kindly ask you to be on time.

In case you are late because of the transport, let us know! We will travel to the venue about 3 hours.

Reimbursement

The reimbursement will be made after the TC via Transfer Wise, when the participants:

- take part in all planned activities
- complete the dissemination and follow-up activities
- fill up the standard questionnaire from the Beneficiary Module of Erasmus+ after the TC
- give us all the necessary travel documents

TILL June 25, 2025, all the participants have to collect the documents in a shared Google Drive folder!

To get your reimbursement we compulsory require:

1. E-Ticket/receipt/invoice of your booking of the flights and generally every means of transport that you will use from your home until reaching the venue and for your return.

2. **Boarding passes**/travel tickets in original format - we **recommend online check-in and electronic** ones that you may send by email.

- **Mobile app** - **the mobile boarding passes disappear after flight!!!**
Take an e-mail copy or make a screen shot of all of them (all the connections).
- If you make **an airport check-in** with paper boarding passes or you have only PAPER COPIES of your travel documents, you have to send the ORIGINALS **first scanned as an email and after by POST** to the address:

VIA CIVIC Association

1330 Sofia, BULGARIA, Razsadnika compl., bl.10, ent.4, post box.115

3. We reimburse only two way tickets

4. We can not reimburse costs for taxi, car for a single passenger and any other costs.

Venue



Dobrinishte is located around 160 km south of the capital Sofia, near the famous tourist town of Bansko. It is surrounded by three mountains.

We have chosen a family hotel complex, away from the centre of the town. “Valentino-2” will be reserved entirely for the project.

The hotel has courtyards, which will be used if the weather is suitable.

There is WiFi and the hotel will provide towels.

The accommodation set up is 2-3 people per room, combining participants from different countries.

100% of accommodation and food costs are covered by the Erasmus+ grant.

Things to keep in mind:

We will have fun, however we are not meeting to party all night. Please, respect this.

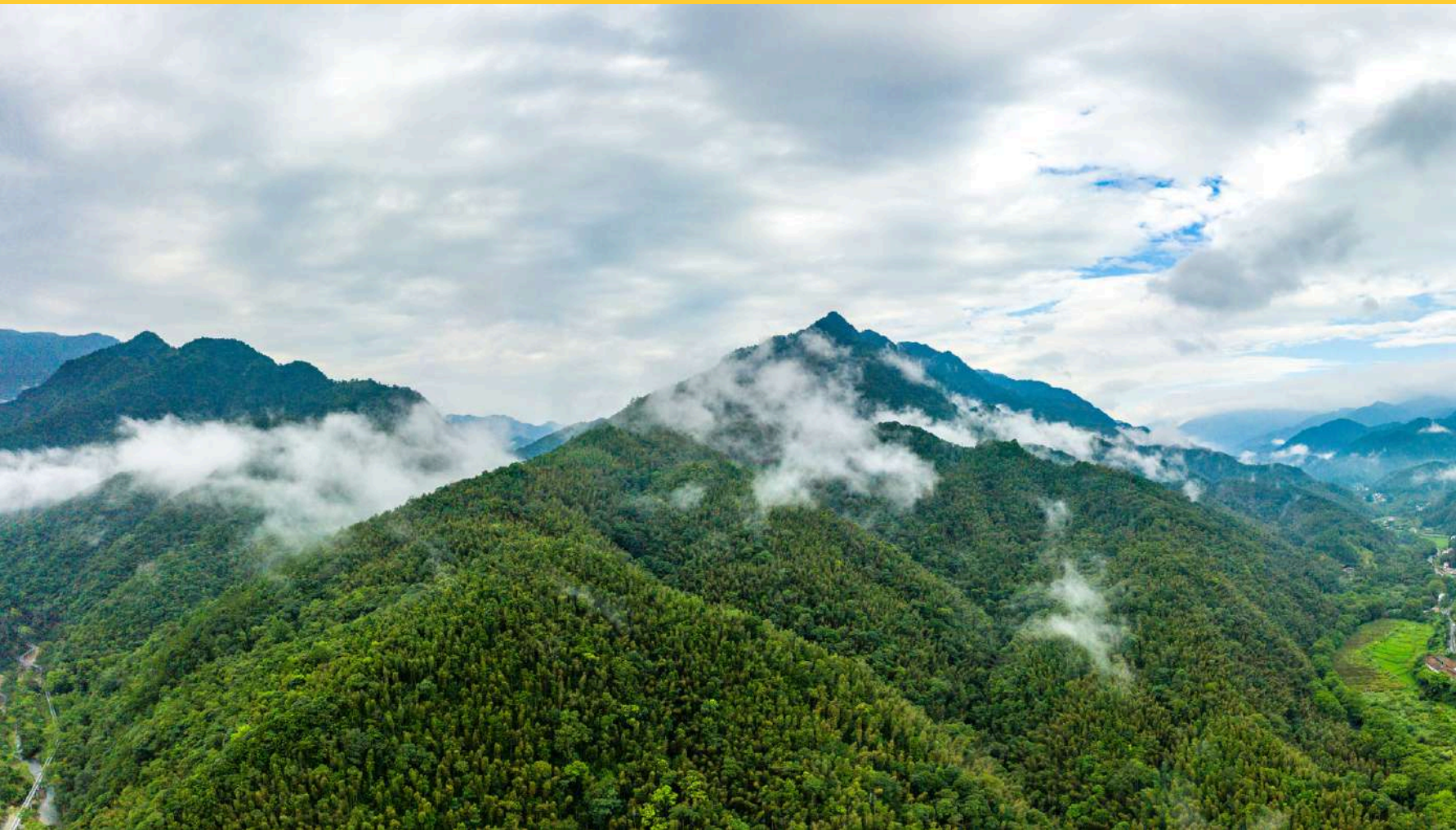
To ensure that your mind stays sharp and you get the full benefits of this personal development training, we ask that you **refrain from drinking alcohol or taking other intoxicating substances.**

We also take this opportunity to remind you that **smoking is not allowed in closed public spaces** in Bulgaria, so you cannot smoke inside the facility in Dobrinishte.

Be prepared for the mountain

The mountain will be our stage and we will do some of the activities outdoors, even doing short hikes. But you should not underestimate good preparation! At this time of year the temperature ranges from 10 to 25 degrees.

To be ready for your mountain adventures, take a close look at the list of recommended equipment!



Every participant has to bring his own:

- **comfortable sturdy mountain shoes** (above ankles)
- **socks** – for mountain/trekking (artificial fabrics, wool)
- **jacket** – for wind and snow.
- **clothes** – warm, for cold weather – insulation layer (polar type, thin and thick), hat and gloves
- **trousers** – long, also suitable for snow and wind
- **bottle of water** (minimum 1 l)
- **light and comfortable backpack** for the mountain (20–40 l)

- personal medicines (if needed)
- first aid kit with medicines you usually use

More about VIA CIVIC Association:

www.viacivic.org

YouTube: @viacivic4499

FaceBook: ViaCivicBG

Instagram: via_civic_association

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