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„FII LUMINĂ PENTRU CEI DIN JUR!” – “BE LIGHT FOR THE ONES SURROUNDING YOU!”

ȘCOALA GIMNAZIALĂ „EP. DR. ALEXANDRU RUSU”

– BISHOP DR. ALEXANDRU RUSU SECONDARY SCHOOL, ROMANIA



ȘCOALA GIMNAZIALĂ
“Ep. Dr. Alexandru Rusu”

The main goal was to apply the knowledge that students acquired at school in practical life. Pupils - members of Bishop Dr. Alexandru Rusu Secondary School's team, applied their knowledge in most of all the activities. They learned to work on the implementation of the project individually, in pairs, in groups, and the whole team as a whole.



Most activities focused on community learning & working together and for the community - learning for life and the development of key competencies for sustainable development, competences for life - the ability to solve problems, the development of strategic competencies, the ability to work in a team, empathy and respect for others, critical thinking and development of communication skills.

The Service-Learning Project was designed for the needs of a family from the local community – residing in Recea, county of Maramureș. The family was identified by the 4th Graders and continues to be in contact and involved in activities with the students.





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LIPY PRE ODDYCH I ÚŽITOK

MATERSKÁ ŠKOLA BYSTRÉ 172

Prepojenie výučby so service learningovou aktivitou v praxi: Deti z materskej školy priložili ruku k dielu a pomohli vysadiť lipy v obci. V materskej škole sa zameriavajú na výchovu k tvorivosti, prosociálnu výchovu a inkluzívne vzdelávanie. V rámci ranného kruhu v triedach rozoberali pani učiteľky s deťmi problematiku včelárstva a potreby stromov a kvetov pre populáciu včiel. Zároveň sa s deťmi dohodli, že priložia svoje malé dlane a pomôžu včielkam v obci. Deti sa naučili rozpoznávať prírodné materiály, oboznámili sa so zvieracou ríšou, životným cyklom včely a zároveň sa naučili ako chrániť životné prostredie.



Project: Linden trees for relaxation and benefit

School: Kindergarten Bystré 172

Linking teaching with a service-learning activity in practice: Kindergarten children helped with the work of planting lindens in their village. The kindergarten focuses on creativity education, pro-social education and inclusive education. As part of morning classes, the teachers discussed with the children the issue of beekeeping and the need for trees and flowers for the bee population. At the same time, they agreed with the children that they would get their little hands dirty and help the bees in the village. The children learned to recognise natural materials, got acquainted with the animal kingdom, the life cycle of the bee and at the same time learned how to protect the environment.





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EKOCYKLO - NECH PRÍRODA ZA NÁS NETRPÍ

ZÁKLADNÁ ŠKOLA ANDREJA SLÁDKOVIČA ZO SLIAČA

Prepojenie výučby so service learningovou aktivitou v praxi: Tím Ekocyklo prispel svojou činnosťou a aktivitami k tomu, aby používatelia cyklocestičky (Sliač – Zvolen) neodhadzovali odpad do okolia rieky Hron, ale do vytvoreného ekokoša z diel'ne žiakov, ktorý podporuje aj správne triedenie odpadu. Všetky aktivity projektu boli zamerané na komunitné učenie – učenie pre život a rozvoj kľúčových kompetencií pre udržateľný rozvoj, kompetencií pre život – schopnosť riešiť problémy, rozvoj strategických kompetencií, schopnosť pracovať v tíme, empatia a rešpektovanie názorov iných, kritické myslenie a rozvoj komunikačných zručností.



Project: Ekocyklo - let nature not suffer because of us

School: Andrej Sládkovič Primary School in Sliač

Linking teaching with service-learning activity in practice: Through their activities, the Ekocyklo team contributed to the prevention of users of the cycle path (Sliač - Zvolen) from dumping waste in and around the River Hron, but into the eco-basket created in the pupils' workshop, which also promotes proper waste sorting. All activities were focused on community learning – i.e. learning for life and the development of key competencies for sustainable development, competencies for life - problem solving skills, development of strategic competencies, ability to work in a team, empathy and respect for others' opinions, critical thinking and development of communication skills.





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BEAUTY SRDCE PRE OSAMELÝCH SENIOROV

STREDNÁ ODBORNÁ ŠKOLA BEAUTY SLUŽIEB Z KOŠÍC

Prepojenie výučby so service learningovou aktivitou v praxi: Študenti ponúkli klientom z Domu pokojnej staroby A. F. Colbrieho v Košiciach svoje profesionálne služby, napr. strihanie a úpravu vlasov, zastrihávanie brady a fúzov, masáž tváre a rúk, manikúru a líčenie. Žiaci porozumeli potrebám seniorom, zlepšili špecifickú komunikáciu so seniormi, vedia oceniť ich životné skúsenosti, prijímajú ich ako prirodzenú a obohacujúcu súčasť našej spoločnosti, rešpektujú ich dôstojnosť, dokážu seniorom prejavovať empatiu, úctu a radosť zo spoločného zážitku. Projekt posilnil nielen tímovú spoluprácu, ale zvýšil empatiu voči seniorom a komunitné a medzigeneračné vzťahy v mestskej časti Košice Juh.

Project: Beauty heart for lonely senior citizens

School: Secondary Vocational School of Beauty Services in Košice

Linking teaching with service-learning activity in practice: Pupils offered clients from the A. F. Colbrie House of Peaceful Old Age in Košice their professional services, e.g. haircuts, beard and moustache trimming, face and hand massage, manicure and make-up. The pupils came to understand the needs of the senior citizens, improved specific communication skills with them, know how to appreciate their life experiences, accept them as a natural and enriching part of our society, respect their dignity, are able to show empathy, respect and joy of the shared experience with them. The project not only strengthened teamwork, but also increased empathy for the elderly and community and intergenerational relations in the Košice Juh district.





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REVITALIZÁCIA SCHÁTRANEJ ŽELEZNIČNEJ STANICE A OKOLIA

ZÁKLADNÁ ŠKOLA ZEMIANSKA OLČA

Prepojenie výučby so service learningovou aktivitou v praxi: Žiaci sa rozhodli revitalizovať zničené priestory miestnej stanice, ktorú zmenili v spolupráci s vedením Železníc SR, starostov obcí aj miestnych obyvateľov na nepoznanie. Pri realizovaní aktivít využili pri vytváraní rozpočtu či meraní záhradky poznatky z matematiky, kvalitná znalosť slovenského jazyka im pomohla pri písaní žiadostí starostovi obce, vedeniu ŽSR, písomnej tvorbe projektového zámeru aj príhovore pri obhajobe či záverečnej slávnosti. Naplno využili aj výtvarnú výchovu i poznatky z biológie, informatiky a iných predmetov. Projekt pomohol k zblíženiu obyvateľov miestnej komunity.



Project: Revitalisation of a dilapidated railway station and its surroundings

School: Elementary school in Zemianska Olča

Linking teaching with service-learning activity in practice: Pupils decided to revitalise the dilapidated premises of the local railway station. After working in cooperation with the management of the Slovak Railways, the local council leader and local residents, the pupils changed the premises beyond recognition. The pupils used their knowledge of mathematics, art, biology, informatics, etc. The project helped to bring the local community residents closer together.





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VIANOČNÉ TVORIVÉ DIELNE SO ZNEVÝHODNENÝMI A INTAKTNÝMI ŽIAKMI

STREDNÁ ODBORNÁ ŠKOLA PEDAGOGICKÁ V BRATISLAVA

Prepojenie výučby so service learningovou aktivitou v praxi: Projekt „Tvorivé dielne pre všetkých“ je pre žiakov príležitosťou prakticky si overiť vedomosti a zručnosti, ktoré si počas štúdia osvojili na odborných predmetoch. Dielní sa tradične zúčastňujú mentálne znevýhodnení rovesníci žiakov z Odborného učilišťa a intaktní žiaci materskej školy a základnej školy. Hlavným cieľom pripravovaných aktivít, ktoré sú nielen kreatívne a pracovné, ale i vedomostné a logické, je pripraviť program priamo „na telo“ pre určitý druh a stupeň znevýhodnenia a zároveň s ohľadom na konkrétnych žiakov, ich vek, schopnosti a záujmy.

Project: Christmas creative workshops with disadvantaged and intact pupils

School: Secondary Vocational Pedagogical School in Bratislava

Linking teaching with service-learning activity in practice: The project 'Creative Workshops for All' is an opportunity for pupils to verify the knowledge and skills they have acquired during their studies in vocational subjects in practice. The workshops are traditionally attended by mentally handicapped peers from vocational schools and intact pupils from nursery and primary schools. The main goal of the prepared activities, which are not only creative and work-based, but also use knowledge and logic, is to prepare the programme directly "on the body" for a certain type and degree of disadvantage and also with regard to specific pupils, their age, abilities and interests.





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VTÁČÍ OSTROV

STREDNÁ ODBORNÁ ŠKOLA PODNIKANIA A SLUŽIEB V NÁMESTOVE

Prepojenie výučby so service learningovou aktivitou v praxi: Študenti SOŠ majú silné environmentálne cítenie a chceli pomôcť pri starostlivosti o chránené územia v blízkom okolí školy. Service learningová aktivita bola realizovaná v rámci predmetu Biológia. Pred samotným odvozom člnom na Vtáčí ostrov bola súčasťou aktivity odborná ekologická prednáška pracovníkom CHKO Horná Orava. Samotné čistenie územia bolo fyzicky náročné, ale prospešné pre životné prostredie a rozvoj environmentálneho cítenia žiakov. Študenti svojou aktivitou prepojili teoretické vedomosti o spôsoboch ochrany prírody s praktickou činnosťou a posilnili svoje environmentálne zmýšľanie.

Project: Bird Island

School: Secondary Vocational School of Business and Services in Námestovo

Linking teaching with a service-learning activity in practice: The pupils of the secondary school have a strong feeling for the environment and wanted to help take care of the protected areas in the school's vicinity. The service-learning activity was implemented in Biology lessons. Before the actual boat ride to Bird Island, the activity included a professional ecological lecture by the staff of the Upper Orava Protected Landscape Area. The actual cleaning of the area was physically demanding, but beneficial for the environment and the development of the pupils' environmental sensitivity. Through their activities the pupils combined theoretical knowledge about ways of nature protection with practical activities and strengthened their environmental thinking.





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DOBRY SKUTOK PRE PRIATEĽOV STREDNÁ ODBORNÁ ŠKOLA V SNINE

Prepojenie výučby so service learningovou aktivitou v praxi: Od roku 2019 študenti pod vedením pedagogických zamestnancov pomáhajú mladým ľuďom, ktorí sú zdravotne znevýhodnení. Títo mladí ľudia sú klientmi denného stacionáru Charitného domu sv. Štefana v Snine. Študenti v okolí Charitného domu pravidelne udržiavali a starali sa o úpravu prostredia. Okrem toho pomáhali pri organizácii stretnutí a podujatí ako napr. diskotéka, opekačka či mikulášska besiedka. Študenti sa naučili ako pripraviť aktivity, ktoré sú na jednej strane kreatívne, ale zároveň pracovné i vedomostné a berú ohľad na stupeň znevýhodnenia, schopnosti a záujmy klientov Charitného domu. Zároveň sa naučili vcítiť sa do pocitov a potrieb ľudí so zdravotným znevýhodnením.

Project: A good deed for friends

School: Secondary Vocational School in Snina

Linking teaching with service-learning activity in practice: Since 2019, pupils of the Secondary Vocational School under the guidance of the pedagogical staff have been helping young people who are handicapped. These young people are clients of the day hospital of the Charity House of St. Stefan in Snina. The students regularly maintained and took care of the landscaping around the Charity House. In addition, they helped organise meetings and events such as a disco, BBQ or St. Nicholas party. The pupils have learned how to prepare activities that are both creative, but are also work and provide knowledge, and take into account the degree of disadvantage, abilities and interests of clients of the Charity House. At the same time, they learned to empathise with the feelings and needs of people with disabilities.





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BUDOVANIE MEDZIGENERAČNÉHO POROZUMENIA A SPOLUPRÁČE ZÁKLADNÁ ŠKOLA NARNIA

Prepojenie výučby so service learningovou aktivitou v praxi: Žiaci vo svojom voľnom čase, v sprievode pedagógov a rodičov, pravidelne navštevujú seniorov a ľudí so zdravotným znevýhodnením. Výnimočnou súčasťou projektu je taktiež postupné zapájanie detí, ktoré majú rôzne špeciálne potreby a rovnako bojujú o začlenenie v spoločnosti – či už deti s Aspergerovým syndrómom, ADHD a i. Popri rozhovoroch so staršou generáciou sa učia mnoho o živote v minulosti, pri prácach v areáli zase získavajú množstvo informácií o prírode, rastlinách, spôsobe starostlivosti o areál. Deti sú pri stretnutiach s klientmi vystavené rôznym situáciám, príjemným aj nepríjemným. Dôležitou súčasťou aktivity je preto aj reflexia stretnutí, ktoré prebiehajú prostredníctvom neformálnych rozhovorov mimo zariadenia a školy.



Project: Building intergenerational understanding and cooperation

School: Narnia Primary School

Linking teaching and service-learning activities in practice: In their free time, the pupils regularly visit senior citizens and disabled people. An exceptional part of the project is also the gradual involvement of those children who have various special needs and also struggle for inclusion in society - whether children with Asperger's Syndrome, ADHD, etc. In addition to conversations with the older generation, they learn a lot about life in the past, and while working in the grounds, they gain a lot of information about nature, plants, and how to care for the grounds. The children are exposed to various situations, both pleasant and unpleasant, when meeting the clients. Therefore, an important part of the activity is reflection on the meetings, through informal conversations outside the facility and the school.





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PLAVBA ŽIVOU ZÁHRADOU"

ZÁKLADNÁ ŠKOLA JÚLIUSA JURAJA THURZU V DETVE

Prepojenie výučby so service learningovou aktivitou v praxi: Žiaci vytvorili v priestore materskej školy edukatívnu mini záhradu založenú na princípoch permakultúry. Takto rekultivovaný outdoorový priestor bude možné využívať pri predprimárnom vzdelávaní detí predškolského veku. Pri svojich zážitkových aktivitách budú môcť deti rozvíjať svoju starostlivosť a zodpovednosť. Projekt podnietil u žiakov záujem o celospoločenské témy a pomohol pri rozvoji kľúčových kompetencií žiakov potrebných pre život v 21. storočí. Podporil u detí tzv. súcitné líderstvo a tímovú spoluprácu. Na slávnostnom otvorení projektu zrealizovali žiaci aj zbierku pre svojho spolužiaka na vozíčku, aby mohol absolvovať rehabilitáciu.



Project: 'Cruising through a living garden'.

School: Július Juraj Thurza Primary School in Detva

Linking teaching with service-learning activity in practice: Pupils created an educational mini-garden based on permaculture principles in the kindergarten area. The reclaimed outdoor area will be used for pre-primary education of preschool children. In their experiential activities, the children will be able to develop their caring skills and responsibilities. The project has stimulated the pupils' interest in society-wide themes and helped in the development of the pupils' key competencies necessary for life in the 21st century. It has fostered compassionate leadership and teamwork among the children. At the opening ceremony, the pupils also raised money for a classmate in a wheelchair so that he could undergo rehabilitation.





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KREATÍVNA PREMENA NEPOTREBNÉHO ODPADU NA FINANČNÚ POMOC

SÚKROMNÁ STREDNÁ ODBORNÁ ŠKOLA BUKOVECKÁ Z KOŠÍC

Prepojenie výučby so service learningovou aktivitou v praxi: V roku 2017 vznikol na škole projekt s názvom „REVYPREDA“ s ambíciou upriamiť pozornosť na recyklovanie a separovanie odpadov. Zameriava sa na 4 roviny – recykláciu, vyrábanie, predávanie a darovanie. Cieľom je viesť žiakov k ekologickému zmýšľaniu, uplatnenie ich kreativity na nové využitie nepotrebného materiálu a posilnenie ich sociálneho cítenia a filantropie výrobou nových produktov a ich následným predajom pre vyzbieranie finančnej pomoci. Projekt rozvíja vedomosti, zručnosti, postoje, ktoré mladým ľuďom umožnia aktívne sa zapojiť do dobrovol'níctva počas celého života.



Project: Creative transformation of unnecessary waste into financial aid

School: Private Secondary Vocational School Bukovecká from Košice

Linking teaching with service-learning activity in practice: In 2017, a project called "REVYPREDA" was created at the school with the ambition to draw attention to recycling and waste separation. It focuses on four levels - recycling, making, selling and donating. The aim is to lead the pupils towards an eco-friendly mindset, applying their creativity to new uses for unwanted materials and strengthening their social sensitivity and philanthropy by producing new products and then selling them to raise funds for charity. Through real volunteering experience, the project develops knowledge, skills, attitudes that will enable young people to actively engage in volunteering throughout their lives.





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OSÁDZANIE VTÁČÍCH BÚDOK, KŔMIDIEL A NÁUČNÝCH TABŮL'

ZÁKLADNÁ ŠKOLA S MATERSKOU ŠKOLOU V POPRADE

Prepojenie výučby so service learningovou aktivitou v praxi: Žiaci s učiteľmi zmapovali okolie školy, zistili, čo v tomto prostredí najviac žiakom chýba, so zreteľom aj na potreby miestnej komunity (od detí až po dôchodcov). Na základe dotazníka zrealizovali výrobu vtáčích búdok a kŕmidiel i náučných panelov. Panely obsahujú obrázky, ktoré nakreslili žiaci, spolu s informáciami o živote a zaujímavostiach o týchto živočíchoch, ktoré museli žiaci získať, vytriediť a spracovať. Žiaci sú po realizácii projektu tvorivejší a k plneniu úloh pristupujú zodpovednejšie. Na vlastnej koži si vyskúšali projektové učenie, zlepšili komunikačné zručnosti a schopnosť prezentovať svoje názory a výsledky svojej práce pred verejnosťou.



Project: Installation of birdhouses, feeders and educational boards

School: Elementary school with kindergarten in Poprad

Linking teaching with service-learning activity in practice: Together with their teachers, the pupils sounded out the surroundings of the school and found out what is most lacking there with regard to the needs of the community (from children to pensioners). Based on the questionnaire the school realised the production of birdhouses and feeders and educational boards out of three designs. The boards contain pictures drawn by the school's pupils, together with information about the life and interesting facts about these animals that the pupils had to obtain, sort and process. Pupils are more creative after the implementation of the project; they approach the fulfilment of tasks more responsibly. They tried out project learning on their own. They gained a better ability to communicate and present their views and the results of their work to the public.





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OSÁDZANIE EKO-AKTIVITY

GYMNÁZIUM JÁNA BALTAZÁRA MAGINA VRBOVÉ

Prepojenie výučby so service learningovou aktivitou v praxi: Projekt sa venoval šíreniu osvedy v otázke ochrany životného prostredia, potrebe a významu triedenia odpadu, recyklácie materiálov v domácom prostredí, znovu navráteniu pôvodných druhov rastlín do našej lokality. Vďaka realizovanému projektu sa študenti naučili naplánovať rozpočet pre aktivity, časový harmonogram, rozlíšiť vhodnosť použitých metód pre danú skupinu adresátov. Dokážu vymyslieť konkrétne aktivity tak, aby zaujali cieľovú skupinu a splnili ciele akcie. Po jej realizácii dokážu zhodnotiť jej prínos, vhodnosť použitých metód, ale aj mieru nárastu povedomia o danej problematike. A zároveň svojimi aktivitami prispeli k ochrane životného prostredia.



Project: Eco-activities

School: Gymnázium Ján Baltazár Magin in Vrbové

Linking teaching with service-learning activity in practice: The project focused on spreading awareness in the field of environmental protection, the need and importance of waste sorting, recycling materials in the home environment and returning original plant species to our locality. Thanks to the implemented project, pupils learned to plan a budget for activities, time schedule and to distinguish the suitability of the methods used for a given group of addressees. They can devise specific activities to engage the target group and meet the objectives of the activity. After implementing the project, they are able to evaluate its merits, the suitability of the methods used, but also the degree of increase in awareness of the issue. At the same time, their activities have contributed to the protection of the environment.





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MOST SPÁJAJÚCI GENERÁCIE

STREDNÁ ODBORNÁ ŠKOLA OBCHODU A SLUŽIEB Z PRIEVIDZE

Prepojenie výučby so service learningovou aktivitou v praxi: Študenti Strednej odbornej školy obchodu a služieb vytvorili pomyselný most spájajúci generácie. Vďaka projektu a service learningovej aktivite spojili dve skupiny ľudí, ktorí trpia pocitom osamelosti, a to seniorov umiestnených v domove dôchodcov a deti z centra pre deti a rodiny. Pre seniorov zorganizovali spoločenský program a pre deti z centra pre deti a rodiny zrealizovali zbierku kníh a napísali im pozdravy. Vďaka zrealizovanej service learningovej aktivite vyšli študenti zo svojej pomyselnéj "generačnej bubliny" a naučili sa citlivejšie vnímať potreby inej generácie.



Project: A bridge connecting generations

School: Secondary Vocational School of Trade and Services in Prievidza

Linking teaching with service-learning activity in practice: Pupils of the Secondary Vocational School of Trade and Services have created an imaginary bridge connecting generations. Thanks to the project and service-learning activity, they brought together two groups of people suffering from feelings of loneliness, namely senior citizens living in a retirement home and children from a centre for children and families. They organised a social programme for senior citizens and a collection of books and wrote greetings for children from the centre. Thanks to the implemented service-learning activity, the pupils came out of their imaginary 'generation bubble' and learned to be more sensitive to the needs of other generations.



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IT KURZ PRE SENIOROV

1. SÚKROMNÉ GYMNÁZIUM V BRATISLAVE

Prepojenie výučby so service learningovou aktivitou v praxi: Kurz zameraný na rozvoj informačno-technologických zručností pre seniorov, prostredníctvom ktorého si mohli zlepšiť zručnosti v práci s počítačom, tabletom či smartfónom, zoznámiť sa s modernými technológiami a využiť ich na skvalitnenie svojho života. Prostredníctvom tejto aktivity sa plnohodnotne napĺňa viacero cieľov etickej výchovy naraz, v sociálnom prostredí v interakcii s ľuďmi rozdielnej vekovej kategórie. Je príkladom nielen dobrovol'níctva, ale aj aktívneho občianstva mladých ľudí v rámci života komunity, príkladom rozvoja spolupatričnosti aj zodpovednosti žiakov a žiačok. Žiakov učí konať dobro, empatii, komunikácii so seniormi, poskytovať a prijímať pozitívnu spätnú väzbu, búra predsudky o sociálnych skupinách.



Project: IT course for senior citizens

School: 1st Private Grammar School in Bratislava

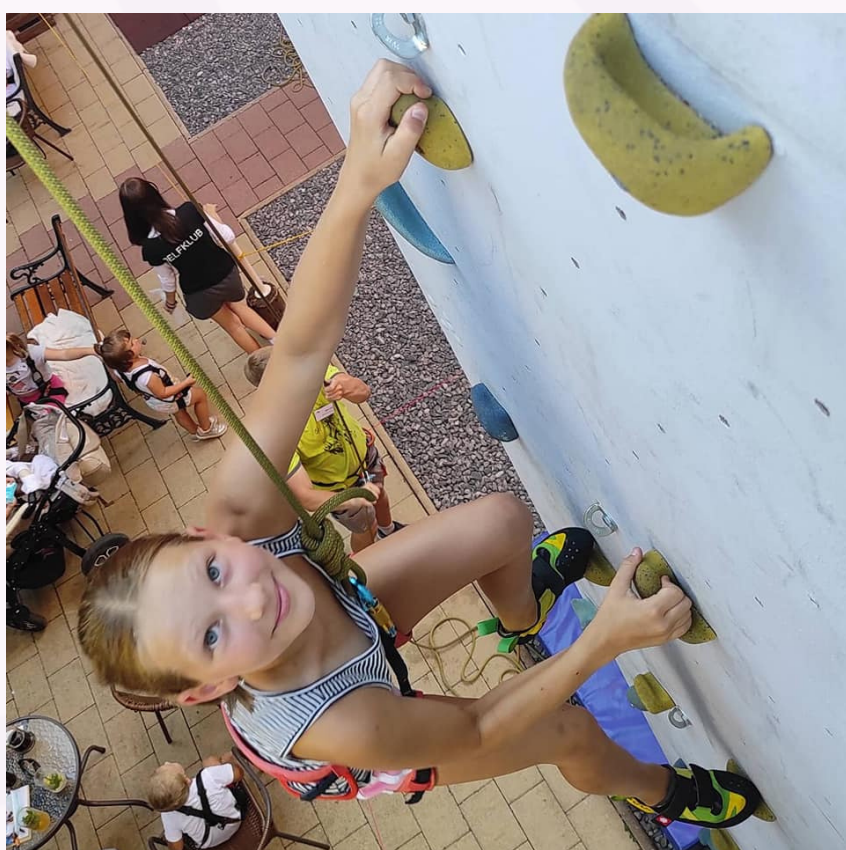
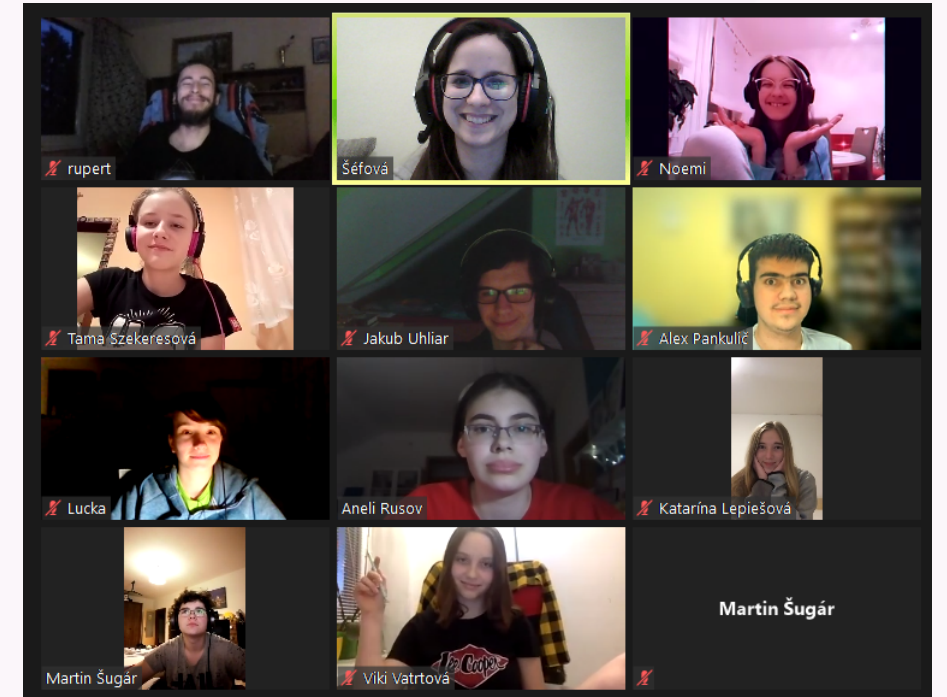
Linking teaching with service-learning activity in practice: A course focused on the development of information and technological skills for senior citizens, through which they could improve their computer, tablet or smartphone skills, get acquainted with modern technologies and use them to improve their lives. Through this activity, several goals of ethical education are fully met in one go in the social environment in interaction with people of different ages. It is an example not only of volunteering, but also of active citizenship of young people within the life of a community, an example of the development of belonging and responsibility of the pupils. It teaches the pupils to do good, to empathise and communicate with senior citizens, to provide and receive positive feedback, and break to down prejudices about social groups.



CLIMBING DAY

- KONTAKT- Youth Center -

Young people from a nearby school could not meet for COVID lockdown. They spent a lot of time alone and the only connection with friends was through online. The young people from the KONTAKT center did not organize anything themselves before. That's why we decided to give them a chance. Each of them wrote down in which organizational skills he would like to improve (meeting management, addressing sponsors, minutes, etc.).



Young people from the KONTAKT center prepared a climbing day for friends from school. They prepared invitations, planned the program of the day, got sponsors, implemented and also evaluated the planned activity.

"I didn't believe I could really do it alone."

The young volunteers learned a lot about working together and organizing the event:

"In addition to fun, I also learned a lot."

"Working with others is not easy."

"It is important to prepare and not keep it to the last minute."

The proof that we made the right choice from the mapped needs is that the participants of the Climbing Day became members of our organization. Together with us, they prepare activities for others



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SOCIAL REHABILITATION THROUGH TRANSIT PRACTICE IN THE ZOO STORE

- ALTERNATIVE - Center for Independent Living, n.o. -

Sandra has a health and social disadvantage associated with cerebral palsy. In addition to the school - horse breeding department, which she graduated from, she spends most of her time in the apartment with her mother, who takes care of her. She couldn't do anything on her own or make tea. Sandra completed a transit practice based on the SL strategy.

Community activities responded to the need to increase Sandra's independence in communicating with strangers, improving her manual skills and skills in cleaning and auxiliary work in the store, in traveling in public transport to places where she does not normally travel.



"I understood that young people with disabilities can say what they enjoy, what they would like to do and, with help and support, they can also specify what they want to learn."

Sandra's self-confidence has increased, she wants to work, she wants to continue her activities, during her internships she opened herself more and more to employees, addressed them by name and asked them about work and non-work topics. She is more skilled, faster in action than in the beginning, she is proud of herself, in her own words.

The staff confirmed that this experience was interesting for them, and gradually they learned how to communicate with Sandra - put a veil down for a while, talk to her directly and articulate clearly.

