

Welcome by Gabriella B. KLEIN

**Best Practice in intercultural & institutional communication
Centro Linguistico d'Ateneo, 27 May 2010**

**Ladies and Gentlemen, Authorities,
Dear Colleagues, Friends, Students**

First of all let me thank all of you for being here today to contribute to the success of this event.

A special welcome to our **e-SPICES partners** from

Belgium, Germany, Greece, Malta, Poland, Turkey,

and other speakers and guests from Italy and from abroad:

I hope everyone had a nice journey without ash clouds or other inconveniences.

We are coming here today in this public event to conclude our e-SPICES project – a Grundtvig Learning Partnership - bringing together experiences and competencies on ICC with the particular focus on institutional contexts.

Our **Associated Partners** from Perugia - City of Perugia, ANCI, Villa Umbra, Key & Key Communications - together with representatives from other local Authorities are here today to share their best practices and the work we have done during the past 5 years.

So let me introduce each of them thanking all for their participation and contribution to this event at various levels:

Vice Mayor of the City of Perugia, **dr. Nilo ARCUDI**

whom I thank for the contribution to this event as well as the support for collecting material and video-recording of counter interactions since the very beginning of the SPICES project whereas in the e-SPICES project the municipality of Perugia became then Associated Partner

Vice President of the Provincial Government of Perugia, **dr. Aviano ROSSI** whom I thank for the patronage of this event participating also with a corner in the exhibition space

Secretary General of the Social Affairs & Immigration Office of the Regional Government of Umbria, **dr. Alessandro Maria VESTRELLI** whom I thank for the contribution and his everlasting

professional commitment to the issues regarding immigrants' integration

Secretary General of ANCI Umbria, the Umbrian Section of the National Association of Cities in Italy, **dr. Silvio RANIERI** whom I thank for supporting all our efforts and hosting the partners' meeting tomorrow.

Before giving them the word, I invite the colleagues from the University of Perugia who would also like to welcome all of you:

Prof. Francesco Federico MANCINI

Director of the Department of Humanities
whose support is fundamental for carrying out successfully our current professor of Art History & and hopefully future projects

Prof. Brunello DE CUSATIS

Vice Director of the Language Center hosting this event and supporting the publication of the proceedings
prof. of Portuguese and Brazilian Language and Literatur &

dr. Elisabetta VALENTINI

head of the Erasmus Mobility Office
who allowed to do video-recordings and the collection of written texts and discussion of critical issues regarding bureaucratic language since the very beginning of SPICES

Now, Before starting with our presentations let me also introduce other project's Associated Partners from Perugia:

the **Umbrian School for Public Administration**, Villa Umbra represented by **Sonia ERCOLANI** whom we thank for supporting, during the SPICES and the e-SPICES projects, the organization of various training events and meetings at the beautiful Villa Umbra

Cooperative Perugia

represented today by **Bernadetta GASPARI** and **Dr. Alfred CONTEH**

whom I have to thank for the organization of an international lunch with several surprises

Key & Key Communications

represented here by its **President Koffi M. DOSSOU**

whose commitment to the projects' aims and activities as well as his professional competence as graphic designer guarantee the maximum of visibility to our products and results, and being also trainer in visual & ICC communication he gives an important added value to the project.

I also would like to greet our dear colleagues and speakers from the **Università per Stranieri of Perugia**

prof. Anna CILIBERTI and **dr. Sergio PASQUANDREA**

from the **Province of Perugia**, **dr. Maria Teresa PARIS**, head of the Information and Communication department of the Province Perugia

from our **e-SPICES Consortium**

- **Colin CALLEJA** head of the European Centre for Let Me Learn from the University of Malta
- together with **dr. Mario PACE**, linguist & **prof. dr. Carmel BORG**, pedagogue and former dean of the Faculty of Education Malta has been also SPICES partner
- **prof. dr. Rita TEMMERMAN** and **Lotte CLIJSTERS** from the Erasmus Hogeschool Brussel
- **Katharina KUCHER** from a centre for Research in vocational training in Nuernberg, Germany
- **Maria MALAPETSA** and colleagues from an e-learning training center in Athens
- **Lukasz PUTYRA** from the vocational training centre EST, in Wadowice, Poland
- **Andrew McGuire**, our evaluator also from EST, Poland
- **prof. Saban YAVUZ**, **Nilifer SELVI**, **Utku Gültekin** and other teachers from the School/Parents Association from Konya, Turkey

Other speakers from abroad:

- **prof. dr. Hilde van SCHAEREN** from the Faculty of Social Work of the Hogeschool ZUYD in Sittard/Maastricht, The Netherlands, prospective partner in projects we recently have submitted
- last but not least:
- **dr. Anna KOZAK** from the University of Poznan, Poland

Thanks again to all for being here today showing interest in the subject and obviously a warm 'thank you' to the organization team to whom you can refer during these 3 days:

Paola de Rosa

Magdalena Moś

Katherine Saes

Angela Tangredi

Joel Messan Dossou

Mercé Sanchez Casco.

Events occurring in daily life show that we do not possess enough communication tools in order to interact adequately and constructively in European contexts which, we know, are becoming increasingly multicultural. Furthermore, through these situations one also gains awareness of the fact that the tools that we do possess may not necessarily be adequate. This is particularly evident – sometimes in a dramatic fashion – especially in bureaucratic-institutional situations in which foreigners, i.e. 'adults-in-mobility', interact with service providers, i.e. 'adults-professionally-in-contact-with-mobility'.

The European Project called SPICES – Social Promotion of Intercultural Communication Expertise and Skills – dealt with these issues.

It was held between 2005 and 2007 and gave origin to another project, the e-SPICES Grundtvig Learning Partnership 2008-2010.