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European Parliament



LEAVING LONELINESS BUILDING RELATIONSHIPS

UDINE (ITALY) 3- 7 JULY 2019

PROGRAMME

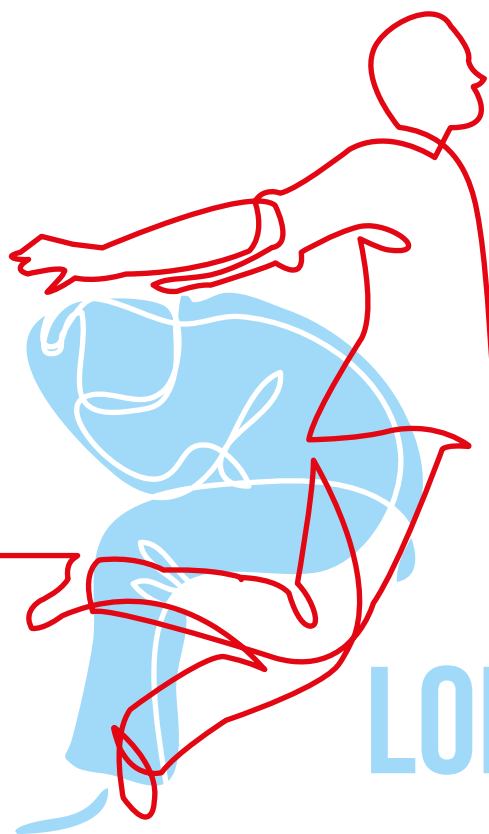


EMOTIONAL HEALTH

IIFOTES
International Federation of
Telephone Emergency Services

artess
Association for Research and
Training on Emotional Support Skills





LEAVING LONELINESS **BUILDING RELATIONSHIPS**

UDINE (ITALY) 3- 7 JULY 2019

PROGRAMME



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forewords



IIFOTES
International Federation of
Telephone Emergency Services

Tina Duvivier
IIFOTES president

«I am completely alone. I have no one to talk to, no family, no friends and my pain is unbearable. I have no hope of it ever ending.»

Volunteers from Helplines around the world will recognize this terrible cry. Our callers express these feelings at all times of the day and night with peaks of suffering at Christmas or during holiday periods when callers feel particularly excluded from what they believe to be normal social intercourse.

Many changes in our modern ways of life can help to explain these feelings. Social units have become smaller and more fragile as from the extended family we moved to the nuclear family and then, for an ever growing percentage of citizens, on to the single parent family or indeed the single person living alone. A smaller unit is more vulnerable when accidents occur. Unemployment, poverty, ill health, disability, divorce, bereavement, old age, all of these common events weigh more heavily on those

**Feeling
Lonely: an
epidemic
of our time**

who are alone and can further isolate a person.

You would think that virtual relationships through social media might alleviate these feelings of loneliness but for many it is quite the opposite. They often increase feelings of inadequacy and isolation.

Loneliness for the old is a recognized and well documented problem: bereavement and ill health are just two of many things that can explain why the old become victims of loneliness and isolation. However there is growing concerns that many age groups in society are now experiencing loneliness, groups. From school children, university students to young mothers and the unemployed, the list is long and the reasons why so many people of all ages are experiencing these feelings are complex. We also know that those who experience feelings of loneliness can become trapped and unable to create meaningful relations with others.

What is the role of telephone emergency services?

They are a safe place for those in need to share their thoughts. Just telling somebody who cares how difficult your life has become can bring relief. Callers are often people who believe they have absolutely nobody they can turn to.

Calling a telephone emergency number is not about chatting to pass the time, instead it is a moment when trained listeners put their personal preoccupations to the side and offer to listen attentively, without interruption or judgment and give the caller feedback on what they have heard in a respectful and sincere way. In the best of cases this apparently simple act can enable the person to overcome their anguish and once more become actors in their own destiny. When callers remain unable to leave their spiral of isolation and pain then the listening service becomes a life-line that the caller will sometimes reach out for over a matter of days, weeks and even years.

IFOTES is a federation of over 20 national Telephone Emergency Services, NGOs that offer this special kind of listening service around

Europe and further afield.

The congress 2019 in Udine

I am happy that in 2019 we will organize our Congress on the theme of Loneliness in the beautiful city of Udine, Italy. As a member of the WHO European Healthy Cities Network since 1995, lead city of the WHO Healthy Aging Task Force, and holder of the Vice Presidency of the Italian Healthy Cities Network, Udine is also concerned to combat the problem of loneliness amongst its citizens and IFOTES is delighted and proud to join forces with the city in this project.

Congress time is important for volunteers, a time of sharing, of listening to each other, of learning from scientific experts and of meeting volunteers from all over Europe and beyond.

At this congress we will also have the pleasure of sharing activities with Udine citizens.

IFOTES will thereby continue its vocation of spreading the art and the science of good listening practice, a skill which we believe can enhance emotional well-being both of the person being listened to, the person doing the listening and society as a whole.

Tina Duvier
IFOTES President

Pietro Fontanini
Major of Udine



Giovanni Barillari
City Counsior for
Health and Social Welfare



It is a pleasure and an honor for the Municipal Administration to welcome the delegates of IF-OTES to our city. We thank them for having chosen Udine as the venue for their triennial International Congress.

Not only does this event of significant scientific quality represent an opportunity for our community to learn from other European experiences and from experts from all over the world, but it is also an opportunity to deepen our understanding of the contemporary experience of solitude, something unfortunately which is not always easy to understand or to face. The congress 'Leaving loneliness - Building relationships' intends to analyze this problem from all its facets, as a condition that can concern all age groups, social classes, or times of life of an individual, lived both privately or in the community, linked to mourning, to illness or to any other form of physical or psychological distress. However, the title also expresses the desire to offer solutions, opportunities to face loneliness, a condition usually seen in the negative sense of being unwanted, not sought for by the individual, and therefore a bearer of psychophysical suffering and mal-

aise. These opportunities find their expression in social connections, in solidarity-based human relationships that can be created within a community, in the development and growth of a rooted and widespread culture of solidarity.

Human beings are by nature ‘social animals’ and to be healthy they need to have relationships with others, to be recognized, to feel part of a community. We live in a complex, multi-ethnic, multi-religious, multi-cultural, globalized society, in which people are interconnected with the rest of the world thanks to the Net and social networks. As the illustrious sociologist Zygmunt Bauman highlighted in his paper “The solitude of the global citizen » despite their considerable number and density, such connections are fleeting, temporary, intangible, too fast to take root. As the distance between these virtual relationships and more local relationships grows, the fatigue and difficulty of cultivating everyday, non-virtual spaces and places for relationships also grows. You can live close to each other and disconnected, spatially close but isolated and in solitude. However it is precisely in places where we live and which are familiar to us, that we can build strong and lasting bonds. These are the places that the anthropologist Marc Augé described back in the Nineties, as environments in which we weave meaningful community relationships, as opposed to non-places, which create non-identities, relations and histories.

It is therefore important to create opportunities and above all meeting-places, to structure new and solid alliances between citizens and different actors as each of us, in different ways, can take action to make cities more user-friendly. Today, more than ever, our cities take on a fundamental role in promoting the health of their citizens, which - according to the definition of the World Health Organization - concerns physical, mental, and social well-being (i.e. emotional and relational well-being), not only through the promotion of healthy lifestyles but also through the creation of sustainable and resilient environments.

Thanks to the experience gained within the European Network of the W.H.O. Healthy Cities since becoming a member in 1995 and our commitment to implement not only the Agenda 2030 Sustainable Development Goals but

also the Mayors of Copenhagen Consensus for Healthier and Happier Cities for All, the Municipality of Udine constitutes a laboratory for not only physical health promotion but also social and emotional health. Significant examples are a variety of programs and actions to combat loneliness that are carried out thanks to the precious commitment of voluntary associations, such as the “No alla Solit’Udine” Service; the cognitive stimulation program of group walking “CamminaMenti... the Minds on the Way”; the activities with retired trade unions such as the “Udine is doing well in the street” project; activities in schools for children and support activities for the vulnerable people and their families.

We give a warm welcome to all the guests of the congress and hope that this will be an opportunity to present our city, our region and all that is excellent in our region. We renew our thanks to the IFOTES International Network and to the ARTESS Association for having chosen our city as the venue for this event and the Municipality and the University of Udine as partners in the structuring of the scientific program.

A warm ‘mandi’, our affectionate and well-meaning greeting in Friuli, and I hope that these days of work, discussion and study can be an enrichment for all of us and a source for new tools and ideas for an attentive, active and supportive society.

Mayor of Udine
On. Pietro Fontanini

**Councilor for Health
and Social Welfare**
Dr. Giovanni Barillari



Riccardo Riccardi

Vice President of the Region
Friuli Venezia Giulia and
Health Councillor, Social policies
and disability, Delegate of the
Civil protection

Loneliness is dominating our time as never before. It strikes all ages indistinctly, and statistical surveys show that the number of people suffering from it is increasing. The reasons are many and must be sought especially in the autonomy and individualism that characterize the life of contemporary man. The theme of loneliness is fascinating, sometimes disturbing, but a tremendously current problem. It is present in the thought of many philosophers, including Jean Paul Sartre, one of the greatest representatives of existentialist thought; And in literature, where it has been examined by many writers and poets. Thus, in Cesare Pavese, *“solitudine fredda e immobile”* (the cold and immobile solitude) slowly slips into silence, darkness, and death. While in *“Cien años de soledad”* (One Hundred Years of Solitude) by Gabriel Garcia Márquez, the theme recurs in numerous phrases including the following: *“Era stato nella morte, effettivamente, ma era tornato perché non aveva potuto sopportare la solitudine.”* (Indeed, he had been in death, but he had returned because he had not been able to endure the loneliness).

Finally, in the psychoanalytic field, among the most widely accepted definitions, loneliness is described as the anguish arising from the differences between the ideal and perceived social relations.

It has been shown that there is a link between loneliness, on the one hand; and the state of physical and mental health and the well-being of people on the other. This link could have adverse effects on the community: for this reason, it has aroused and continues to raise growing interest among policymakers at local, national and international level. The establishment of the Ministry of Loneliness (January 17 2018) by the United Kingdom Government of Great Britain and Northern Ireland, is a clear example of this. It is in charge of solving the social problems linked to loneliness. Our Region is so sensitive to the theme of loneliness that in the three-year plan 2019-2021, provided for by Regional Law 22/2014 *“Promotion of active ageing and modifications to article 9 of the Regional Law 15/2014 (in the field of social protection),”* it added a new line of action to counteract loneliness among the elderly. Today, thanks to common desire and unanimous political commitment, the Regional Council is working to incorporate into the law mentioned above the theme of Loneliness extended to all age groups, in the knowledge that:

1. Loneliness affects people of all ages, but especially the elderly;
2. Each person is unique and different, so the strategies to be adopted are many and above all individual;

3. The approach to the person suffering from loneliness cannot be separated from the analysis of the context in which they live, must be multidisciplinary and integrated (with bodies, institutions, volunteers, and stakeholders);
4. The loneliness experienced by the young adolescent and the adult is different from that of the elderly person: the first is usually temporary; While the second tends mostly to become chronic;
5. Networking is fundamental to addressing the problem of loneliness on the territory.

The fact that this important international conference is hosted in Friuli Venezia Giulia represents an opportunity for our community to get to know the opinion of the experts in the field and to share the experiences of other international and European realities.

Jim Morrison, Icon of rock but also poet, wrote that *«loneliness is listening to the wind and not being able to tell anyone.»*

Riccardo Riccardi
Vice-president and Health Councillor,
Social policies and disability,
Delegate of the Civil protection



Lucio Gomiero
Director of Promoturismo FVG



Friuli Venezia Giulia is a welcoming and undiscovered region.

Its past and its history have given life to a hospitality that today is transmitted to tourists in every corner of the region and in particular in Udine, with its squares, its streets with Venetian charm and the warm atmosphere that can be breathed in interior of typical taverns and many book shops.

Being able to host a conference in our area of the caliber of IFOTES, is an honor and an opportunity to make the city and the region known and at the same time, through the different experiences that guests can experience in the area, to let them discover the charm rural, the food and wine, cultural and naturalistic offer.

The themes that are addressed at the conference deserve our applause in a society that appears increasingly "social", but in reality it hides strong solitudes.

With pleasure I welcome my guests and the public at the conference to Friuli Venezia Giulia, wishing them to live the stay openly and to get excited about the discovery of Udine, Venzone, Ragogna, Spilimbergo and Cividale.

Lucio Gomiero
FVG Promoturismo



Franco Fabbro

Chair of the Congress Scientific
Committee - University of Udine

Human beings belong to the class of Mammals and to the order of Primates. The relationship between the mother and the young is of vital importance for mammals, unlike reptiles and fish. In fact, in the early stages of their life, small mammals are unable to survive without the support of their mother. All species of primates, and in particular *Homo sapiens*, are social animals. Their enormous brain development serves above all to support social relationships. In this sense the mind of hominids in general and those of human beings in particular has been shaped by the number and quality of relationships with others. Humans have developed into small family groups of 5-10 individuals, into villages or clans of 150 people and into peoples formed by a few thousand individuals.

Life in big cities, the phenomena of globalization and digitalisation of information have disrupted the number and quality of social relationships. The loneliness suffered, or the pain caused by a drastic reduction of significant social relations, is one of the major emergencies of the Western world together with the progressive growth of dehumanization and economic inequality. Loneliness is at the root of many conditions of economic, mental and existential unease. In the international conference organized by IFOTES in Udine the theme

of loneliness and possible remedies will be analyzed according to different perspectives: economic, sociological, psychological, medical, communicative, pedagogical and philosophical. It will be an important occasion to understand, discuss and design listening and help policies.

Prof. Franco Fabbro
Professor of Clinical Psychology
Director of the master's degree
in Meditation and Neuroscience
Chairman of the Congress Scientific
Committee



Diana Rucli
ARTESS president and IFOTES
director

artess

Association for Research and
Training on Emotional Support Skills

I am very pleased to say “welcome to Udine” on behalf of ARTESS and the small group of collaborators from IFOTES and ARTESS who live in this city.

For all of us this event has particular significance: for the first time we have organized an international congress without the direct support of a national association member of IFOTES and moreover in our city! We decided to accept this challenging commitment, relying on the experience gained in the previous IFOTES congresses and sustained by both our enthusiasm and the trust of IFOTES President Tina Duvivier and the International Committee.

However, we could not have done such a job alone. Thanks to the fact that Udine has already developed awareness of social health issues, we first sought alliances in our city, starting with the local administration who from the very beginning gave us enthusiastic and active support. The city has in fact been part of the WHO Healthy Cities project for many years and has already been involved in projects and actions for the promotion of physical, mental and social

health, such as the No alla Solit'Udine project. The city over two successive administrations thus become the *de facto* partner and co-organizer of the congress and for the first time not only helpline volunteers but also local associations and citizens will be able to participate and explore some of the themes of emotional health together.

The University of Udine has become another important pillar of the congress thanks to the implication of the Rector and the professors who have assisted us with researching the subject of loneliness and with the elaboration of a rich, multi-disciplinary scientific program to be contained in 8 plenary sessions, 21 parallel sessions and 92 workshops with experts from all over Europe, from Italy and from the city itself.

The congress also allows us to discover and let others discover our region with its specialities and attractions for « slow » tourism. Promoturismo FVG, the regional agency for tourism assisted us with the congress reception and with the tourist and cultural program and enabled us to use all the opportunities available in our region so that we can finally welcome here, today, 1000 people to the congress.

We also acknowledge the assistance that the trade associations have given to enable the city to accommodate guests from 20 countries, not forgetting all the organizations, institutions, associations, professionals, volunteers and individuals who have actively and passionately contributed to the realization of the event.

Our heartfelt thanks go to each and every one of you.

Finally we thank the IFOTES helpline associations and the many volunteers who take part in the congress with all their enthusiasm and their desire for knowledge and discovery.

We hope that this conference and your stay in Udine and Friuli Venezia Giulia will be a great experience for each of you.

So far we have done everything we can to make this a good event here in Udine, and now, with your help, together, lets make it even better!

So, once more, welcome to Udine and please enjoy the XXI IFOTES congress!

Diana Rucli
President of ARTESS – Association for
Research and Training on Emotional
Support Skills
Director of IFOTES



organisers and partners

organisers



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technical partners



other contributions





the congress theme

leaving loneliness building relationships

People need meaningful relationships to feel good. Feeling alone or isolated is closely linked to social pain. Nowadays **people of all ages and from all walks of life suffer from loneliness.**

Helplines offer emotional support in a fast and simple way and play a significant part in helping people to connect to others.

The Congress will address different aspects of loneliness as well as possible ways for individuals and communities to deal with the condition.

The city of **Udine will be a laboratory for social connections** and creativity, a place to inspire you and strengthen your commitment to the field of social health and well being.

congress programme information

congress format

PLENARY SESSIONS

Plenary Sessions are scheduled on July 4, 5, 6 (morning and afternoon) and 7 (morning only). Every registered participant is invited to attend.

PARALLEL SESSIONS

Parallel Sessions are scheduled on July 4, 5 and 6 (morning and afternoon). Registered participants shall book the preferred session to attend.

WORKSHOPS

Workshops are scheduled on July 4, 5 and 6 in the morning and the afternoon. Registered participants must book the preferred workshop to attend. Please note almost all workshops are held in other venues at walking distance from the Teatro Nuovo Giovanni da Udine. Some workshops require payment of a fee as a contribution for materials that will be given to and kept by the participants.

GENERAL ASSEMBLY (I - II)

General Assembly I is scheduled on July 3 afternoon from 15:00 to 17:30. General Assembly II is scheduled on July 6 from 13:15 to 14:15. Only delegates of IFOTES member Organisations can attend the General Assembly I and II.

Please remember to switch off or silence your mobile phone during all congress sessions!

congress languages

congress languages are English, French, German and Italian. Simultaneous translation from and to all official languages will be provided during the Plenary Sessions and the General Assembly. Parallel Sessions will be held in one, two or three languages with translation. Please refer to the Program for information on languages and translations available in each session.

Workshops are not translated. Some workshops are crosslanguages and are open to everybody, regardless of knowledge of languages.

translation equipment

all participants will find their personal earphones with the “Emotional Health” logo in their conference bag. They will collect the receivers for the translation service at the equipment desk in the theatre and can keep them until the end of the congress, accepting responsibility for the cost of replacement in case of loss or damage. The receivers work in all the halls where the translation service is provided.

congress badge

each registered attendee will receive a name badge at the registrations desk. Please remember to wear your badge visibly all the time. Wearing this badge is required in order to enter the session rooms/venues and attend the social events.

registration desk

the registration desk and congress secretariat are located in the foyer of the theatre and will be open every day between 8:30 and 17:30.

location of congress activities

the exact location of lecture halls and workshops is indicated at the entrance of each of the congress venues. There will also be volunteers with the red shirt "IFOTES" ready to support you. Do not hesitate to ask for information.

Each room for workshop or parallel session will be indicated by a poster of the congress with the title and the code of the specific activity in that time slot.

posters

A poster area is available in the main venue, the Theatre Giovanni da Udine on the first floor. To hang a poster please refer to the secretariat.

updated information and message board

useful information and updates will be displayed on monitors located in the foyer of the theatre on the ground floor. A message board will be available to exchange messages between participants and also to exchange vouchers of the scientific activities.

congress fees include

- Entrance to all scientific activities
- Congress documentation and materials
- Welcome Reception on the 3rd July evening
- Daily Coffee Breaks

certificate of attendance

upon request, a certificate of attendance will be sent to you at the end of the congress.

slide center for lecturers and workshop leaders

lecturers and workshop leaders are kindly asked to provide their power point presentations and scripts at least two hours before their presentation. A slide center is available in a reserved area of the theatre. Please refer to the congress secretariat at the registration desk.

congress secretariat

KEY CONGRESSI

ifotes2019@keycongressi.it

Telephone number during the congress week
+39 334 699 50 50

ARTESS and IFOTES

congress2019@ifotes.org

The Congress Secretariat oversees processing registrations, hotel reservations, bookings for Parallel sessions/Workshops/Welcome Reception and other Congress activities (Farewell Evening, Cultural Activities). Key Congressi staff is also available for assistance on customized services (e.g. private transfer services from/to the airport).

congress venues

Main venue: Teatro Nuovo Giovanni da Udine



Address: **Teatro Nuovo Giovanni da Udine** via Trento 4 - 33100 Udine

Plenary sessions, parallel session and workshops

Other venues



University of Udine

Address:

via Tomadini 30, Udine

Parallel sessions and workshops



Scuola Pacifico Valussi

Address:

Via Francesco Petrarca, 19, 33100 Udine UD

Parallel sessions and workshops



CCIAA - Camera di Commercio

Address:

Piazza Venerio 8, Udine

Parallel sessions



programme overview

XXI #0705 CONGRESS – Udine (0. 3-7 July 2019)					
LEAVING LONELINESS - BUILDING RELATIONSHIPS					
SCHEDULE OF THE PROGRAMME					
2019-07-03 WEDNESDAY	2019-07-04 THURSDAY	2019-07-05 FRIDAY	2019-07-06 SATURDAY	2019-07-07 SUNDAY	
	UNDERSTANDING LONELINESS	LONELINESS TODAY	LONELINESS AND IDENTITY	BUILDING RELATIONSHIPS	
	OPENING CEREMONY	Plenary	Plenary	Plenary	
	Plenary session				
	Coffee break	Coffee break	Coffee break	Coffee break	
	Parallel sessions and Workshops	Parallel sessions and Workshops	Parallel sessions and Workshops	CONCLUSIONS and CLOSING PLENARY	
	Lunch & social/cultural activities	Lunch & social/cultural activities	Lunch & social/cultural activities		
	EFFECTS OF LONELINESS	EFFECTS OF LONELINESS	LONELINESS, INDIVIDUALS, SOCIETY		
	Plenary	Plenary	Plenary		
	Coffee break	Coffee break	Coffee break		
	Parallel sessions and Workshops	Parallel sessions and Workshops	Parallel sessions and Workshops		
	UDINE LABORATORY CITY	UDINE LABORATORY CITY			
	15.00 - 17.30 GENERAL ASSEMBLY I				
	ARRIVAL AND REGISTRATION*				
14:00					
19:30	WELCOME RECEPTION	SOCIAL & CULTURAL ACTIVITIES	SOCIAL & CULTURAL ACTIVITIES	FAREWELL EVENING	

programme overview

Wednesday, 3 July 2019

14.00 - 19.00	Registration of participants	Teatro Nuovo G. da Udine
15.00 - 17.30	General Assembly I	Teatro Nuovo G. da Udine
19.30	Welcome reception by the city of Udine	E - I Piazza Venerio

Thursday, 4 July 2019

9.00 - 9.45	Opening Ceremony Local authorities Trio Kalliope	E-I-D-F Teatro Nuovo Giovanni da Udine
9.45 - 10.30	Plenary session - 1 UNDERSTANDING LONELINESS Clemens Sedmak (USA) Understanding Loneliness	E-I-D-F Teatro Nuovo Giovanni da Udine
10.30 - 11.00	Coffee break	
11.00 - 12.30	Parallel sessions - 1	
	1A - THE LONELINESS OF THE LOSS Ines Testoni (Italy) Death as abandonment and loneliness: the value of social support and inner research Luz Cardenas (Perù - Italy) The hope's journey between illusions, disillusion, resources and vulnerability	I-D-F Teatro Nuovo Giovanni da Udine Open to citizens
	1B - THE GOOD LONELINESS Luigino Bruni (Italy) Good and bad solitude Martin Franken (Germany) Finding a home within oneself - Turning loneliness into familiarity	I-D University - via Tomadini

programme overview

	1C – OVERCOMING LONELINESS Julija Pelc (Slovenia) The power of contact Samikannu Peter Jeganatha Pillai (Spain) From Suffering Loneliness to Appreciating Solitude: A Mindfulness Way	E	University - via Tomadini
11.00 - 12:30	Workshops		Teatro, Scuola Valussi and UniUD
12.30 – 14.30	Lunch break		
13.00 – 14.15	Social & cultural activities		
14.30 – 15.30	Plenary session - 2 EFFECTS OF LONELINESS Introduction Karl-Heinz Ladwig (Germany) Loneliness takes its toll: the impact of social isolation on mental and somatic health	E-I-D-F	Teatro Nuovo Giovanni da Udine
15.30 – 16.00	Coffee break		
16.00 – 17.30	Parallel sessions - 2		
	2A - LONELINESS IN THE EDERLY Marco Trabucchi (Italy) Loneliness and the condition of frailty in the elderly Matteo Balestrieri (Italy) Loneliness in the elderly, mental health and intervention line	I-E-F	Teatro Nuovo Giovanni da Udine Open to citizens
	2B - TOOLS: LONELINESS ON THE PHONE Michel Montheil (France) When the loneliness of the bereaved person discovers a living space on the phone... Frank Ertel (Germany) Back to life	F-D	University - via Tomadini
	2C – LIVING LONELINESS Daniele Damele (Italy) The loneliness of the manager Marco Giordani (Italy) Research-intervention to combat loneliness: a local experience	I	Chamber of Commerce – Sala Valduga Open to citizens

programme overview

	2D - DEEPENING THE TOPIC Karl-Heinz Ladwig (Germany) Loneliness takes its toll: the impact of social isolation on mental and somatic health	D	University of Udine - Sala Tomadini
16.00 - 17.30	Workshops		Teatro, Scuola Valussi and UniUD
18.00 - 19.30	2UD - UDINE LABORATORY CITY: ACTIONS FOR THE ELDERLY - Local associations and Institutions Actions and programs to combat isolation and foster relationships	I	Chamber of Commerce - Sala Valduga Open to citizens
18.00 - 23.00	Social & cultural activities		

Friday, 5 July 2019

9.00 - 10.30	Plenary session - 3 LONELINESS TODAY Diego De Leo (Australia - Italy) Loneliness and mental health Luca Chittaro (Italy) Digital Loneliness, Digital Relationships	E-I-D-F	Teatro Nuovo Giovanni da Udine
10.30 - 11.00	Coffee break		
11.00 - 12.30	Parallel sessions - 3		
	3A - HELP THROUGH DEVICES Romain Huët (France) The negativity of listening to suffering. When the exhausted come up against remote support services Daniela Villani (Italy) Positive Technology: the contribution of Internet and mobile Interventions in promoting individuals' well-being and emotional health.	F-I-D	Teatro Nuovo Giovanni da Udine Open to citizens
	3B - HELP THROUGH RELATIONSHIPS Melinda Medgyaszai (Hungary) Caring the carers Francesca Fedrizzi (Argentina - Italy) The tango embrace: a deep conversation without words	E-I	University - via Tomadini

programme overview

	3C – FEELINGS OF LONELINESS Ulrike und Bolko Pfau (Germany) Loneliness- Boredom- Melancholy Heinz Karrer (Switzerland) Loneliness as a Manager	D	Scuola Valussi - Auditorium
11.00 - 12:30	Workshops		Teatro, Scuola Valussi and UniUD
12.30 - 14.30	Lunch break		
13.00 - 14.15	Social & cultural activities		
14.30 - 15.30	Plenary sessions – 4 EFFECTS OF LONELINESS Introduction Viktor Staudt (The Netherlands) The Price of Modern Life: Depression & Loneliness	E-I-D-F	Teatro Nuovo Giovanni da Udine
15.30 - 16.00	Coffee break		
16.00 - 17.30	Parallel sessions - 4		
	4A - LONELINESS OF THE YOUNGSTERS Marco Crepaldi (Italy) Hikikomori: the rising phenomenon of social isolation in youths Mark Milton (Switzerland) Emotional Resilience : when well-being through self-awareness reaches youth	I-F-D	Teatro Nuovo Giovanni da Udine Open to citizens
	4B - TOOLS: LONELINESS ON THE PHONE Birgit Knatz und Stefan Schumacher (Germany) Loyalty and loneliness Nancy Liscano Parra (UK) Listening to loneliness	D-E	University - via Tomadini
	4C – LIVING LONELINESS Ferdinando Schiavo (Italy) Beyond loneliness: do you become “wrong” old since your childhood? Piera Giacconi (Italy) Human quality in living our lifetime after 65: new perspectives thanks to Narrative Medicine Natalie Norma Fella e Giulia Tollis (Italy) Piazza della solitudine: an artistic project about loneliness	I	University - via Tomadini Open to citizens

programme overview

16.00 - 17.30	Workshops		Teatro, Scuola Valussi and UniUD
18.00 - 19.30	4UD - UDINE LABORATORY CITY: ACTIONS FOR THE YOUNGSTERS Local associations and Institutions Actions and programs to combat isolation and foster relationships	I	Chamber of Commerce – Sala Valduga Open to citizens
18.00 – 23.00	Social & cultural activities		

Saturday, 6 July 2019

8.00 – 8.45	Ecumenical Prayer	E-I-D-F	Cathedral of Udine
9.00 – 10.30	Plenary session - 5 LONELINESS AND IDENTITY Anja Machielse (The Netherlands) Loneliness and the need to belong: aspects of loneliness Michela Marzano (Italy) Identity, memory and emotional ties: how to get out of loneliness when entire pieces of our existence slip away forever?	E-I-D-F	Teatro Nuovo Giovanni da Udine
10.30 – 11.00	Coffee break		
11.00 - 12:30	Parallel sessions - 5		
	5A - COMMUNITY EXPERIENCES Jean-Francois Serres (France) Fighting social isolation by enhancing cooperation and empowering citizens Giovanni Barillari (Italy) Proximity service to combat loneliness: the “No alla solit’Udine” project	F-I-D	Teatro Nuovo Giovanni da Udine Open to citizens
	5B – BORN TO BE LONELY? Elmar Sallman (Germany) Every human being is a universe and therefore completely alone Antonella Riem (Italy) Narrating partnership: Riane Eisler’s cultural paradigm for loving relationships	D-E	University - via Tomadini

programme overview

	<p>5C - TELLING ABOUT LONELINESS</p> <p>Ildikó Boldizsár (Hungary)</p> <p>Healing connection between story-teller and story-listener through stories</p> <p>Cristiano Crescentini (Italy)</p> <p>The possible role of mindfulness meditation and mindfulness-based interventions in reducing loneliness and enhancing social-relationship</p>	E	University - via Tomadini
11.00 - 12.30	Workshops		Teatro, Scuola Valussi and UniUD
12.30 - 14.30	Lunch break		
13.00 - 14.15	Social & cultural activities		
13.15 - 14.15	General Assembly II	E-I-D-F	
14.30 - 15.30	<p>Plenary session - 6</p> <p>LONELINESS, INDIVIDUALS, SOCIETY</p> <p>Introduction</p> <p>Franco Fabbro (Italy)</p> <p>Cultural identity, violence and the problem of loneliness</p>	E-I-D-F	Teatro Nuovo Giovanni da Udine
16.00 - 17.30	Parallel sessions - 6		
	<p>6 A - THE LAST ONES' LONELINESS</p> <p>Paolo Cendon (Italy)</p> <p>Loneliness and the law</p> <p>Pierluigi Di Piazza (Italy)</p> <p>If life is decided by relationships, how can we place solitude and how should we consider it?</p>	I-F-D	Teatro Nuovo Giovanni da Udine Open to citizens
	<p>6B - LONELINESS AND AWARENESS</p> <p>Salvatore Lavecchia (Italy)</p> <p>Loneliness, awareness, 'I-ness'. A Socratic perspective</p> <p>Fabio D'Antoni (Italy)</p> <p>Loneiness and Self process</p>	D-I	University - via Tomadini
	<p>6C - TOOLS: CAMPAIGN TO END LONELINESS</p> <p>Andy Nazer (UK)</p> <p>About the campaign to End Loneliness</p> <p>Jana Thiel (Germany)</p> <p>Campaigning and loneliness: how to promote meaningful connections in the modern age</p>	E	University - via Tomadini
16.00 - 17.30	Workshops		Teatro, Scuola Valussi and UniUD
20.00 - 23.30	Farewell Evening		Teatro, Scuola Valussi and UniUD

Sunday, 7 July 2019

9.15 – 10.45	Plenary session - 6 BUILDING RELATIONSHIPS Anselmo Paolone (Italy) Perspective on Loneliness, Education and Narrative Monica Petra (Italy) e Stefan Schumacher (Germany) Empowering listening skills Renée Cheval (France) e Michael Grundhoff (Germany) YOUThES: opening helplines to young people	E-I-D-F Teatro Nuovo Giovanni da Udine
10.45 – 11.15	Coffee break	
11.15 – 11.45	Conclusions	E-I-D-F Teatro Nuovo Giovanni da Udine
11.45 – 12.30	Closing Ceremony	E-I-D-F



scientific programme

**detailed
programme**



Thursday, 4 July 2019

detailed programme / **Thursday, 4 July 2019**

TIME	CODE	LANG	THEME OF THE SESSION	SPEAKER	TITLE	VENUE	NOTE
9.00-9.45	OC	E-I-F-D			Opening Ceremony	Main Hall - Teatro Nuovo Giovanni da Udine	
Plenary session							
9.45-10.30	PL_1	E-I-F-D	UNDERSTANDING LONELINESS	Clemens Sedmak	Understanding Loneliness	Main Hall - Teatro Nuovo Giovanni da Udine	
Parallel sessions							
11.00-12.30	PA_1a	I - F - D	THE LONELINESS OF Ines Testoni THE LOSS	Luz Cardenas	Death as abandonment and loneliness: the value of social support and inner research The hope's journey between illusion, disillusion, resources and vulnerability	Main Hall - Teatro Nuovo Giovanni da Udine	open to citizens
	PA_1b	I - D	THE GOOD LONE- LINESS	Luigino Bruni Martin Franken	Good and bad solitude Finding a home within oneself - Turning loneliness into familiarity	University of Udine - Aula 2	
	PA_1c	E	OVERCOMING LONELINESS	Julija Pelc Samikannu Peter Jeganatha Pillai	The power of contact From Suffering Loneliness To Appreciating Solitude: A Mindfulness Way	University of Udine - Sala Tomadini	
Workshops							
11.00-12.30	WS1_A	E		Stephan Döring & Doris Rieger Spistra	Intuitiv Painting - Explanation of the methodology	Valussi School - LIM 2	
	WS1_B	E		Maria Leeflang	The loneliness of suffering, how to comfort?	Valussi School - LIM 1	
	WS1_C	E		Mit Van Paesschen	Helpful and meaningful interventions concerning loneliness	University- AULA H	
	WS1_F	F		Yael Liebkinder & Johann Henry	De l'écoute infernale à l'écoute intégrale	Valussi School - AULA 6	
	WS1_J	Dutch		Nanette Grippeling	Te mooi om waar te zijn, maar wat zien we in de praktijk?	Valussi School - LIM 3	

WS1_L D	Frank Ertel & Stefan Schumacher	Listening Skills Advanced: Einsamkeit als Folge des Mangels an Akzeptanz	University - AULA C
WS1_M D	Dorothea Wahle-Beer	16 Umarmungen pro Tag	Valussi School - PALE-STRA
WS1_N D	Margot Kranz	Einsamkeit- meineBegleiterin... Seelsorge-mitLeib und Seele	Theatre Giovanni da Udine - SALA STAMPA
WS1_O D	Jula Heckel-Korsten e Werner Korsten	Einsamkeit als Gottverlassenheit	Valussi School - AULA 5
WS1_P D	Olaf Meier	Einsamkeit im Lebenslauf	Valussi School - LIM 5
WS1_Q D	Ulrike Dahme & Ulrike Zeller	Wüstenzeiten	Valussi School - AULA 4
WS1_R D	Gisela Vogler	Einsamkeit!QualoderQuell?	Valussi School - AULA 3
WS1_S D	Klaus Schindler	Einsamkeit - Mangel an Selbstliebe?	University - AULA D
WS1_T D	Wilfried Lenzen	Von der Kraft der Sprache	Valussi School - LIM 5
WS1_U D	Barbara und Norbert Schöpf	Hochsensibilität	Valussi School - AULA 1
WS1_W CL	Petra Schimmel	ENG e DE: Come as you are - experimental encounters IT: Vieni così come sei - incontri sperimentali FR: Venez comme vous êtes - rencontres expérimentales	Valussi School - AULA Lasts until 14.00 open to citizens
WS1_X CL	Carmen Tomaszewski	ENG: Feel the connection – sounds with/for body and soul IT: Sentire la connessione - suoni con / per il corpo e l'anima DE: Fühl die Verbindung – Klänge mit/ für Körper und Seele FR: Sens la connection – les sons avec/ pour le corps et l'âme	Theatre Giovanni da Udine - Ballet room
WS1_Y CL	Andrea Miola & Giulia Pizzolongo	ENG: Music: communication, building relationships, having fun and entertaining others IT: Musica è: comunicare, stringere relazioni, divertirsi e divertire gli altri DE: Musik: Kommunikation, Aufbau von Beziehungen, Spaß haben und andere unterhalten FR: Musique: Communication, créer des liens, s'amuser et amuser les autres	Valussi School - AULA open to citizens MUSICA

Plenary session

14.30-14.45	PL_2a	E-I-F-D EFFECTS OF LONELINESS	Special guest Karl-Heinz Ladwig	Introduction Loneliness takes its toll: the impact of social isolation on mental and somatic health	Main Hall Teatro Nuovo Giovanni da Udine
14.45-15.30	PL_2b				

Parallel sessions

16.00-17.30	PA_2a	I-E-D LONELINESS IN THE ELDERLY	Marco Trabucchi Matteo Balestrieri	Loneliness and condition of frailty in the elderly Loneliness in the elderly. Mental health and intervention lines	Main Hall Teatro Nuovo Giovanni da Udine citizens
PA_2b	F-D	TOOLS: LONELINESS ON THE PHONE	Michel Montheil	When the loneliness of the bereaved person discovers a living space on the phone...	University of Udine - Aula 2
PA_2c	I	LIVING LONELINESS	Frank Ertel Daniele Damele Marco Giordani	Back to life La solitudine del manager La ricerca intervento per contrastare la solitudine: un'esperienza locale	Chamber of Commerce - open to citizens Sala Valduga
PA_2d	D	DEEPENING	Karl Heinz Ladwig	Loneliness takes its toll: deepening the topic	University of Udine - Sala Tomadini

Workshops

16.00-17.30	WS2_A	E	Greta Gramstad	The feeling of loneliness and its impact	Valussi School - AULA 1
WS2_B	E		Samikannu Peter Jaganatha Pillai	Mindfulness for Connection and Interconnection	University - AULA H
WS2_F	F		Melina Blanc & Francesca Sacco	La magie de l'écoute	Valussi School - AULA 2
WS2_K	Finnish		Titi Gävert	Elämäni merkityksellisyyden tukeminen	Valussi School - LIM 1
WS2_L	D		Karin Heymann	Lachen gegen die Einsamkeit	Valussi School - PALE-STRA
WS2_M	D		Tatjana Michalak, Uwe Müller, Mohammad Imran Sagir	Ursachen und Gründe von Einsamkeit und ihre Auswirkungen	Valussi School - MENSA
WS2_N	D		Michael Probst-Neumann	Neu-Nah dran - Sprechen mit ganzem Herzen	Valussi School - AULA 3
WS2_O	D		Sandra Michels	Von Einsam zu Gemeinsam	Valussi School - AULA 4

WS2_P D	Judith Schwieters & Lisa Zensen	Trauer erwärmen - Creating a warm and supportive space for the expression grief	Valussi School - AULA 6	
WS2_W CL	Glauco Fanna	ENG: Listening for transforming IT: Ascoltare e trasformare DE: Zuhören und Verändern FR: Ecouter et transformer	Valussi School - AULA CREATIVA	
WS2_X CL	Roberto Notarnicola	ENG: Let's knead! It's time for focacce! IT: Impastiamo! E' tempo di focacce! DE: Lasst uns kneten - es ist Zeit für Focaccia FR: A nos pétrins! C'est l'heure de la focaccia!	MAMM	contribution of 20€ required open to citizens
WS2_Y CL	Federica Copetti	ENG: Flamenco - The music in my soul IT: Flamenco - Il ritmo della mia anima DE: Flamenco - die Musik in meiner Seele FR: Le Flamenco- la musique de mon âme	Theatre Giovanni da Udine - Ballet room	open to citizens
WS2_Z CL	Elena Sione & Tiziana Ridolfo (Stelutis Alpinis)	EN: Dancing folk dances together with joy and friendship IT: Danzando insieme in allegria e amicizia con il folklore friulano DE: Volkstanz aus dem Friaul bringen Menschen zusammen und lassen Beziehungen entstehen FR: Les danses folkloriques du Frioul - rapprocher les gens et créer des liens par les danses folkloriques du Frioul	Valussi School - AULA 5	open to citizens
Udine laboratory city				
18:00-19:30	PA_UD I	ACTIONS FOR THE ELDERLY	Maria Letizia Burtolo	Chamber of Commerce - open to citizens
		Representatives of local institutions and and foster relationships		



Friday, 5 July 2019

TIME	CODE	LANG	THEME OF THE SESSION	SPEAKER	TITLE	VENUE	NOTE
Plenary session							
9.00-9.45	PL_3a	E-I-F-D	LONELINESS TODAY	Diego De Leo	Loneliness and mental health	Main Hall - Teatro Nuovo	
9.45-10.30	PL_3b	E-I-F-D		Luca Chittaro	Digital Loneliness - Digital Relationships	vo Giovanni da Udine	
Parallel sessions							
11.00-12.30	PA_3a	F-I-D	HELP THROUGH DEVICES	Romain Huet	The negativity of listening to suffering. When the exhausted come up against remote support services	Main Hall - Teatro Nuovo Giovanni da Udine	open to citizens
				Daniela Villani	Positive Technology: the contribution of Internet and mobile Interventions in promoting individuals' well-being and emotional health		
	PA_3b	E-I	HELP THROUGH RELATIONSHIPS	Melinda Medgyaszai	Caring the carers	University of Udine - Aula 2	
				Francesca Fedrizzi	The Tango embrace: a deep conversation without words		
	PA_3c	D	FEELINGS OF LONELINESS	Ulrike e Bolko Pfau	Loneliness, boredom, melancholy	Valussi School - Auditorium	
				Heinz Karrer	Loneliness as a manager		
Workshops							
11.00-12.30	WS3_A	E		Stephan Döring & Doris Rieger	Intuitiv Painting - practice	Valussi School - ARTISTICA	Valussi School - AULA lasts until 14:00. Contribution of 10€ required
	WS3_B	E		Benedek Buza	Listening skill training taste - The Inner Team	Valussi School - AULA 1	
	WS3_C	E		Eva Van Houdt & Marjan Vertommen	Interactive Workshop 'Active listening to loneliness'	Valussi School - LIM 5	
	WS3_F	F		Marianne Maas & Marie-Christine Jaques	L'écoute de la solitude de la personne dite psychotique	Valussi School - LIM 1	

WS3_G F	Michel Montell Eugénie Bourreau Sophie Lérique	Comment votre attention et votre écoute du deuil au téléphone et par internet peuvent apporter une aide réelle et avoir toute leur place dans la prévention du suicide	Theatre Giovanni da Udine - SPAZIO FANTONI
WS3_I I	Luz Cardenas	Caregiver e la complessità della cura	Valussi School - LIM 2 open to citizens
WS3_J Dutch	Dorine Kettenes	Hoe maak je signalen van eenzaamheid bespreekbaar in een anoniem gesprek	University - AULA C
WS3_L D	Margot Unterrader	Wenn Worte allein zu wenig sind ... Werte und Kräfte in uns- die heilende Wirkung der inneren Bilder	Theatre Giovanni da Udine - Ballet room
WS3_M D	Michael Hillenkamp	Sexueller Missbrauch - Trauma – Einsamkeit	University - AULA TOMADINI
WS3_N D	Gunhild Vestner	Die Bedeutung von Stimmklang und Sprachablauf für den Aufbau von Beziehung in der telefonischen Beratungsarbeit.	Valussi School - LIM 3 lasts until 13:00
WS3_O D	Olaf Meier	Einsamkeit im Lebenslauf	Valussi School - LIM 4
WS3_P D	Tatjana Michalak & Bernhard Berchtenbreiter	Einsam oder allein?	Valussi School - AULA 4
WS3_Q D	Judith Schwieters & Lisa Zensen	Trauer erwärmen - Creating a warm and supportive space for the expression grief	Valussi School - AULA 6
WS3_R D	Hans Iberl	Spiritualität und Selbstvertrauen	University - AULA D
WS3_S D	Martin Rosenkranz & Karin Bochenek	Einsatz von NLP Interventionstechniken bei der Arbeit in der Telefonseelsorge	University - AULA H
WS3_W CL	Petra Schimmel	ENG e DE: Come as you are - experimental encounters IT: Vieni così come sei - incontri sperimentali FR: Venez comme vous êtes - rencontres expérimentales	Valussi School - PALE- lasts until 14:00 STRA
Plenary session			
14.30-14.45	PL_4a	E-I-F-D EFFECTS OF LONELINESS	Introduction Main Hall - Teatro
14.45-15.30	PL_4b	Viktor Staudt	The Price of Modern Life: Depression & Loneliness Nuovo Giovanni da Udine

Parallel sessions

16.00-17.30	PA_4a	I - F - D	LONELINESS OF THE MARCO CREPALDI YOUNGSTERS	Mark Milton	Hikikomori: the rising phenomenon of social isolation in Italian youths Emotional Resilience: when well-being through self-awareness reaches youth	Main Hall - Teatro Nuovo Giovanni da Udine	open to citizens
PA_4b	D - E	TOOLS: LONELINESS ON THE PHONE	Stefan Schumacher & Birgit Knatz	Nancy Liscano	Loyalty and loneliness Listening to loneliness	University of Udine - Aula 2	
PA_4c	I	LIVING LONELINESS	Ferdinando Schiavo	Piera Giacconi	Oltre la solitudine: vecchi sbagliati si diventa da bambini? La qualità umana e il tempo oltre i 65 anni: nuove prospettive con la Medicina Narrativa	University of Udine - Sala Tomadini	open to citizens
				Natalie Fella e Giulia Tollis	Piazza della solitudine - an artistic project about loneliness		

Workshops

16.00-17.30	WS4_A	E	CARING FOR YOURSELF	Julija Pelc & Tatjana Verbnik Dobnikar		Valussi School - Atelier	
WS4_B	E		Burnout syndrome – causes, symptoms and prevention	Melinda Medgyaszai		Valussi aula 6	
WS4_F	F		Rôle de la parole dans la restauration et le retissage des liens humains dans les appels évoquant la sexualité au téléphone	Michel Monteil		Univ aula H	
WS4_L	D		Lachen gegen die Einsamkeit	Karin Heymann		Valussi palestra	
WS4_M	D		Die Einsamkeit in Bildern	Christa Köhler & Elke Rosemeier		Valussi LIM 4	
WS4_N	D		Die Magie in Beziehungen	Dietrich Hoof-Greve		Valussi LIM 5	contribution of 10€ required
WS4_O	D		Schreiben gegen die Einsamkeit	Bernhard Wagener & Martina Rudolph-Zeller		Valussi LIM 1	
WS4_P	D		Kurze Gespräche führen	Norbert Ellinger		Valussi aula 4	
WS4_Q	D		Klassische Musik und wie sie bei Einsamkeit hilft	Viktor Staudt		Teatro Spazio Fantoni	

WS4_W CL	Francesca Fedrizzi	ENG: The tango embrace: a deep conversation without words IT: L'abbraccio del tango: una conversazione profonda senza parole DE: Die Tangoumarmung: Ein tiefes Gespräch ohne Worte FR: L'étreinte du tango: une conversation profonde et sans mots	Teatro Ballet	open to citizens
WS4_X CL	Eva Barath	ENG: Creativity to transform and prevent loneliness IT: Creatività per trasformare e prevenire la solitudine DE: Kreativität statt Einsamkeit in der Sprache der Liebe FR: La créativité au lieu de la solitude dans le langage de l'amour	Valussi aula 1	
WS4_Y CL	Roberto Notarnicola	ENG: Creating sweetness: tiramisù and pannacotta IT: Creare dolcezza: tiramisù e pannacotta DE: Süße Verführungen - Tiramisu und Panna-Cotta selber machen FR: Créer de la douceur: tiramisù et pannacotta	MAMM	contribution of 20€ required open to citizens
WS4_Z CL	Claudia Grimaz	ENG: Singing together the songs of the world! IT: Cantiamo insieme le canzoni del mondo! DE: Lasstungsgemeinsamsingen! FR: Chantons tous ensemble!	Valussi Aula musica	
Udine laboratory city				
18:00-19:30	PA_UD I	ACTIONS FOR THE YOUNGSTERS	Chiara Tempo	Chamber of Commerce - open to citizens
		Representatives of local institutions and foster relationships associations	buone prassi a scuola Actions and programs to combat isolation	ce - Sala Valduga



Saturday, 6th July 2019

TIME	CODE	LANG	THEME OF THE SESSION	SPEAKER	TITLE	VENUE	NOTE
Plenary session							
9.00-9.45	PL_5a	E-I-F-D	LONELINESS AND IDENTITY	Anja Machiels	Loneliness and the need to belong: aspects of loneliness	Main Hall - Teatro Nuovo Giovanni da Udine	
9.45-10.30	PL_5b	E-I-F-D		Michela Marzano	Identity, memory and emotional ties: how to escape from loneliness when inherent pieces of our experience slip away forever?		
Parallel sessions							
11.00-12.30	PA_5a	F - I - D	COMMUNITY EXPERIENCES	Jean-Francois Serres	Fighting social isolation by enhancing cooperation and empowering citizens	Main Hall - Teatro Nuovo Giovanni da Udine	open to citizens
				Giovanni Barillari	Proximity Services to combat loneliness: the "No to Loneliness" project		
	PA_5b	D - E	BORN TO BE LO-NELY?	Pater Elmar Salmann	Every human being is a universe - and (therefore) completely alone	University of Udine - Aula 2	
				Antonella Riem	Narrating partnership: Riane Eisler's cultural paradigm for loving relationships		
	PA_5c	E	TELLING ABOUT LONELINESS	Ildikò Boldiszar	Healing connection between story-teller and story-listener through stories	University of Udine - Sala Tomadini	
				Cristiano Crescen-tini	The possible role of mindfulness meditation and mindfulness-based interventions in reducing loneliness and enhancing social-re-lationship		
Workshops							
11.00-12.30	WS5_A	E		Karen Heijster	Building Mindful and Compassionate Relationships	Valussi Palestra	
	WS5_B	E		Julija Pelc & Tatjana Verbnik Dobnikar	Reflexion - Path to better quality	Valussi LIM 3	
	WS5_C	E		Minna Törrönen	Offering online support to individual in confidential chat	Valussi LIM 2	
	WS5_F	F		Luc Wilhelm	Les bons côtés de la solitude : une dimension à explorer !	Valussi aula 3	

WS5_L D	Gunhild Vestner	Die Bedeutung von Stimmklang und Spre- chablauf für den Aufbau von Beziehung in der telefonischen Beratungsarbeit.	Valussi aula 2	lasts until 13:00
WS5_M D	Anja Ehlers & Sabine Quast	Inneres Team – gut aufgestellt (nicht nur) bei Einsamkeit	Valussi LIM 1	
WS5_N D	Birgit Knatz	Loneliness has many names	University - AULA D	
WS5_O D	Ute Hansberg	Das schaffen wir mit Leichtigkeit	Valussi LIM 4	
WS5_P D	Barbara Rode & Ludger Storch	Einsamkeit verwandeln	Valussi aula 4	
WS5_Q D	Ingrid Behrendt-Fuchs	Die heilende Kraft gelungener Beziehungen	Valussi aula 6	
WS5_R D	Karin Kemper	Selbstempathie – eine unterschätzte Ressource?! Univ aula H		
WS5_S D	Martin Steiner	Inneres Verbunden sein als Hilfe in der Be- gleitung von einsamen Menschen - Praktische Zugänge	Valussi Auditorium	
WS5_T D	Katja Schweitzer	Die Anwendung von Ego-State-Techniken in Telefon- und Chatberatung	Univ aula C	
WS5_U D	Viktor Staudt	Wie suchen einsame Menschen Hilfe?	Teatro Spazio Fantoni	
WS5_W CL	Eva Barath	ENG: Creativity to transform and prevent loneliness IT: Creatività per trasformare e prevenire la solitudine DE: Kreativität statt Einsamkeit in der Sprache der Liebe FR: La créativité au lieu de la solitude dans le langage de l'amour	Valussi aula 1	
WS5_X CL	Francesca Fedrizzi	ENG: The tango embrace: a deep conversa- tion without words IT: L'abbraccio del tango: una conversazione profonda senza parole DE: Die Tangoumarmung: Ein tiefes Ge- spräch ohne Worte FR: L'êtreinte du tango: une conversation profonde et sans mots	Teatro Ballet	open to citizens
WS5_Y CL	Claudia Grimaz	ENG: Singing together the songs of the world! IT: Cantiamo insieme le canzoni del mondo! DE: Lasstungemeinsamsingen! FR: Chantons tous ensemble!	Valussi Aula musica	
WS5_Z CL	Luca Casale	ENG: BIOMUSICA: sound, music and playing for well-being in relationships IT: BIOMUSICA: il suono, la musica e il gioco per il benessere nelle relazioni	Valussi AULA 5	open to citizens

Plenary session

14.30-14.45	PL_6a	E-I-F-D	LONELINESS, INDIVIDUALS, SOCIETY	Special guest Franco Fabbro	Introduction Cultural identity, violence and the problem of loneliness	Main Hall - Teatro Nuovo Giovanni da Udine
14.45-15.30	PL_6b					

Parallel sessions

16.00-17.30	PA_6a	I - F - D	THE LAST ONES' LONELINESS	Paolo Cendon Pierluigi Di Piazza	Loneliness and the law If life is decided by relationships, how can we locate the solitudes and how to consider them?	Main Hall - Teatro Nuovo Giovanni da Udine open to citizens
	PA_6b	D - I	LONELINESS AND AWARENESS	Salvatore Lavecchia Fabio D'Antoni	Loneliness, awareness, 'I-ness'. A Socratic perspective Loneliness and Self process	University of Udine - Aula 2
	PA_6c	E	TOOLS: CAMPAIGN TO END LONELINESS	Andy Nazer Jana Thiel	About the campaign End loneliness in UK Campaigning end loneliness: how to promote meaningful connections in the modern age	University of Udine - Sala Tomadini

Workshops

16.00-17.30	WS6_A	E		Viktor Staudt	Modern Loneliness & Classical Music. Did you know that Chopin and Tchaikovsky suffered from depression and loneliness?	Teatro Spazio Fantoni
	WS6_B	E		Karen Heijster	Building Mindful and Compassionate Relationships	Valussi palestra
	WS6_F	F		Johann Henry	Indéfectiblement avec soi	Valussi aula 2
	WS6_I	I		Andrea Miola	Musica è.....comunicare, stringere relazioni, divertirsi e divertire gli altri	Valussi aula musica open to citizens
	WS6_L	D		Ingrid Behrendt-Fuchs	Die heilende Kraft gelungener Beziehungen	Valussi aula 6
	WS6_M	D		Christa Kähler&Elke Rosemeier	Die Einsamkeit in der Literatur	Valussi LIM 4
	WS6_N	D		Dietrich Hoof-Greve	Die Magie in Beziehungen	Valussi LIM 5 contribution of 10€ required
	WS6_O	D		Beate Kern	Die Kraft von Ritualen im Alltag	Valussi aula 4
	WS6_P	D		Cornelie Breu	Einsam, Zweisam, Dreisam.....Gemeinsam	Valussi aula 1
	WS6_Q	D		Monika Fabjan	Resonanzen	Valussi aula 5

WS6_R D	Wilfried Lenzen	Von der Kraft der Sprache	Valussi LIM 1
WS6_W CL	Francesca Gazziero & Elisabetta Englano	ENG: Sacred dances in a circle IT: Danze sacre in cerchio DE: Geistliche Kreisläufe FR: Danses sacrées en cercle	Teatro Ballett
WS6_X CL	Roberto Notarnicola	ENG: Let's knead! It's time for focacce! IT: Impastiamo! E' tempo di focacce! DE: Lasst uns kneten – es ist Zeit für Focaccia FR: A nos pétrins! C'est l'heure de la focaccia!	MAMM contribution of 20€ required

Sunday, 7th July 2019

TIME	CODE	LANG	THEME OF THE SESSION	SPEAKER	TITLE	VENUE	NOTE
9.15-10.00	PL_7a	E-I-F-D	BUILDING RELATIONSHIPS	Anselmo Paolone	Perspectives on Loneliness, Education and Narrative	Main Hall - Teatro Nuovo Giovanni da Udine	
10.00-10.20	PL_7b	E-I-F-D		Stefan Schumacher & Monica Petra	Empowering Listening Skills	Main Hall - Teatro Nuovo Giovanni da Udine	
10.20-10.45	PL_7c	E-I-F-D		Renée Cheval & Michael Grundhoff	YOUThES - Recruiting young volunteers for crisis helplines	Main Hall - Teatro Nuovo Giovanni da Udine	
11.15-12.00	PL_8	E-I-F-D			Summary and Conclusions	Main Hall - Teatro Nuovo Giovanni da Udine	
12.00-12.30	CC	E-I-F-D			Closing Ceremony	Main Hall - Teatro Nuovo Giovanni da Udine	

abstracts

Thursday, 4th July 2019 –
Morning session

UNDERSTANDING LONELINESS

PLENARY SESSION 9.45 - 10.30

Main Hall – Teatro Nuovo Giovanni da Udine
Languages: English, Italian, German and French

PL_1 – Understanding loneliness



Clemens SEDMAK

Professor of Social Ethics, Department of Theology & Religious Studies - Notre Dame University

Abstract

Donald Winnicott started his famous 1958 paper "The capacity to be alone" with the memorable sentence: "I wish to make an examination of the capacity of the individual to be alone, acting on the assumption that this capacity is one of the most important signs of maturity in emotional development." The paper was a counter statement to the emphasis on relational competence. It pointed out that growth and maturity are not only linked to social skills, but also to the ability to be comfortable without company.

Since then the capacity to be alone has been recognized as a stress buffer and as a source for creativity, intimacy, and spirituality including imaginative involvement in multiple realities, self transformation and reconstitution of cognitive structures, a result previously explored by Storr in his 1988 monograph "Solitude." The capacity to be alone can be developed - psychoanalysis

with its emphasis on autonomous decisions about attachment has been seen as an opportunity to develop one's capacity to be alone. Here again, the capacity to be alone is presented as a building block in personal development.

At the same time loneliness has been identified as a major social challenge. Olivia Laing's 2016 book "The Lonely City" on the urban experience of loneliness has been praised as a deep insight into challenges of contemporary life style. Loneliness is one of the most important mental health and social health and public health challenges. Loneliness is a complex state (see Weiss' classic 1973 monograph) posing therapeutic challenges; loneliness has been experienced as deeply painful on a personal level (see Emily White's moving 2010 memoir); it has been linked to higher mortality risks, higher risk for mental health challenges, reduced stress processing mechanisms. Loneliness has been identified as a major challenge for an ageing population.

We are confronted with a conundrum: The capacity to be alone seems to carry huge potential for social skills and personal well being and maturity, and at the same time loneliness has been identified as a major Public Health challenge. Justin Worland's "Time" article "Why Loneliness May Be the Next Big Public-Health Issue" (18 March 2015) confirms just that.

We need to find new answers to new problems; and sometimes new answers are "old" answers that can be innovative if set into a new context.

The talk offers an "anatomy of loneliness" with special regard to possible responses to the experience of loneliness.

PARALLEL SESSIONS 11:00 - 12:30

PA_1a - THE LONELINESS OF THE LOSS

Main Hall – Teatro Nuovo Giovanni da Udine
Languages: Italian, German and French

Death as abandonment and loneliness: the value of social support and inner research



Ines TESTONI

Professor of Social Psychology- Padua University and Director of the Master in Death Studies & the End of Life, University of Padua, Italy

Abstract

Abandonment is one of the primary causes of feeling of loneliness. John Bowlby's attachment theory offers an important frame within which conceptualizing and understanding fundamental aspects of loneliness. In fact, attachment difficulties are often the cause, on the one hand, of many emotional struggles within intense and stormy bonds and, on the other, of cold and detached relationships, from which the separation often derives. A number of clinical theorists and researchers have recently begun to conceptualize these interpersonal aspects seeking to recognize their constituents within the biographies of individuals. Recently, they have begun to understand fundamental aspects of unstable, intense interpersonal relationships, feelings of emptiness, bursts of rage, chronic fears of abandonment and intolerance for aloneness, showing their link with lack of a stable sense of self occurring in a negative interpersonal context and perceived as rejecting. Many differences can be recognized in this complex phenomenology, but all of them are rooted in the attachment experiences (Levy, 2005; Saini, 2012).

The hope's journey between illusions, disillusion, resources and vulnerability



Luz CARDENAS

Psychologist, trainer in life skills, expert in training carers in health institutions, Novara, Italy

Abstract

The phenomenon of migration in present times is seen as a structural element able to transform our society and bound to increase in near future. Several and different are the reasons for which people begin their journey towards new and unknown destinations. They travel, with suitcases full of dreams and projects, to places where they mean to settle down, starting by this way a new phase of life. The journey is marked by elements before, meanwhile and after their travelling. People on the move acquire a new status, they become migrants that means being immigrants and emigrants at the same time. The journey is the metaphor of a total experience strong enough to affect all spheres of existence. Of a person at psychological level as well as economic, political level etc forcing him to redefine himself and find a new way to stay with himself and with other people and all the world. This new condition and the deriving trauma causes a specific condition of vulnerability in people. That in certain cases can evolve in a malaise arriving to suffering with high risks for physical and mental health. Loneliness, homesickness, isolation can be only some of the ways in which this specific suffering appears. The relation will focus in this special shapes of discomfort evidencing the important role of a welcoming society that softens the stroke helping people to orient themselves, and take over the new situation as a condition of rebirth.

PA_1b - THE GOOD LONELINESS

University of Udine - Aula 2
Languages: Italian and German

Good and bad solitude



Luigino BRUNI

Full professor of Economics and business management - Management and Finance - Communication sciences, information, marketing - Economics and commerce LUMSA University, Roma

Abstract



Western tradition, in its lay and biblical soul has always distinguished between good and bad solitude. There is no human flowering without a cultivation of interiority that also needs times of solitude, in which the person learns to dialogue with himself, with nature and with the world of the spirit. When this dimension of solitude is missing, people fill themselves with social relationships that do nothing but increase the void of life. A good relationship also requires a capacity for good solitude. Our consumer civilization today is reducing good solitude, while is increasing superficial and neurotic relationality, diminishing the good relationships of civil life. My speech will focus on these aspects.

Bibliography: Luigino Bruni, Unhappy Capitalism, Giunti 2018

Finding a home within oneself - Turning loneliness into familiarity



Martin FRANKEN

Philosopher and life coach and focusing therapist, Dorweiler, Germany

Abstract

It is not always possible to escape loneliness by building relationships with other people. Yet it is always possible to meet oneself in a kind way, to get to know oneself gradually in order to make and visit our inner self as a place filled with well-being. To reach that state, our attitudes towards ourselves are characterized by benevolence and compassion. We mindfully explore our inner self giving us a chance to learn to accept unpleasant, yet inevitable feelings and let all feelings rise to surface with enough room. In this way, everyone's inner self can turn into a homely place, which also welcomes us in a friendly way when we are lonely. Key aspects during the lecture will be: inner mindfulness, acceptance, friendly relationships with the self, feelings, wisdom.

PA_1c - OVERCOMING LONELINESS

University of Udine - Sala Tomadini

Language: English

The power of contact



Julija PELC

Psychologist, DrustvoZaupnitelefonSamaritan, Ljubljana, Slovenia

Abstract

Occasionally, solitude may be beneficial and necessary for us but long-lasting solitude may become a state of loneliness, leading to poor quality of life, the development of illness and emotional distress. The reasons for such solitude are different, they may exist within an individual, family and society ... The path out of isolation can be long and painful. Especially if a person fights against it alone, because interpersonal psychological needs can not be satisfied by ourselves! We can only satisfy them through interpersonal relationships. Without that, there is no personal, social and emotional development, including the development of the brain ... For growth and mental health, we need others, loving touch and appropriate incentives. Loneliness reflects the lack of relationships with others, where they could satisfy the needs of acceptance, security, affection, and love. Even the feeling of self emerges and is sharpened through interpersonal relationships. The quality of relationships with others depends on the quality of the contact. Contact facilitates the presence, authenticity, words that are delineated by silence, conversation, action. A good listener provides space for conversation and the time for the caller to tell what he is experiencing, what he is facing with, what burdens him. He is invited to join his loneliness. Through a quality dialogue, the listener helps the caller to keep in touch with reality, because one can not change what he does not accept! Instead of combating loneliness with a caller, it is important that we help him to explore, understand and possibly recognize that it is not important to change what a person is, but what a person does with what it is. Accepting contact based on the awareness and sincerity is the foundation that will remove the limits of loneliness and unlock its core.

From Suffering Loneliness To Appreciating

Solitude: A Mindfulness Way



Samikannu Peter JEGANATHA PILLAI

Trainer in ASITES - Asociacion Internacional del Telefono de la Esperanza, Spain

Abstract

"Usually we regard loneliness as an enemy. Heart-ache is not something we choose to invite in. It's restless and pregnant and hot with the desire to escape and find something or someone to keep us company. When we can rest in the middle [through meditation practice], we begin to have a nonthreatening relationship with loneliness, a relaxing and cooling loneliness that completely turns our usual fearful patterns upside down" -- Pema Chodron (2000), Buddhist nun and teacher. By enhancing an individual's corporal conscience we can reduce one's feelings of loneliness. Numerous studies have shown that the regular practice of mindfulness helps in reducing loneliness. Mindfulness focuses on cultivating attitudes of non-judgement, patience, beginner's mind, trust, non-striving, acceptance and letting go, all this in a compassionate openness towards oneself and the others. Purposefully cultivating these attitudes is facilitated in short and long sessions of meditation and formal and informal practices of mindfulness. Paying attention to your moment-to-moment experience in a non-judgemental way creates a healthy connection with yourself. And this connection expands outside of yourself to become aware of the inter-connections that exist while not focussing exclusively on the lack of social connections. Mindfulness is a simple technique which all human beings are capable of learning if one is ready to spend three quarters of an hour daily. The benefits of mindfulness are immense in the fields of physical and mental health. Simply for living a healthy life mindfulness is the way.

WORKSHOPS - 11.00 - 12.30

LANGUAGE: ENGLISH

WS1_A - Intuitive painting - Bringing feel-

ings and inner voices into picture, word and dialog



Stephan DÖRING, Telefonseelsorge Bonn



Doris RIEGER-SPITRA, Rhein-Sieg, Bonn, Germany

Abstract

1- "Intuitive painting". It basically means that we "turn our heads off", perceive our inner voices, feelings and images and let them directly flow into color and form. Expressing feelings in pictures helps to cope with emotionally touching or stressful situations. The non-verbal form of expression opens new ways of self-experience. 2- Public exhibition organized in 2018 with images created by TES volunteers using the concept of intuitive painting within an interactive working group. -Presentation and Explanation of the exhibition concept, its development and context with TES services- 3- Presentation of selected exhibition pictures and interactive exchange between workshop participants about their different imaginations, memories and feelings as reactions to the pictures.

WS1_B - The loneliness of suffering, how to comfort?



Maria LEEFLANG

Sensor, de Landelijke Luisterlijn, The Netherlands, Tilburg

Abstract

We must talk about suffering to understand something of the loneliness of people. Usually we talk about problems, it's a way of looking from the outside and therefore we don't come any closer. Knowing about the suffering teaches us something about loneliness itself, of how it is felt. On the other hand we need to understand how we ourselves create a line of distance to the one who is suffering. We want to solve, we want to clean the suffering, we want to diminish it. By doing this we keep staying on the outside. What we need is a perspective from the inside, so this workshop is about what people really ask from us, because help that really helps, comforts us all. We try to come to a closer view by sharing, looking at short movies and explore our intentions. Welcome!

WS1_C - Helpful and meaningful interventions concerning loneliness



Mit VAN PAESSCHEN

Tele-Onthaal Vlaams-Brabant & Brussels, Louvain, Belgium

Abstract

Loneliness can take many forms. In this workshop we look into the ways loneliness manifests itself and how people deal with it. We examine the conditions and the principles of a good conversation on loneliness: what does this sensitive topic really need? And how do we discuss them with callers, people who call because they are in need of company? We combine specific interventions that can improve our conversations on the phone and during chat sessions as a result of loneliness or dealing with the subject.

LANGUAGE: FRENCH

WS1_F - De l'écoute infernale à l'écoute intégrale



Johann HENRY and



Yaël LIEBKIND

La Main Tendue, Genève, Switzerland

Abstract

Il ne suffit pas toujours d'écouter pour entendre véritablement ce qui se dit. La parole condense en elle-même toute la polyphonie de l'Être, mettant notre écoute au défi de se mettre au diapason de multiples niveaux d'entendement. La relation peut se faire véritablement infernale lorsque l'écoute ne parvient pas à s'accorder suffisamment à la parole de celui qui raconte. L'atelier démarrera par un temps de « dialogue philosophique » sur le thème « solitude et relations ». Puis, guidés par la métaphore de la Calèche, nous explorerons par des exercices pratiques les perspectives d'une écoute intégrale, à même d'entendre l'Autre dans toutes la richesse et la complexité de son être.

LANGUAGE: DUTCH

WS1_J - Te mooi om waar te zijn, maar wat zien we in de praktijk?



Nanette GRIPPELING

Sensor Landelijke Luisterlijn, Haarlem, The Netherlands

Abstract

Het begrip eenzaamheid begint met bewustwor-

ding. Niet iedereen weet dat eenzaamheid en armoede hand in hand gaan. Dat eenzaamheid onder jongeren tot 40 jaar en senioren het grootst is. Eenzaamheid is het missen van de verbinding, daardoor kan er een sociaal isolement ontstaan. Hoe kunnen we signaleren en herkennen, hoe doorbreken we, wat is daarvoor nodig? We luisteren naar een aangrijpend geluidsfragment, waarin een eenzame man belt over het gemis van de kinderen die al hij 12 jaar niet heeft gezien en gesproken. De man komt tijdens het gesprek zelf tot inzichten, té mooi om waar te zijn. Maar wat zien we in de praktijk? Met dit fragment wil ik de aftrap geven naar de dialoog. Vragen als: wat zie jij om je heen, neger of zwijg je, reik jij wel de hand en hoe? Door het aanreiken handvaten ontstaat er inzicht, bewustwording en mogelijkheden. Deze maatschappij en de manier waarop die is ingedeeld, is voor een behoorlijk aantal mensen niet te doen. Dit besef, wil ik met een vleugje humor, ter sprake brengen.

LANGUAGE: GERMAN

WS1_L - Listening Skills Advanced: Einsamkeit als Folge des Mangels an Akzeptanz



Frank ERTEL TelefonSeelsorge Aachen-Eifeldui



Stefan SCHUMACHER TelefonSeelsorge Hagen-Mark

Abstract

Wenn ich mich in meinen Werten und Überzeugungen nicht abgeholt fühle, weil ich spüre, dass mein Gegenüber meine Werte nicht teilt, fühle ich

mich einsam. Das Zuhören ist eine Basiskompetenz der menschlichen Kommunikation. Akzeptanz ist beim Zuhören ein wichtiges Kriterium der Beziehungsgestaltung. Zuhören bewirkt die Erfahrung von Mitgefühl, Verständnis und Bestätigung. Wenn wir anderen zuhören kann es aber auch schwierig sein, die Problematik eines anderen zu akzeptieren oder zu bestätigen. Das hat in den meisten Fällen mit einem Wertekonflikt zu tun, d.h. die eigenen Werte stehen im Konflikt mit unserem Dialogpartner. Wie kann ich damit umgehen und wie kann ich mit mir widersprechenden Werthealtungen dennoch ein guter Zuhörer, eine gute Zuhölerin sein? Dieser Frage werden wir anhand einiger konkreter Beispiele im Workshop nachgehen.

WS1_M - 16 Umarmungen pro Tag



Dorothea WAHLE-BEER

Telefonseelsorge Paderborn, Deutschland

Abstract

Wieviel Berührung brauchen wir, um gesund zu sein? Im physischen Sinn – aber auch im übertragenen Sinn: Was berührt uns? Ist unsere Gesellschaft eine 'berührungslose' geworden – und ist Einsamkeit eine Konsequenz? Welche Nähe – welche Distanz hält eine Begegnung aus? In Form von Information, Übungen und Austausch möchte der Workshop sich diesen Fragen annähern.

WS1_N - Einsamkeit- meine Begleiterin... Seelsorge mit Leib und Seele



Margot KRANZ

TS- Düren-Heinsberg- Jülich, Deutschland

Abstract

In Form von Körperspürübungen werden wir



Gefühls- und Erlebnisinhalte aus Gesprächen zum Thema Einsamkeit und die Landschaft der Anrufenden explorieren. Mit mir sein und in Bewegung kommen, Erstarrtes wahrnehmen. Wir werden uns in diesem Workshop in Spürübungen und freier Bewegung experimentierend Facetten von Einsamkeit nähern. Es sind keine Vorerfahrungen hinsichtlich der Leibarbeit nötig.

WSI_O - Einsamkeit als Gottverlassenheit



Pastorin Jula HECKEL-KORSTEN und Pfarer Werner KORSTEN
TS-Wuppertal / TS Essen DEutschland

Abstract

Im Gespräch mit Ihnen wollen wir den Raum eröffnen für Erfahrungen von Gottverlassenheit, Glaubenszweifel und darin begründete Einsamkeitsgefühle. Diese wollen wir mit biblischen Überlieferungen ins Gespräch bringen. Dabei knüpfen wir an Martin Luthers Erfahrungen mit dem „Verborgenen Gott“ („deus absconditus“) an. Wir wollen mit Ihnen entwickeln, wie solche Wege durch das „dunkle Tal“ (Psalm 23) gangbar werden können.

WSI_P - Einsamkeit im Lebenslauf



Olaf MEIER
TES Duisburg

Abstract

Einsamkeit als Erleben sozialer Isolation ist quälend. Einsamkeit als Umgang mit der je eigenen Individualität und Sterblichkeit ist notwendig und befreiend. Die sozialen, psychologischen und spirituellen Seiten der Erfahrung von Einsam-

keit werden anhand von Bildern, Musik, Texten beleuchtet und gegengelesen mit den biographischen Erfahrungen der Teilnehmenden am Workshop.

WSI_Q - Wüstenzeiten



Ulrike DAHME und



Ulrike ZELLER
Kath. Telefonseelsorge München Deutschland

Abstract

Einsamkeit. In der Bibel werden wir immer wieder auf Jesu Bedürfnis nach Einsamkeit hingewiesen. In der Einsamkeit der Wüste wird er mit Versuchungen konfrontiert und weist sie zurück. Unsere Anrufenden sind oft mit Einsamkeit konfrontiert, die sie nicht bewusst selbst gewählt haben und auch sie werden mit „Versuchungen“ konfrontiert. Wie können wir Anrufende unterstützen ihre Versuchung zu benennen und zu überwinden? Wir laden Euch ein, ins Gespräch zu kommen.

WSI_R - Einsamkeit! Qual oder Quell?



Gisela VOGLER
TES Duisburg, Germany

Abstract

Sagt ein Mensch von sich, einsam zu sein, ist die stille Botschaft, sich allein, verlassen, unbedeutend zu fühlen. Betrachtet man Einsamkeit aus der Perspektive des selbstverschuldeten Scheiterns resultieren daraus meist zwangsläufig belastende Gefühle. Einsame Menschen, die bei TS das Gespräch suchen, fühlen sich als Opfer, ihrer aktuellen Lebenssituation unfreiwillig ausgeliefert zu sein. Das subjektive Empfinden / Bewerten von Einsamkeit bekommt eine andere Bedeutung, wenn es nicht mit Scheitern, Ohnmacht oder Isolation in Verbindung gebracht wird, sondern mit Selbstbestimmung, Kreativität, Besinnung oder gar Glück. Um diesem Perspektivwechsel auch im eigenen Interesse zu begünstigen, beschäftigen wir uns in diesem WS mit systemischen Techniken wie Umdeutung.

WS1_S - Einsamkeit - Mangel an Selbstliebe?



Klaus SCHINDLER

TS der Stadtmission Nürnberg

Abstract

Wer, um sich geliebt zu fühlen, die Bestätigung und Liebe der anderen braucht, der fühlt sich einsam, wenn er keine Zuwendung bekommt. Wer sich aus seiner Einsamkeit befreien möchte, muss zunächst einmal den Kontakt zu sich selbst aufbauen und lernen, sich selbst genug zu sein. Er muss lernen, sich als liebenswert zu sehen. Aber wie und warum? Das ist Thema dieses Workshops. Es werden Thesen präsentiert und diskutiert über den Zusammenhang zwischen Selbstliebe und Einsamkeit. Wir suchen Antworten auf die Fragen woher ein Mangel an Selbstliebe kommt und wie man mehr Selbstliebe entwickeln kann.

WS1_T - Von der Kraft der Sprache



Wilfried LENZEN

Telefonseelsorge Aachen, Aachen, Germany

Abstract

Haben Sie ein gutes Wort für mich?“ Diese Frage mag direkt oder unausgesprochen der Hintergrund vieler Anfragen sein. Auf welche Worte hören wir? An welche knüpfen wir an? Mit welchen Worten reagieren wir? Welche Bilder, welche Metaphern, welche sprachlichen Symbole verwenden wir? Und was ist schließlich das „gute Wort“, das in unserem niedrigschwelligen Angebot Vertrauen entstehen lässt, zu ersten Schritten ermutigt, verschüttete Hoffnung freilegt? Nach einem theoretischen Impuls versuchen wir anhand praktischer Beispiele und Übungen uns austauschen.

WS1_U - Hochsensibilität



Barbara und Norbert SCHÖPF

Dipl.-Psych. Barbara Schöpf / Familientherapeutin

Dipl.-Math. Norbert Schöpf / Mediator und Supervisor

Abstract

Hochsensible Menschen erfassen zwischenmenschliche Prozesse sehr schnell. Intuitiv wissen sie, was in ihrem Gegenüber vorgeht. Daraus erklärt sich ihre besondere Neigung, in sozialen, beratenden, pädagogischen, helfenden und heilenden Berufen tätig zu sein bzw. sich im sozialen Bereich ehrenamtlich zu engagieren. Gerade in Ausübung ihrer Arbeit ist es für hochsensible Menschen ein sehr wichtiger Schritt, sich mit ihrer Hochsensibilität auseinanderzusetzen und sich darin wertzuschätzen. Der Workshop lädt hochsensible Menschen zu einer intensiven Beschäftigung mit ihrem „SoSein“ ein. Es tut gut, die neu gewonnenen Erkenntnisse mit Menschen zu teilen, denen es ähnlich geht, denn Hochsensibilität führt in einigen Fällen auch zu Ausgrenzung, Unverstanden Sein und in die Einsamkeit. Etwa ein Fünftel aller Menschen sind hochsensibel. Eingeladen zu diesem Workshop sind ebenfalls Menschen, die glauben, dass in ihrem



Verwandten - oder Freundeskreis jemand ist, der hochsensibel ist und die diese Person und dieses Thema besser verstehen wollen – sowie alle Interessierten

CROSS LANGUAGES: English, German, French and Italian

WS1_W - Come as you are - experimental encounters



Petra SCHIMMEL

TelefonSeelsorge Hamm, Deutschland, Germany

Abstract

Stillness - Movement - Sounds - Speech. We meet in a room where these different options of meeting yourself and others can be explored. In this process we let ourselves be guided by our own feelings and our intuition. We bring along: openness for the encounter with ourselves and others.

WS1_X - Feel the connection - sounds with/for body and soul



Carmen TOMASZEWSKI

Ökumenische Telefonseelsorge Mittelrhein, Koblenz, Germany

Abstract

When we are on the phone we listen a lot and resonate with the things we heard. We produce sounds of listening and encouragement beyond words in order to connect with the caller. What is your sound? How can you open up to become a sounding board for this encounter? I invite you to tryout playfully, which sounds are yours and which are not. So we will create sounds with our

body, sing without words, feel ourselves and the connection to others, we will experience our voices and our rhythm together, listen to each other and join in the international language of our own music.

WS1_Y - Music: communication, bulding relationships, having fun and entertaining others



Andrea MIOLA and Giulia PIZZOLONGO

Artistic director of the Friuli Venezia Giulia plectrum orchestra (Udine, Italy) / - Guitar teacher at the Middle School of Musical Address of Tavagnacco (Udine, Italy)

Abstract

Music is a kind of language which, like the verbal, bodily or visual one, allows us to describe, to experience and to communicate our moods. Through the performance of some musical pieces Andrea Miola (classical mandolin) and Giulia Pizzolongo (classical guitar) will lead the participants to listen, to recognize and to express the emotions evoked through the music and and will tell their musical experience lived through the didactics, the social aggregation and concert activity. To participate in the activity it is not necessary to know the music.

Thursday, 4th July 2019 – Afternoon session

EFFECTS OF LONELINESS

PLENARY SESSION 14.45 - 15.30

Main Hall – Teatro Nuovo Giovanni da Udine
Languages: English, Italian, German and French

**PL 2 – Loneliness takes its toll: the impact of
social isolation on mental and somatic health**



Karl-Heinz LADWIG

Professor of Psychosomatic Medicine and Psychological Medicine - Medical Faculty of the Technical University of Munich (TUM), Germany

Abstract

Proximity and connectedness are basic requirements of mankind. Remarkable, in modern societies, despite high population density in metropolitan areas the number of people living alone seems to increase steadily. This is particularly true for older people, however, over the total life span vulnerable phases can be identified which increase the risk of social isolation. Large scale prospective population based studies in many sites all over the industrialized world have evidenced that sustained feelings of social isolation and loneliness subsequently impact severely mental health but also somatic health of its victims. Particularly, this has been shown for cardiovascular and metabolic diseases. These strong associations require medical explanations. We will give a condensed overview about the state of the art in psycho-(neuro)-physiology and will demonstrate why such adverse emotions of loneliness impact our health so deeply. Here, an impaired HPA axis and dysfunctions of the immune system play a most prominent role. We will not end without trying to draw conclusions of the actual basic research findings for supporting and treating these subjects at risk.

PARALLEL SESSIONS 16.00 - 17.30

PA_2a - LONELINESS IN THE ELDERLY

Main Hall – Teatro Nuovo Giovanni da Udine

Languages: Italian, English, German

Loneliness and the condition of frailty in the elderly



Marco TRABUCCHI

Full Professor in the Medical Faculty of the University of Rome - Tor Vergata, Scientific Director of the Geriatric Research Group of Brescia and President of the Italian Association of Psychogeriatrics, Italy

Abstract

Loneliness and frailty exert a reciprocal negative influence on the elderly. The lonely person has a higher risk of mortality, of chronic diseases, among others dementia, and of higher access to health services. On the other hand, frail subjects have a lower ability to counteract the negative psychosocial consequences of loneliness. In this perspective, it is important to predispose adequate interventions, starting with a multidimensional assessment, to control at the same time the biological condition of frailty and to modify the style of life. Since it is a frequent condition in the elderly, it is required an intervention at the level of family medicine, integrated with interventions at social level. Also in the case of acute diseases in the hospital it is important to give attention to the combined role of loneliness and of frailty.

Loneliness in the elderly. Mental health and intervention lines



Matteo BALESTRIERI

Doctor, Psychiatrist - Full Professor of Psychiatry at University of Udine - Director of the Psychiatric Clinic of the University Health Service of Udine, Italy

Abstract

The intervention focuses on the theme of loneliness in the elderly, first exploring the extent of the phenomenon, and then reflecting on the consequences of loneliness for mental health, with particular reference to depression in the elderly, and on the beneficial effects that can be obtained through stimulation of physical activity and socialization interventions.

PA 2b - TOOLS: LONELINESS ON THE PHONE

University of Udine - Aula 2

Languages: French and German

When the loneliness of the bereaved person discovers a living space on the phone...



Michel MONTHEIL

Clinician Psychologist, therapist of couple, practice supervisor of medical, social teams and S.O.S AMITIÉ' "listeners" in La Rochelle., France

Abstract

Being in mourning is not a pathology but the suffering of a destiny. It is also a state experienced by our Self, deprived of a loved one who has died. The challenge in a human "mourning process" is to survive the loss, when the meaning of life is disrupted and sometimes disappears. Adults and orphans bear witness to this disorganization of a world contaminated by sorrow. The risk of depression can be mistaken for a particularly strong suicidal risk in the aftermath of the death, which makes this listening an essential cause in suicide prevention. Mourners, orphans, go through paradoxical experiences: an absence and an internalized presence of the dead. They may want to find him either through suicidal thoughts or through "magical thinking" in reference to beliefs, spirits, or the assumption that the parent will "always be

there by your side". Confronted to the reality of missing the other, when a recourse to the imaginary is not enough, the feeling of loneliness, of the relatives' incomprehension, can overwhelm the bereaved. Meeting a stranger on the phone is a response to this loneliness he experiences. It also restores a thread of humanity where "everything can be said" without judgment of the sorrow and strangeness of having survived. The listener is a representative of the world of humans, one who gives the right to feel different and to question the laws that govern life and death. Words allow for the evocation of the departed who becomes, for a time, present between these two partners. The telephone at S.O.S. Amitié proves to be a device of real efficiency in restoring a living space to isolated mourners in their solitude as human beings.

Back to life



Frank ERTEL

Post director of TelefonSelsorge Aachen, Germany

Abstract

Loneliness and bitterness can be like two sisters. They can slowly move into life like mist or they can suddenly be there like a lightning strike. Loneliness and bitterness also often combine a mutually reinforcing interaction. We feel loneliness when the relationships we have are not what we would like them to be. We feel bitterness when life does not go as we imagined. Both together work like an ingredient in a batter: it feels inseparable and gives life its unmistakable taste. Bitterness and loneliness make it difficult for us to "hear the world speak with their own voice," because our inner, tuned-being sets the tone. It is becoming increasingly difficult to resonate, both with ourselves and with others, with the material world and with a spiritual dimension. How can a way out of a possibly increasing lack of resonance succeed? We know calls, chats and mails of this kind, which carry the hope of being able to feel new freedom in life and yet the path seems inaccessible. It outlines situations and courses of bitterness and loneliness as well as possible ways

to freedom.

PA_2c - LIVING LONELINESS

The loneliness of the manager



Daniele DAMELE

President of Federmanager FVG, Udine, Italy

Abstract

When a manager finally realizes he's alone, that the future depends on his decisions, his choices. A manager can ask for advice, for opinions and must listen, but above all his role is to take responsibility. He must indicate what must be done, how and when it must be done and by whom. The solitude of choice and responsibility is not for everyone. The difference between a manager and a performer is not so much in giving orders as in having the ability to lead and to form a group, in being able to manage the group and to obtain the results together.

The research-intervention to combat loneliness: a local experience



Marco GIORDANI

Sociologist, Udine, Italy

Abstract

Loneliness is a complex problem that concerns the individual sphere (Self-image and meanings) and the social sphere of people (communication and relationships). To combat loneliness it is necessary both to understand its diffusion within a given context (city, country, institution) and to act accordingly, in an adequate and coordinated manner, involving the population and the services.

PA_2d - DEEPENING THE TOPIC

Loneliness takes its toll: the impact of social isolation on mental and somatic health



Kark-Heinz LADWIG

Professor of Psychosomatic Medicine and Psychological Medicine - Medical Faculty of the Technical University of Munich (TUM), Germany

Abstract

Proximity and connectedness are basic requirements of mankind. Remarkable, in modern societies, despite high population density in metropolitan areas the number of people living alone seems to increase steadily. This is particularly true for older people, however, over the total life span vulnerable phases can be identified which increase the risk of social isolation. Large scale prospective population based studies in many sites all over the industrialized world have evidenced that sustained feelings of social isolation and loneliness subsequently impact severely mental health but also somatic health of its victims. Particularly, this has been shown for cardiovascular and metabolic diseases. These strong associations require medical explanations. We will give a condensed overview about the state of the art in psycho-(neuro)-physiology and will demonstrate why such adverse emotions of loneliness impact our health so deeply. Here, an impaired HPA axis and dysfunctions of the immune system play a most prominent role. We will not end without trying to draw conclusions of the actual basic research findings for supporting and treating these subjects at risk.

WORKSHOPS - 16.00 - 17.30

LANGUAGE: ENGLISH

WS2_A - The feeling of loneliness - what does it feel like and how does it influence me?





Greta GRAMSTAD

Kirkens SOS I Bjørgvin, Bergen, Norway

Abstract

We will start with an “emotional awareness interview” where we describe our thoughts and feelings concerning our own experiences with loneliness. The method is inspired by the Norwegian psychologist Jon Monsen. The purpose is to better understand and accept other people’s feelings. We will also discuss how we can support people who suffer from loneliness.

WS2_B - Mindfulness for Connection and Interconnection



Samikannu Peter JEGANATHA PILLAI

ASITES Oviedo, Spain

Abstract

Cultivation of mindfulness helps us build our coping mechanism; makes us more resilient and teaches us to live in contact with ourselves and others. Loneliness has to do with the quality of connection we have with ourselves and others. Thus, learning the technique of mindfulness teaches us develop a relationship with oneself and others which is in fact coming out of loneliness.

LANGUAGE: FRENCH

WS2_F - La magie de l’écoute - Quand les bénévoles de La Main Tendue parlent de leur travail et de leur propre expérience de l’écoute



Mélina BLANC and



Francesca SACCO

La Main Tendue Vaud, Switzerland

Abstract

Workshop et / ou discussion libre sur les commentaires des volontaires sur leur travail, leur expérience et leurs sentiments.

LANGUAGE: FINNISH

WS2_K - Elämän merkityksellisyden tukeminen



Titi GÄVERT

TES national coordinator, doctoral researcher - Kirkon keskusteluapu / Palveleva puhelin, Evangelical Lutheran Church of Finland Faculty of Social Sciences, University of Helsinki

Abstract

Mikä haastaa elämän merkityksellisyden kokemusta? Miten ihmisarvo ja elämän merkityksellisyys linkittyvät? Tutkin väitöskirjassani

elämän merkityksellisyyskokemuksen rakentumista. Selvitän, miten työelämän ulkopuolelle jääneet ihmiset jäsentävät elämänsä merkityksellisyyskokemukseen liittyviä tekijöitä, suhteita ja rakenteita. Työpajassa hyödynnetään tutkimustietoa elämän merkityksellisyydestä ja tarkastellaan omakohtaisten harjoitusten avulla keinoja, joilla voimme puhelin- ja verkkoauttajina tukea ihmistä löytämään elämälleen merkitystä silloinkin, kun se ulkoapäin katsottuna vaikuttaa vaikealta.

LANGUAGE: GERMAN

WS2_L - Lachen gegen die Einsamkeit



Karin HEYMANN
Telefonseelsorge Hamm

Abstract

„Lachen ist die kürzeste Verbindung zwischen zwei Menschen.“ (H. Sotzal) Lachen bringt die Menschen zusammen. Lachen entspannt, fördert die Kreativität, macht glücklich und ist bekanntlich die beste Medizin. Beim Lachyoga lachen wir gemeinsam, ohne dass wir dafür einen besonderen Grund brauchen. Sobald einer anfängt steckt das Lachen an und alle lachen mit. Und das Lachen ohne Grund wirkt genauso wohltuend wie „echtes“ Lachen. Der Workshop bietet Infos zur Entstehung des Lachyoga, zur Theorie und vor allem viel Lachpraxis. Macht mit, denn „jedes Lachen vermehrt das Glück auf Erden.“ (Jonathan Swift)

WS2_M - Ursachen und Gründe von Einsamkeit und ihre Auswirkungen



Tatjana MICHALAK, Telefon Doweria – Russische Telefonseelsorge



Uwe MÜLLER, Kirchliche TelefonSeelsorge Berlin-Brandenburg



Mohammad Imran SAGIR, Muslimisches SeelsorgeTelefon

Abstract

Wir möchten uns mit den verschiedenen Ursachen und Gründen (wirtschaftliche Stellung, Alter, Migration, Familienstand, familiäre Verwerfungen etc.) von Einsamkeit auseinandersetzen. Nach einer gemeinsamen Übung mit verschiedenen Rollen, möchten wir uns selbsterfahrend und kreativ über dieses Thema bereichernd austauschen. Hierbei sollen dann vor allem die Auswirkungen der Einsamkeit im Vordergrund stehen.

WS2_N - Nah dran - Sprechen mit ganzem Herzen



Michael PROBST-NEUMANN
TelefonSeelsorge Bonn, Deutschland

Abstract

Jemandem zuhören ist ein innerer Prozess. Sein Ergebnis sind Worte, deine Worte. Wie kannst du dem Vertrauen entsprechen, das dir als Seelsorger entgegengebracht wird? Um auf diese Frage zu antworten, stellt der Workshop einen Seelsorge-Kompass vor. Er ist auf der Grundlage des Listening Skill Programms entstanden. Wir werden ganz praktisch mit ihm arbeiten, um herauszufinden, wie hilfreich er ist, nah dran zu sein.

WS2_O - Von Einsam zu Gemeinsam



Sandra MICHELS
Telefonseelsorge Freiburg, Deutschland

Abstract

Einsamkeit ist oft ein Leiden im Verborgenen. Die TS begegnet vielen Menschen, die unter Einsamkeit leiden und sie als sehr schmerzhaft erleben. Tatsächlich gehen Schmerzen und das Erleben von Einsamkeit in unserem Gehirn mit der Aktivierung des gleichen Areals einher. Ferner löst Einsamkeit Stress aus. Chronischer Stress geht mit dem Erleben einher, den Dingen und Geschehnissen gegenüber ausgeliefert zu sein und keine Kontrolle über das eigene Schicksal zu haben. Im Workshop werden wir auch mit Hilfe Körperorientierter Übungen Wege „von Einsam zu Gemeinsam“ beschreiten. Begegnungen in der TS sind immer auch Begegnungen mit uns selbst. Daher werden wir sowohl ein „Lösungsmodell“ für Menschen betrachten, die unter Einsamkeit leiden, als auch in der Präsenz-Arbeit eine Haltung erarbeiten, die dem Leben und den Beziehungen dient.

WS2_P - Trauer erwärmen



Judith SCHWIETERS und



Lisa ZENSEN
TS Hamm Deutschland – Germany

Abstract

Erwärmen geschieht überall, oft benutzen wir einen anderen Begriff dafür, jedoch geht es immer darum vorbereitend einen Raum zu schaffen, in dem etwas geschehen kann. Der Raum kann sowohl örtlich als auch geistig sein. Die Metapher des Winters passt gut zum Erleben von Trauern. Sie fühlen sich oft nicht in Kontakt zu sich selbst, zu den Menschen um sich herum und auch nicht in Kontakt zu der Welt, in der sie leben. Diese Kontaktlosigkeit ist häufig fast so schmerzlich wie der Verlust selbst. Das Erwärmen beschreibt den Vorgang, Orte, Umstände und Personen im Interview so zu gestalten, dass sie präsent, warm, sind. So öffnet sich ein Raum für Kontakt und Begegnung. Inhalt des Workshops ist das Kennenlernen einer Methode durch erlebnisorientiertes Arbeiten.

CROSS LANGUAGES: English, German, French and Italian

WS2_W - Listening and transforming



Glaucio FANNA

Hairdresser - Studio ModaCapelliMakeup, Udine

Abstract

Every day I listen to people who come to me - I am a hairdresser - with the desire to change their image. They tell me what they want without a technical language and often with unclear ideas. Only with precise questions and a careful listening to verbal and non verbal messages I can come to an understanding and try to satisfy their needs. The workshop proposes a mutual listening activity to try to understand each other's desires and needs, with respect to their image, and to help transform themselves. This will happen in an atmosphere of tranquility, relaxation, time for oneself and for the other, exploration of the possibilities and exchange of confidences, exactly as you do when you go to the hairdresser. In short: listening and then transforming.

WS2_X - Let's knead! It's time for focacce!



Roberto NOTARNICOLA

MAMM Ciclofocacceria, Udine

Abstract

The Apulian focaccia belongs to the simplicity and tradition of the Apulian houses where grandmothers and mothers prepare the good things of the past by inspecting the slow growth of the dough worked with sourdough. Mom, mother, MAMM. It is the root from which the project came to life not only to propose the flavors and aromas of modernized and modernly interpreted memories but also to affirm a lifestyle

that respects the environment and the rhythms of nature. Are you ready to immerse yourself in the preparation of a real Apulian focaccia, learn the art of care through good food, savor the intact aromas and flavors of slow time and at the end enjoy an excellent focaccia in the company? You will return home not only with the focaccia recipe, but with the authentic experience of the Italian passion for food made with love and for conviviality!

WS2_Y - Flamenco - the music in my soul



Federica COPETTI

Flamenco dancer and teacher, Udine, Italy

Abstract

Flamenco dance is a high-expressive, Spanish dance form, where everyone could find and express itself in connection with the group. We will work on basic elements of flamenco dance as hand clapping (palmas), percussive footwork (zapateado) and intricate hand, arm, and body movements.

WS2_X - Friulian folk dancing - Bringing people together and building relationships through Friulian folk dance



Elena SIONE e Tiziano RIDOLFO

Folk group "Stelutis di Udin"

Abstract

Enjoy the culture and folk values of community, of being together and of having fun. It's a guarantee to put you in a good mood! Welcome to the folk dance workshop with the great Stelutis family



from Udine.

UDINE LABORATORY CITY

PA_UD - PARALLEL SESSIONS 18.00 - 19.30

Chamber of Commerce - Sala Valduga
Language: Italian

UTE, dove non ti senti mai solo



Maria Letizia BURTULO

President of "Università della Terza Età", Udine,
Italy

Abstract

The University of the Third Age "Paolo Naliamo" starts its 38th year of activity. To whom it is addressed: to all adults, but with particular attention to single people, for those who face the difficult transition from the world of work to quiescence, for those who want to rediscover or develop cultural interests.

Other speakers in the italian program

Friday, 5 July 2019 – Morning session

LONELINESS TODAY

PLENARY SESSION 9.00 - 10.30

Main Hall – Teatro Nuovo Giovanni da Udine
Languages: English, Italian, German and French

PL_3a - Loneliness and mental health



Diego DE LEO

Emeritus Professor of Psychiatry, Griffith University, Australia. Director, Department of Psychology and Slovene Centre for Suicide Research, Primorska University, Slovenia. President, De Leo Fund, Italy

Abstract

Loneliness has recently jumped to scholars' attention due to a number of longitudinal studies' results, showing its impact on health and quality of life of individuals. These evidences brought the UK Government to the appointment of a dedicated ministry. A number of other governments published national reports on this frightening phenomenon and its growing diffusion. All of these initiatives have stimulated the need for better knowledge on loneliness and its consequences on physical and mental health on different gender and age groups. So far, most attention has been dedicated to the problem of older adults; the Italian Psychogeriatric Association has dedicated the date of 15 November of every year to an "End Loneliness Day". However, younger individuals seem also to appear very vulnerable to loneliness; the extreme isolation of Hikikomori people may well represent its peak representation. This presentation will particularly deal with the mental health side of the phenomenon, emphasising in particular influences on suicidal behaviour, possibly the most extreme consequence of thwarted belongingness. Today, raising awareness on the seriousness of loneliness for an individual's health and wellbeing appears of paramount im-

portance. Actions need to be taken at different levels to counteract the consequences of loneliness.

PL_3b - Digital Loneliness - Digital Relationships



Luca CHITTARO

Director of the Human-Computer Interaction Lab - University of Udine

Abstract

The 21st century saw a massive transition from traditional face-to-face communication to computer- and smartphone - mediated interaction between individuals. Some of the positive and negative effects of this significant social change are not yet fully understood, and are the subject of a growing amount of research. This talk will introduce attendees to this new topic, illustrating factors that characterize how we communicate and relate digitally, and how they affect us. It will then explore the paradox of digital loneliness, in which the same technologies that offer us a huge, unprecedented number of connections with other people make us actually spend more and more time alone. Digital tools such as instant messaging and social networks, as any technology, have a dual use (bad and good), and the talk will highlight how a mindful approach to digital relationships is fundamental to benefit, instead of suffering, from the new opportunities of digital life.

PARALLEL SESSIONS 11.00 - 12.30

PA_3a - HELP THROUGH DEVICES

Main Hall – Teatro Nuovo Giovanni da Udine
Languages: French, Italian and German

The negativity of listening to suffering. When the exhausted come up against remote support services



Romain HUET

Researcher at the University Rennes II - Fondation des Sciences de l'Honneur (FMSH - Paris), France

Abstract

This conference examines listening practices conducted by a number of suicide prevention associations. It is based on empirical research conducted in recent years on several thousand exchanges between unfortunate victims of suicidal thoughts and voluntary listening services. The conference will focus on how society organizes itself to take charge of social suffering through the multiplication of listening services. It will then be a question of how remote support services create a framework for interpreting suffering and the negativity this can produce. We will try to give a certain perspective on fatigue and suffering and, in particular, its political context. We will show how this comes up against care practices which tend to lock in the subject instead of helping him to find himself.

Positive Technology: the contribution of Internet and mobile Interventions in promoting individuals' well-being and emotional health



Daniela VILLANI

Researcher at the Department of General Psychology, Catholic University of the Sacred Heart, Milan

Abstract

In recent years the interest in the potential role of digital technologies in promoting well-being has been growing. Positive Technology is an emerging field within the human-computer interaction aim-

ing at understanding how interactive technologies can be used to promote well-being by following an evidence-based approach. At a theoretical level, Positive Technology aims to develop conceptual frameworks and models to understand how digital tools (such as smartphones, wearable devices, virtual / augmented reality) can be effectively used in achieving individuals' greater well-being. At methodological and practical levels, Positive Technology deals with the design, development and evaluation of the effectiveness of digital experiences in promoting positive change through the induction of positive emotions, the activation of the flow, and the support of positive relationships. Within the present theoretical and methodological frame, the presentation intends to focus on the specific contribution of remote interventions (Internet Interventions) and mobile applications (for smartphones and tablets) for the promotion of psychological and subjective well-being and the emotional health of individuals. Particular attention will be paid to strategies aimed at promoting emotional awareness and emotional regulation made possible by digital technologies.

PA_3b -HELP THROUGH RELATIONSHIPS

University of Udine - Aula 2

Languages: English and Italian

Caring the carers



Melinda MEDGYASZAI

Psychotherapist - Connection '96 Mental Health Association, Hungary

Abstract

Burnout syndrome is a well-known phenomenon, an international epidemic in the service sector - especially in the so called helping professions. A number of studies analyzed the causes, symptoms and possible antidotes of this mental condition that costs dearly not only the individual but the society as a whole as well. Volunteers of IFOTES are also in helping profession, why should they be free from burnout? Burnout is a "state of mental and physical exhaustion caused

by one's professional life." There are a number of symptoms of Burnout such as: chronic fatigue, insomnia, impaired concentration and attention, anxiety, depression, loneliness etc. This condition does not develop overnight. Its effects are creeping up undetected and may contribute to resign from a job without even being recognized by the individual. Burnout's road leads from unfounded idealism through frustration to apathy. Burnout has different causes such as: mental stress, responsibility, lack of feed back, conflicts, irregular working hours, IT problems, harassment, work-life balance or the lack of coping possibilities like control, support, holidays and so on. What to do? Burnout can be prevented. There are evidence based interventions: physical factors, organization issues can be rearranged, coping mechanisms can be supported, and stress management can be improved with relaxation techniques: mindfulness, autogen training, progressive relaxation, yoga – or whatever works.

The main point is: by preventing the development of Burnout to a debilitating condition we can enhance our co-workers well-being and the smooth operation of our help-lines as well.

The tango embrace: a deep conversation without words



Francesca FEDRIZZI

Counselor and tangoterapist, Italy/Argentina

Abstract

I have always thought that being able to offer an active listening space, a relational environment based on the value of empathy, acceptance and authenticity in a foreign language is, paradoxically, an advantage: the center of attention is constantly placed on the customer, on its culture, no word can be taken for granted, the nuances of language and emotional ones can never remain implied because the frame of reference of the Other belongs to another culture, is expressed in another language. Deeply perceiving the customer as an "expert on himself" is natural. Much more challenging was finding myself in the profound need, personal and professional, to

offer a listening space for people without verbal language. Aphasia is one of the possible consequences of damage to the left hemisphere of our brain; despite the thoughts flowing and articulating correctly in his mind, the person with aphasia loses the possibility of expressing himself (and understanding) in verbal form. As a daughter of a person with aphasia and, later, a counselor of people with aphasia, ten years ago I found myself facing a new communication obstacle, far more complex than a foreign language: my "way of being" counselor was not more sufficient to alleviate the abyssal solitude of a person locked up in an apparent incommunicability. On this occasion I will talk about how the "language of Tango" gave me the opportunity to enter into deep communication with people with aphasia, helping me to understand such an extreme frame of reference. The birth of Tango-Counseling allowed me to create an extraordinary space, where listening goes beyond words, where the term "language" has nothing to do with the faculty of speaking and where the immense power of empathy allows to communicate even to those who have lost their voice.

PA_3c – FEELINGS OF LONELINESS

Valussi School – Auditorium

Language: German

Loneliness - Boredom – Melancholy



PFAU-TIEFUHR Ulrike und PFAU Bolko

Ulrike Pfau-Tiefuhr works in the field of psychiatry as a consultant. Bolko Pfau is Professor of Psychiatry, Psychosomatics and History of medicine at the University Witten-Herdecke.

Abstract

Loneliness has many aspects – from the positive loneliness (hermitage) up to the painful loneliness after having lost close persons, becoming ill, having the feeling of being lost. In our focus will be the relationship between loneliness and boredom. Boredom can also be useful (like loneliness), but it can as well be agonizing, never ending, going

together with a painful sense of emptiness. As we both worked as psychiatrists für long time we are also interested in the relation between boredom and psychiatric diseases, especially anxiety and depression/melancholy. Loneliness and boredom are at least related with the outbreak of depressive disease, but we will also focus on the fact, that there are depressions with much different origins. The Freud psychoanalytic view of "Übertragung/Gegenübertragung" (transference/countertransference) is a useful tool even for members of the Telephone Emergency Services to recognize phenomena like loneliness and boredom in the counterpart. We will also focus on this source of knowledge. We decided to give the lecture in twos and hope that a kind of dialogue increases the result.

Loneliness as a Manager



Heinz KARRER

President of economiesuisse (Swiss Business Federation), Chairman of director's board IFBC, Chairman of board at Foundation Hasler Foundation and Unesco World Heritage Jungfrau-Aletsch, Switzerland

Abstract:

Life and work of business leaders is like climbing on a mountain. The higher you climb the thinner the air is getting – and the deeper you can fall. Important decisions have to be taken on your own. Being "on top" often means being lonely. .

WORKSHOPS 11:00 – 12.30

LANGUAGE: ENGLISH

WS3_A - Intuitive painting - Bringing experiences and voices into forms and radiant colors



Stephan DÖRING Telefonseelsorge Bonn



Doris RIEGER-SPITRA Rhein-Sieg, Bonn, Germany

Abstract

Intuitive painting enhances the ability to visual language and provides resources that are useful for both TES services and daily life situations. Emotionally touching or stressful situations in connection with TES services, but also in life, leave behind traces that are often not yet recognized. The power of inner images and voices, expressed in color and form, can expose them and sometimes reveal what we otherwise can not recognize. The atmosphere of respect, trust, freedom and ease, but above all the lack of pressure to perform in a group of like-minded people create the framework. After simple Tai Chi-based body exercises and some mindfulness training, we let our feelings and emotions flow. The meditative space creates some kind of an island on which contact and dialogue with oneself are possible.

WS3_B - The Inner Team - recognizing our "inner voices"



Benedek BUZA

Budapest ÉLET TES, Hungary

Abstract

The model of "The Inner Team" refers to the babble of voices that we hear in our mind, some more frequently and persistently than others. Our mind does not necessarily speak to us in just one clear and congruent voice. Usually, there is a whole chorus of voices, in all kinds of pitches, melodies and sounds. These inner voices come from deep inside us, from our subconscious, our mind or our soul. A renowned German communication scientist and coach Friedemann Schulz von Thun created the method of "The Inner Team". Since he introduced the tool to public in his book "MiteinanderReden: 3" in 1998 and in his lectures, it has claimed a lot of success and praise. Schulz von Thun developed the method of untangling the babble of inner voices and creating the dialog with "The Inner Team" in order to solve internal and external conflicts and to clarify difficult decisions.

WS3_C - Interactive Workshop 'Active listening to loneliness'



Eva VAN HOUTD and



Marjan VERTOMMEN

Tele-Onthaal, Antwerp, Belgium

Abstract

In this interactive workshop we explore some possibilities and limitations of active listening to lonely callers together. That can include exploring different forms of loneliness and being aware of

their existence. Practicing an open mind and perspective is crucial in this regard. Not rushing to understanding, but exploring this feeling of being alone/feeling lonely. Which emotions are related to loneliness: anxiety, anger, sadness, disconnectedness, emptiness ... And which possibilities and skills/competences does the caller still have? The skills of paraphrasing and asking questions are ever so relevant with lonely callers. One of the challenges in having a conversation with someone who is feeling lonely, is ending the conversation. The caller can experience painful emotions when the volunteer ends the conversation, and might be reluctant to let go of this connection. Ending the conversation might leave a caller feeling even more lonely than before. The volunteer might feel powerless as well, being aware of the boundaries of TES. It can be a challenge to deal with that feeling. How can we be thoughtful to these painful experiences? When dealing with limits, what could we do that might help?

LANGUAGE: FRENCH

WS3_F - L'écoute de la solitude de la personne dite psychotique



Marie-Christine JACQUES et



Marianne MAAS

Télé-Accueil, Liège, Belgique

Abstract

Nous observons une augmentation des appels de personnes concernées par des troubles psychotiques. Leur solitude est très importante à la fois par le fait qu'il leur est difficile de s'insérer dans un tissu social et relationnel et par la



manière dont leur monde interne est structuré dans la mesure où l'accès difficile à l'altérité rend leur solitude encore plus hermétique. Comment écouter une personne qui délire ? Quelle place prendre dans ce genre d'appels ? Quel sens à notre écoute ? La Fédération des Télé-Accueil de Belgique a rédigé une brochure sur le thème A l'écoute de la personne dite psychotique en 2015 afin de partager des clés de compréhension et des pistes d'écoute pour aller à leur rencontre. Nous vous proposons à partir de cette brochure et d'exercices d'écriture d'enrichir notre regard sur la psychose.

WS3_G - Comment votre attention et votre écoute du deuil au téléphone et par internet peuvent apporter une aide réelle et avoir toute leur place dans la prévention du suicide



Michel MONTHEIL,



Eugénie BOURREAU,



Sophie LERIQUE
SOS Amitié La Rochelle (France)

Abstract

L'atelier traitera de la question du deuil et des services d'écoute. L'idée est de montrer comment une présence au téléphone et le fait d'être écouté peut rétablir les liens après la mort d'un être cher par le recours aux services d'aide et d'écoute par

téléphone. Le poste de La Rochelle a mené une expérimentation sur ce sujet et est associé à cet atelier.

LANGUAGE: ITALIAN

WS3_I - I caregiver e la complessità della cura



Luz CARDENAS

Psicologa, Novara, Italia

Abstract

Il workshop intende affrontare la dimensione relazionale dei caregiver che si fanno carico di anziani o persone in condizioni di cronicità e/o declino in cui la relazione si caratterizza in primis su una sorta di elevati livelli di dipendenza dei curati rispetto ai curanti. Partendo dalle esperienze dei partecipanti si cercherà di mettere a fuoco i vissuti emotivi delle tre tipologie di caregiver che entrano in scena nella cura di persone non autosufficienti e/o con elevati livelli di dipendenza e le implicanze di tali situazioni sui loro stati emotivi tra significati attribuiti, resilienze e rischi:

- Familiari: mariti, moglie, figli o altro in cui alla base della relazione c'è il legame familiare dentro della loro specifica storia familiare
- Assistenti familiari (badanti): nuovi attori della cura a domicilio, donne migranti per la maggior parte. Una sorta di incontro tra disagio e vulnerabilità
- Operatori sociali: professionisti della cura che mettono in evidenza le opportunità e le tensioni delle attuali forme culturali alla base dei servizi della cura a persone non autosufficienti.

LANGUAGE: DUTCH

WS3_J - How to detect and discuss signs of loneliness in an anonymous conversation



Dorine KETTENS

Landelijke Luisterlijn Sensor, Zaandam, The Netherlands

Abstract

In deze workshop gaan we op interactieve wijze ontdekken hoe je eenzaamheid kan signaleren en bespreken in een anoniem gesprek. Een anoniem gesprek leent zich daar goed voor. De uitdaging ligt in het feit om interventies te bedenken zonder het woord eenzaamheid te noemen. Mensen willen niet eenzaam gevonden worden. Diverse oefengesprekken vinden voor de groep plaats (jonge vrouw met eetproblemen, gescheiden man, vrouw met schulden). De trainer zoekt samen met de workshop bezoekers naar de meest helpende interventies. De vragen en mogelijkheden kunnen direct getest worden in het gesprek. Aanwezigen gaan naar huis met een breder scala aan vragen en mogelijkheden om (kans op) eenzaamheid in een gesprek bespreekbaar te maken en daarmee de gesprekspartner mogelijk in beweging te krijgen.

LANGUAGE: GERMAN

WS3_L - Wenn Worte allein zu wenig sind... Werte und Kräfte in uns- die heilende Wirkung der inneren Bilder



Margot UNTERRADER

Telefonseelsorge Innsbruck, Austria

Abstract

Einsamkeit als großes Thema unserer Zeit erleben wir auch am Telefon. Sehr oft helfen verständnisvolle Worte. Manchmal sind sie aber zu wenig. Im Workshop lernen wir, tiefer zu gehen und die Ressourcen zu aktivieren, die alle Menschen in sich haben, um dem Gefühl der Einsamkeit entgegenzuwirken. Als Methodik dient hier die Wertimagination nach Uwe Böschmeyer, die ihre wissenschaftliche Grundlage in der Logotherapie Viktor Frankls hat. Unter Werten versteht die Logotherapie positive Gefühlskräfte wie Liebe, Freiheit, Verantwortung, Güte, Mut, Vertrauen uvm., die in Jedem von uns unzerstörbar angelegt sind. Über innere Bilder (Imaginationen)

lassen wir uns auf diese Werte ein und spüren so ihre Wirksamkeit.

WS3_M - Sexueller Missbrauch - Trauma - Einsamkeit



Michael HILLENKAMP

Telefonseelsorge Dortmund

Abstract

Sexuelle Gewalt ist ein massiver Einbruch in die intime, ganz persönliche Sphäre eines jeden Menschen. Die Auswirkungen sind oftmals schwerwiegend und anhaltend. Im Workshop geht es darum, den innerlichen Prozess rational zu verstehen, aber vor allem emotional und körpernah zu begreifen. Dazu dienen kurze intensive Übungen und Demonstrationen.

WS3_N - Die Bedeutung von Stimmklang und Sprechablauf für den Aufbau von Beziehung in der telefonischen Beratungsarbeit



Gunhild VESTNER LEITERIN

Der Telefonseelsorge Recklinghausen

Abstract

Wenn es um den Aufbau von Beziehung geht, macht der Ton die Musik. In dem Workshop geht es zunächst um eine Aktivierung der Hörfähigkeit, denn alle Klangarbeit beginnt mit dem Hören. Sodann geht es um eine spielerische Auseinandersetzung mit der eigenen Stimme. Ziel ist die konkrete Arbeit an „Klanginterventionen“. Jede verbale Intervention am Telefon wird durch eine „Klangintervention“ begleitet. Wie werden emphatische Klanginterventionen gestaltet? Wie



hört sich Konfrontation an? Was verraten mir der Stimmklang und der Sprechablauf über den Anrufer und die Anruferin?

WS3_O - Einsamkeit im Lebenslauf



Olaf MEIER
TES Duisburg

Abstract

Einsamkeit als Erleben sozialer Isolation ist quälend. Einsamkeit als Umgang mit der je eigenen Individualität und Sterblichkeit ist notwendig und befreiend. Die sozialen, psychologischen und spirituellen Seiten der Erfahrung von Einsamkeit werden anhand von Bildern, Musik, Texten beleuchtet und gegengelesen mit den biographischen Erfahrungen der Teilnehmenden am Workshop.

WS3_P - Einsam oder allein?



Tatjana MICHALAK, Leiterin von Doweria der russischsprachigen Telefonseelsorge, Berlin, Deutsch-land



Bernhard BERCHTBREITER, Leiter der TelefonSeelsorge Bad Reichenhall, Bad Reichenhall,

Deutsch-land

Abstract

Alleinsein und Einsamkeit zu unterscheiden ist äußerst wichtig. Beide haben zunächst nichts miteinander zu tun. Einsamkeit ist nicht an die An- und Abwesenheit von Menschen gebunden. Wer einsam ist, dem fehlen nicht einfach Menschen – sondern das Gefühl, von ihnen beachtet, anerkannt und gebraucht zu werden. Einsamkeit charakterisiert also eine tiefe Unzufriedenheit mit den Beziehungen, die schon bestehen. Alleinsein ist eher als ein Zustand gekennzeichnet, in dem ich mich gerade befinde, und zwar ohne mich einsam zu fühlen. Also allein sein im Büro, auf einer Bergwanderung oder auch in meiner Wohnung. Alleinsein ist eher positiv besetzt. Mit kurzen theoretischen Inputs, Übungen, und gemeinsamem Austausch werden uns dem Thema nähern.

WS3_Q - Trauer erwärmen - Creating a warm and supportive space for the expression grief



Judith SCHWIETERS



Lisa ZENSEN
TS Hamm Deutschland – Germany

Abstract

Erwärmen geschieht überall, oft benutzen wir einen anderen Begriff dafür, jedoch geht es immer darum vorbereitend einen Raum zu schaffen, in dem etwas geschehen kann. Der Raum kann sowohl örtlich als auch geistig sein. Die Metapher des Winters passt gut zum Erleben von Trauernenden. Sie fühlen sich oft nicht in Kontakt zu sich selbst, zu den Menschen um sich herum und auch nicht in Kontakt zu der Welt, in der sie leben. Diese Kontaktlosigkeit ist häufig fast so schmerzlich

wie der Verlust selbst. Das Erwärmen beschreibt den Vorgang, Orte, Umstände und Personen im Interview so zu gestalten, dass sie präsent, warm, sind. So öffnet sich ein Raum für Kontakt und Begegnung. Inhalt des Workshops ist das Kennenlernen einer Methode durch erlebnisorientiertes Arbeiten.

WS3_R - Spiritualität und Selbstvertrauen



Hans IBERL

TelefonSeelsorge Ingolstadt, Germany

Abstract

Einsamkeit ist oft die Folge von geringem Selbstwertgefühl. In diesem Workshop soll der Frage nachgegangen werden, welche Bedeutung Spiritualität (im weiten Sinn) für das Selbstvertrauen, für das Selbstwertgefühl haben kann. Die Teilnehmer/-innen sollen erfahren, dass eine spirituelle Basis den Menschen Kraft geben kann. Mit Impulsen, Kurzfilmen und Kleingruppenarbeit wollen wir uns dem Thema so annähern.

WS3_S - Einsatz von NLP Interventionstechniken bei der Arbeit in der Telefonseelsorge



Martin ROSENKRANZ and



Karin BOCHENEK

TS - Recklinghausen / TS - Krefeld/Mönchengladbach/Viersen

Abstract

urze Beschreibung in die Grundlagen des NLP. Begriffe des NLP im eigenen Dasein. Metamodell von Sprache. Handwerkszeug aus dem NLP für unsere Gesprächsführung. Beispiele und, Übungen

CROSS LANGUAGES: English, German, French and Italian

WS3_W - Come as you are - experimental encounters



Petra SCHIMMEL

TelefonSeelsorge Hamm, Deutschland, Germany

Abstract

Stillness - Movement - Sounds - Speech. We meet in a room where these different options of meeting yourself and others can be explored. In this process we let ourselves be guided by our own feelings and our intuition. We bring along: openness for the encounter with ourselves and others.

Friday, 5 July 2019 – Afternoon session

EFFECTS OF LONELINESS

PLENARY SESSION 16.00 - 17.30

Main Hall - Teatro Nuovo Giovanni da Udine

Languages: English, Italian, German and French

PL_4 - The Price of Modern Life: Depression&Loneliness



Viktor STAUDT

Internationally recognized writer and speaker,
The Netherlands

Abstract

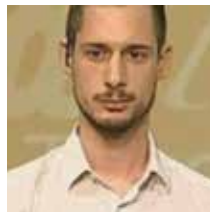
Loneliness today is where depression once was: a taboo, especially for the younger generation. While life is looking so good on the surface (social media), yet this 'modern loneliness' is like nothing we have seen before. 'During my speaking tour I have come across many young people that tell me about their loneliness, and how it can lead to depression, or even suicidal thoughts. Though we call it loneliness, I think it is more about connecting to others. Or the lack thereof. 'My presentation offers tools for recognizing the early signs of loneliness (depression) in teenagers and young people. As well as strategies for overcoming the stigma related to modern loneliness and pathways to help.

PARALLEL SESSIONS 16.00 - 17.30

Main Hall - Teatro Nuovo Giovanni da Udine

Language: Italian, French, German

PA_4a - Hikikomori: the rising phenomenon of social isolation in youths



Marco CREPALDI

Psychologist and expert in Digital Communication, President and founder of the "Hikikomori Italia" Association, Italy

Abstract

The Japanese term hikikomori literally means "to be alone" and it's commonly used to refer to those people who isolate themselves from society for a long time, staying in their own home and cutting off any direct contact with the outside world. The phenomenon mainly concerns young males, who struggle in relationships and who have a critical view of society in which they no longer recognize themselves. In Japan this phenomenon has assumed a worrying size, with more than 500'000 confirmed cases, but the numbers seem to be growing in many economically developed nations, including Italy, where the national association Hikikomori Italia estimates there are at least 100,000 potential cases. Despite the numbers of the phenomenon, it's still largely unknown and those who suffer from it often feel themselves alone and misunderstood in their own pain. During my speech I will give an overview of the youth social isolation phenomenon in Italy and I will present the first statistical data collected through a sample of 288 parents from all over the country. Furthermore, I will try to debunk the myths that still exist around this problem that is too often confused with internet addiction, depression or other psychopathologies.

Emotional Resilience: when well-being through self-awareness reaches youth



Mark MILTON

President of the Foundation Education 4 Peace,
Switzerland

Abstract

In less than 20 years our world has changed, what was then unimaginable is happening, children around the world are starting to learn about emotional literacy, at same time, a collective awareness and understanding of human resilience is growing. Will this new dimension of self-awareness lead to a new human consciousness?

PA_4b - TOOLS: LONELINESS ON THE PHONE

University of Udine - Aula 2
Language: German and English

Loyalty and loneliness



Birgit KNATZ und Stefan SCHUMACHER

Post directors of TelefonSelsorge Hagen-Mark
(TES), Germany

Abstract

It is the loneliness that drives most people to call us or to write us. In many cases, the tormenting feelings of loneliness result from the experience of limitation, separation, loss and the arising insults. However, loneliness is not the only result. Many people also feel lonely in relationships. In their distress, they persistently, tirelessly and regularly contact the help-line. When faith, love and hope have passed away, loyalty jumps in. Although fidelity to telephone counseling does not create a social relationship, it keeps it alive. People who come into contact with loneliness often

have challenging communication habits: they talk non-stop, complain a lot or express sorrow! Not easy for dialogue, sometimes poisoned by it. In our lecture, we highlight some of the communication poisons and show ways in dealing with permanent speakers on the phone and in chat dialogues. We explain how you can deal with people who constantly complain and yammer and how you set limits!

Listening to loneliness



Nancy LISCANO PARRA

President of Telefono Esperanza UK, Psychologist
specialized in logotherapy, UK

Abstract

The programme listening to loneliness is an experience of listening and accompanying people who feel lonely in London. Currently, loneliness is considered an epidemic of modern society, a public health problem that due to its physical, mental and social consequences requires an approach from multiple perspectives. (Carvajal-Carascal and Caro-Castillo, 2009). The loneliness of the elderly, immigrants, prisoners, children, youth and adolescents is a reality that can be "invisible" and therefore not enough resources are invested to help this problem. The service provided by this Program, in accordance with the values that inspire TEUK VOADES, is to promote the emotional health of people who are alone, with a spirit of solidarity, without borders, open to all races and cultures, without any type of ideological, cultural or religious discrimination, through facilitating listening and personal encounter with people who burn their loneliness, this being an increasingly pressing problem in our society. As "Listeners" TEUK VOADES volunteers who will participate in the Program Listening and accompanying the people in solitude who demand our service. The local Social Services were informed about the service to be implemented and requested their collaboration. The Listening to Solitude Program work with a group of qualified volunteers to meet the initial demands. In London we have a group of trained volunteers, qualified and willing to of-



fert heir help in this Program.

PA_4c - LIVING LONELINESS

University of Udine - Sala Tomadini

Language: Italian

Beyond loneliness: do you become “wrong” old since your childhood?



Ferdinando SCHIAVO

Neurologist, Udine, Italy

Abstract

In the current scenario dominated by an aging world population, neurodegenerative diseases, among which dementia stands out, are becoming an important health, social, welfare and economic issue. In July 2017, an international commission created by the prestigious medical journal the Lancet identified a total of nine modifiable risk factors to combat dementia, including Alzheimer (I prefer to say to postpone). Gill Livingston and 23 other international experts have officially added two “new” risk factors for dementia: deafness and poor socialization (the “bitter” solitude, I love to call it!). The existing list of seven factors established in 2011: diabetes, mellitus, arterial hypertension and obesity in adulthood, smoking, depression, low levels of education, sedentary lifestyles now have two other companions of misfortune! For the elderly, loneliness (unwanted, sought, desired, or accepted) ends up being associated with a significant reduction in the quality of life as well as a reduction in life expectancy. It is also a bitter loneliness for those who hear the words but do not understand them due to deafness. So when is it time to start prevention? The correct answer is: as soon as possible and from an early age! Old peoples’ lives can go wrong in childhood. However, being poor with children and young people, especially when combined with low parental education, adversely affects health and cognitive development, thus transforming the initial inequalities into inequalities of the person’s destiny.

Human quality in living our lifetime after 65: new perspectives thanks to Narrative Medicine



Piera GIACCONI

Art therapist and narrative medicine teacher, Italian Storytelling School

Abstract

Through experiential laboratories with medical humanities tools – fairy tales, literature, painting, photography, sculpture, music, songs, opera librettos, mimic and movement games – enhanced by the GENREN® imaginal breathing, the participants develop self awareness of their deepest identity and of their essential human qualities. Then the sense and meaning of their lifetime emerge, as well as the strenght of spirit, resilience, generosity, solidarity, tenderness and care of themself. Some knots of suffering and solitude melt down, with the result that the heart becomes lighter in front of the thought of the death. At the end there are improvements in the relationship with relatives and healthcare staff, in care pertinence, in complicity and care alliance.

Piazza della Solitudine - an artistic project about loneliness



Natalie FELLA and Giulia TOLLIS

Wundertruppe, theatre company, Italy

Abstract

Piazza della Solitudine is an artistic project, which brings together relational arts and new technologies, music and spoken words; it is the place where a public bench can be transformed

into a stage. The project aims to put together the theme of loneliness, which is related to the personal sphere, with various aspects of public life. The leading questions are: how is public space perceived and experienced nowadays? How is the public space changing and how these changes affect people's inner lives and their relationships? How does the relationship with loneliness change in the in the different ages of life? All these questions are related to the landscapes we live in. Feeling lonely in the mountains is not like feeling alone in a big city. But a bench is always a bench, in any landscape, and is perhaps the last free space of our western world. During the speech, videos and images relating to the work stages already carried out in Italy and Canada will be presented.

WORKSHOPS 16.00 – 17.30

LANGUAGE: ENGLISH

WS4_A - Caring for yourself



Julija PELC, HERUKA; Julija Pelc s.p., Ljubljana, Slovenia



Tatjana VERBNIK DOBNIKAR, Gestalt psychotherapist EAGT, EAP, supervisor and lecturer

Abstract

Being a listener on the phone for people in distress is neither a task nor a profession. It is a mission that puts another person in the foreground. The listener is there to listen and respond in a way that supports the co-speaker, conversation helps influence on the emotional discharge and raise awareness. Is he doing it for himself too?

In addition to professionalism, integral care for yourself (physical, psychological and spiritual) is vital in order to perform his role well enough. It is important to concentrate on our own sources of power and powerlessness that can unexpectedly surprise us during the conversation. We all have these moments. Rare people are ready to lighten them up and become stronger. Regular unloading of burdens is a skill, caring for yourself is a responsibility. Please join us for creative research.

WS4_B - Burnout syndrome – causes, symptoms and prevention



Melinda MEDGYASZAI

Connection '96 Mental Health Association, Veszprém, Hungary

Abstract

The workshop will balance between theory and practice in a few rounds. In every round first the leader gives a short review about Burnout syndrome, its symptoms, causes and coping mechanisms, then the participants are encouraged to describe their own individual experiences with the familiarized general features. We'll close the workshop with simple relaxation and breathing exercises designed for stress control.

LANGUAGE: FRENCH

WS4_F - Rôle de la parole dans la restauration et le retissage des liens humains dans les appels évoquant la sexualité au téléphone



Michel MONTHEIL

Psychologue clinicien, thérapeute de couple, diplômé en sexologie, superviseur d'équipes

soignantes et d'écotants à S.O.S AMITIE La Rochelle depuis 1987.

Abstract

La sexualité qui « sépare » et aliène dans une solitude déshumanisante, a besoin, au téléphone de la « voix » d'un autre pour retrouver sa voie vers la dignité. Le langage est une dimension qui lance des ponts entre les humains, tout comme la sexualité, psychique et génitale. Devant le mur que constitue un désir ressenti qui ne trouve pas de partenaire (réel ou imaginaire), l'appelant use du langage pour « toucher » l'écotant, « pénétrer » en lui, faire lien, entrer en « relation »... fût-ce par l'expression d'un refus, qui est malgré tout une forme de relation. Notre atelier explorera comment l'écoute de la sexualité peut restaurer le lien humain en évitant d'exposer les écotants à leurs peurs et émotions.

LANGUAGE: GERMAN

WS4_L - Lachen gegen die Einsamkeit



Karin HEYMANN

Telefonseelsorge Hamm

Abstract

„Lachen ist die kürzeste Verbindung zwischen zwei Menschen.“ (H. Sotzal) Lachen bringt die Menschen zusammen. Lachen entspannt, fördert die Kreativität, macht glücklich und ist bekanntlich die beste Medizin. Beim Lachyoga lachen wir gemeinsam, ohne dass wir dafür einen besonderen Grund brauchen. Sobald einer anfängt steckt das Lachen an und alle lachen mit. Und das Lachen ohne Grund wirkt genauso wohltuend wie „echtes“ Lachen. Der Workshop bietet Infos zur Entstehung des Lachyoga, zur Theorie und vor allem viel Lachpraxis. Macht mit, denn „jedes Lachen vermehrt das Glück auf Erden.“ (Jonathan Swift)

WS4_M - Die Einsamkeit in Bildern



Elke ROSEMEIER und



Christa KÄHLER

TelefonSeelsorge Rhein-Neckar e.V., Deutschland

Abstract

EINSAMKEIT ist nicht das, was man wählen oder lassen kann. Wir sind einsam. Damit einer mit dem anderen über die Überwindung von Einsamkeit sprechen kann, muss viel geschehen und viel gelingen. Manchmal helfen Bilder, die Einsamkeit in mir in Sprache zu fassen. Wir haben die Gespräche mit Anruferinnen und Anrufern im Blick, die einsam sind und die wir verstehen wollen. Wir denken an Bilder, die von Einsamkeit erzählen und möchten mit Ihnen das Thema EINSAMKEIT, mit Kunst im Blick, neu entdecken.

WS4_N - Die Magie in Beziehungen



Dietrich HOOFF-GREVE

TS Siegen / Deutschland

Abstract

Magier und Illusionisten verstehen es seit Jahrtausenden, Menschen zu faszinieren. Aber wie? Das Entscheidende geschieht im Kopf der Zuschauer.

Neben meinem Beruf als evangelischer Pfarrer arbeite ich seit mehr als 26 Jahren erfolgreich als Unterhaltungskünstler "Pikkus" (www.pikkus.de). Meine These lautet: „Als Berater schaffen wir es ebenfalls, die Ratsuchenden zu einem besseren Leben zu verführen.“ In diesem Mitmach-Workshop präsentiere und erkläre ich Zauberkunststücke, die Teilnehmenden lernen selbst zaubern und analysieren dabei ganz nebenbei die einmalige Beziehung zwischen dem Künstler und seinem Publikum. Wir werden überrascht sein, wie sich die Beziehungsdynamik auf die Arbeit der Telefonseelsorge übertragen lässt.

WS4_O - MailSeelsorge- Schreiben gegen die Einsamkeit



Bernhard WAGENER und



Martina RUDOLPH-ZELLER

Ev. TelefonSeelsorge Stuttgart, Deutschland

Abstract

Den Gefühlen, Gedanken freien Lauf lassen, das Unaussprechliche in Worte fassen, alte Ansichten betrachten und neue Blickwinkel einnehmen – darum geht es in der Mailseelsorge. Die Erfahrung, dass die Gedanken und Gefühle wahrgenommen werden, wertschätzend angenommen reflektiert, und möglicherweise sortiert werden – das tut besonders dann gut, wenn Menschen niemanden haben, dem sie sich anvertrauen können. In diesem Workshop werden wir ganz praktisch anhand von Mails kreative Formen des Schreibens kennenlernen.

WS4_P - Kurze Gespräche führen



Norbert ELLINGER

Evangelische TelefonSeelsorge München

Abstract

Ob ein Seelsorge- oder Beratungsgespräch als hilfreich erlebt wird, hängt nicht immer von der Empathie und dem Respekt der beratenden Person oder der Dauer und Intensität des Gesprächs ab. Auch in einer kurzen Unterhaltung können Ratsuchende in einer besonderen Lebens-, Krisen oder Konfliktsituation befreiende Hilfe erfahren. Dafür werden Aspekte der von Timm Lohses beschriebenen Methodik zum seelsorgerlichen und beratenden Kurzgespräch in Theorie und Praxis vorgestellt.

WS4_Q - Klassische Musik und wie sie bei Einsamkeit hilft



Viktor STAUDE

Writer and speaker

Abstract

GeradefürjungeLeute gilt öfters: klassischeMusikist alt und langweilig. Alt? Klar! Die meiste-klassischeMusikistüber 100 Jahre alt. Langweilig? Auf keinem Fall! VieleaktuelleFilme und Fernsehserienbedienen sich von klassischerMusik (Soundtrack). Dazukommt: bestimmteMusik-kann dir helfendabei, Gefühle der Einsamkeitzulindern. Die Musik von Chopin zumBeispiel: wennichtraurig bin odermichalleinefühle, ist Frederic mein bester Freund. Mittels seiner Musikkomm-termentgegen und triffmichdort, wo ichmichgeradebefinde: an einemdunklen Ort im Kopf. Anschließendnimmtmichmit, langsamabersicher, zueinem Ort wo eswieder Hell ist. Es Licht gibt.

Gerneerzähle ich dir, wie das geht! Wir sehen uns beim Workshop!

CROSS LANGUAGES: English, German, French and Italian

WS4_W - The tango embrace: a deep conversation without words



Francesca FEDRIZZI e Brian CHAMBOU-LEYRON

“Tango-Terapia”, Buenos Aires, Argentina / Musician, Argentina

Abstract

An innovative proposal to deepen our self-knowledge, listening and empathy, with the aim of improving the quality of our relationships.

We invite you to discover the “tango embrace” in a playful shared space to become aware of the potential of non-verbal communication of our body. An excellent environment for deep conversation without words. A fun and inspiring experience, a place to meet oneself with others.

By learning to dance tango, we learn to believe and to trust in “the words that are danced”.

No need to know how to dance tango to participate.

WS4_X - Creativity instead of loneliness in the language of love



Eva BARATH

Magyar Lelki Elsősegély Telefonszolgálatok Szövetsége LESZ Hungary

Abstract

Creative and interactive workshop. We make small gifts from textiles and paper while we can feel how the power of creativity transform loneliness with filling our souls with energy. Without language, during the workshop we will communicate in the language of love, body, mimicry. During the workshop various techniques will be used to make heart-shaped gifts – stitching, drawing, textile work...A big mandala will be created together, symbolizing that we become from several places, but we can feel the power of togetherness. Creativity, the power of community could be experienced and open a new path in our lives. Participants of the workshop by experiencing this creativity personally, will be able to transform loneliness and use this energy as a “medicine” against loneliness in their lifetime and also mediate others. I am waiting for you to join us to create a unique workshop together.

WS1_Y - Creating sweetness: tiramisu and pannacotta



Roberto NOTARNICOLA

MAMM Ciclofocacceria, Udine

Abstract

Who doesn't know Italian desserts panna-cotta and tiramisu - which was invented in Friuli? An ecstasy of sweetness and softness that begins with sinking the spoon in the cup, continues on your palate and ends up freeing your endorphins. Would you like to go home with the authentic recipe of both and pamper yourself and your loved ones with a bit of Italian sweetness? Then this is your workshop! You will learn how to make an excellent panna-cotta and tiramisu and above all you will enjoy them with your TES friends from all over Europe in this very special tasting workshop.

WS4_Z - Singing all together the songs of the world!



Claudia GRIMAZ

Singer and performer of popular music (Udine, Italy)

Abstract

Singing is an activity that allows us to express our emotions and our experiences regardless of knowing how to sing or be sung. It offers us the possibility of creating alliances and dialogues without knowing any particular language, where the care of creativity is based on respect and the need for diversity. The only prerequisite is the pleasure of singing together.

UDINE LABORATORY CITY

PA_UD - PARALLEL SESSIONS 18.00 – 19.30

Wonderland and Listening Skills: best practice in school



(Foto 30) Chiara TEMPO and students of Liceo Percoto (UD)

Professor and Head of School-Work Alternation Activities, Liceo Caterina Percoto, UD, Italy

Abstract

As part of the programs for soft skills and orientation, a new ministerial proposal for educational innovation in secondary schools, the Percoto High School has experimented two training courses, which will be presented at the conference by some students who attended them: the project “Listening Skills” led by ARTESS-IFOTES-VOCI Fuoricampo and the project “Wonderland”, created in collaboration with Co.S.M.O. SCS and supported by ASUID.

Other speakers in the italian program



Saturday, 6th July 2019 – Morning session

LONELINESS AND IDENTITY

PLENARY SESSION 9.00 – 10.30

Main Hall – Teatro Nuovo Giovanni da Udine

Languages: English, Italian, German and French

PL_5a – Loneliness and the need to belong: aspects of loneliness



Anja MACHIELSE

Professor of Empowerment of vulnerable older adults, University of Humanistic Studies, Utrecht

Abstract

Social relationships with relatives, friends and acquaintances are important resources for the personal functioning of people and offer a unique chance to meet belongingness needs. However, in modern Western societies, meaningful and supportive personal relationships have become less self-evident. Due to societal developments (like individualisation processes) people are less able to fall back on 'given' bonds such as family or neighbourhood relationships. Especially major life-events can cause loneliness: a divorce, the death of a loved one, retiring, moving, a decreasing health condition, and ageing often have a negative effect on the size or quality of the social network. In her lecture, Anja Machielsse explores different aspects of loneliness: the great diversity among lonely persons, the consequences of loneliness for their self-worth and self-respect, and their lack of social support. She also explores the personal competencies and social skills that are necessary to make meaningful contacts; skills that are needed to show vulnerability and to ask for help in times of adversity. Anja Machielsse also gives insight into the strategies lonely people use to deal with their situation, and the possibilities they see of changing their situation. She shows

that lonely people develop habits and rituals to meet their social needs that often intensify their loneliness. The lecture makes clear that social interventions should fit with the ambitions and strategies of the lonely people involved.

PL_5b- Identity, memory and emotional ties: how to escape from loneliness when inherent pieces of our experience slip away forever?



Michela MARZANO

Full Professor of Moral Philosophy at the Sorbona University

Abstract

What remains of emotional and social relationships when you start to lose your memory and entire pieces of your own history slip away? Is it possible to avoid suddenly finding yourself alone, unable not only to look after yourself but also to recognize your loved ones? Starting from the example of dependent elderly people but also with those who fall ill at an early stage with Alzheimer's or senile dementia, this report seeks to analyze the grammar of affective relationships, the importance of mutual trust, but also and perhaps above all, the need to rethink ties when a person changes and when, even in the eyes of their loved ones, they not only stops being reliable but even seems to become a stranger.

PARALLEL SESSIONS 11:00 – 12:30

PA_5a COMMUNITY EXPERIENCES

Venue: Main Hall – Teatro Nuovo Giovanni da Udine

Languages: Italian, French, German

Fighting social isolation by enhancing cooperation and empowering citizens



Jean-Francois Serres

Managing Director of MONALISA (Mobilisation nationale contre l'isolement des âgés), France

Abstract

Social isolation is a new form of poverty. It strains our societies' social cohesion and engages us to create new connexions and solidarities. In 2017, 10% of the French population was concerned. But social isolation does not only consist in the scarcity of social interactions: the quality of relationships matters a lot. Relationships that do not provide enough security, recognition or mutual participation tend to produce isolation. This framework for understanding isolation brings forth innovative principles of social intervention: citizens are best placed to build selfless, chosen and mutual relationships with isolated people. We must then support their local initiatives if we want to help rebuild environments that are supportive and sustainable for relationships. This support should steer public action and promote the idea of a strong complementarity between professional and volunteer action. The cooperation of all stakeholders – non-profit organizations, health institutions, local authorities and pension funds – is essential to tackle this challenge. Empowering citizens, supporting their initiatives and promoting cooperation of all actors at a local level are the main goals of the MONALISA approach, adopted by hundreds of organizations and more than 60 territories in France.

Proximity Services to counteract loneliness: the “No alla Solit’Udine” project



Giovanni BARILLARI

Hematologist, and Health Councilor, Municipality of Udine, Italy

Abstract

One of the larger volunteer services in Udine is the helpline “No alla Solit’Udine” (No to loneliness), which is a helpline open to older citizens for four hours every morning. Three telephone operators are employed by the municipality to answer calls from older people living with frailty, disability or exclusion and decide what kind of help they need. A cadre of around 100 effective volunteers from 23 organizations offer a variety of services, from delivery of groceries to counselling, offering help for small repairs to transportation, doing the shopping, or just coming along for keeping the elderly company possibly reading the newspaper or books to those suffering from glaucoma. This service is co-ordinated by the municipality and is aimed at supporting older people who lack economical means, and have no family or network to help them out. It originated from the awareness that the home care offered by standard services should not lead to isolation and be complemented by an external help and equal access to services encouraged. The project has been running for over 15 years, setting an example of solidarity and civic engagement in support of the most vulnerable population groups. The activity of voluntary associations and their contribution to the community's and older people's life represent an irreplaceable social capital in the community.

PA_5b BORN TO BE LONELY?

Venue: University of Udine - Aula 2

Languages: German and English

Every human being is a universe - and (therefore) completely alone



Pater Elmar SALMANN

Philosopher and Theologist, Germany

Abstract

The lecture wants first to understand loneliness



positively, as richness and uniqueness of each person, who is one and alone, united into the One. Every self is a world and at the same time the centre of its view of the world. To promote this is the goal and centre of all pastoral and psychological accompaniment. At the same time lies in this incomparable peculiarity the reason for the shadow of loneliness. People can never completely understand themselves and each other, but they can and should try to face each other, to be helpfully present, thus to be alone together..

Narrating partnership: Riane Eisler's cultural paradigm for loving relationships



Antonella RIEM

Director DILL (Department of Language and Literatures, Communication, Education and Society), Italy

Abstract

In this paper I will focus on the intercultural and interdisciplinary model, proposed by Riane Eisler, an outstanding macrohistorian, social activist and anthropologist, who, as a young girl of six, escaped the Holocaust, where most of her relatives inhumanely lost their lives. In the course of her life, she was able to transform this indescribable horror and create her inspiring Cultural transformation theory, becoming a source of inspiration for thousands of us, for she keeps on working for peace and understanding among peoples and individuals, form the social, educational, economic, political and spiritual point of view..

PA_5c TELLING ABOUT LONELINESS

Venue: University of Udine –Sala Tomadini

Languages: English

Healing connection between story-teller and story-listener through stories



Ildikó BOLDIZSÁR

Fairy-tale therapist, Hungary

Abstract

Metamorphoses story-therapy is based on the concept that there is no situation in life that does not correspond to a story. During the course of the therapy, we find the story with the best fit for the given situation, in which the hero sets forth into the world for the same reasons and seeks to realise the same ambitions as my patient but is better able to overcome the obstacles in his path. The hero of the chosen story is not killed by the dragon or turned to stone but manages to take his journey to its conclusion. The process of therapy leads us to investigate the reasons for a patient failing to overcome the obstacles in his path. In the course of my work, I have told stories to people under the most extraordinary array of circumstances. I have told stories to babies still in the womb, to women in labor, to children yearning to understand the world around them, to teenagers yearning to understand themselves, to young adults fearing both divorce and commitment, to mature men and women, and to the dying. I have told stories at funerals and at weddings. I have told stories in prisons, reform centers, orphanages, institutes for the blind, libraries, banks, schools, university seminars, and hospitals.

Stories have helped me come to know all walks of life, and in each walk of life I have told different stories to people beset with woe, as the circumstances and the person him or herself demanded. For no matter what I come across in life, a moment of joy or sadness, hope or grief, it always reminds me of a story.

The possible role of mindfulness meditation and mindfulness-based interventions in reducing loneliness and enhancing social-relationship



Cristiano Crescentini

Department of Languages and Literatures, Communication, Education and Society of the University of Udine, Italy.

Abstract:

Despite social isolation and loneliness represent serious public health concerns, relatively little is known about evidence-based behavioral interventions that can help in dealing with these critical individual and social aspects. Recent evidence, however, suggests that mindfulness-meditation and mindfulness-based interventions, with their present-moment awareness and openness/acceptance fundamental components, may promote better social-relationship functioning and reduce loneliness.

After a general introduction to mindfulness-meditation and mindfulness-based interventions, the lecture will focus on their effects on individual and social pain and on loneliness.

WORKSHOPS 11.00 – 12.30

LANGUAGE: ENGLISH

WS5_A - Building Mindful and Compassionate Relationships



Karen HEIJSTER

De Luisterlijn, The Netherlands

Abstract

A lot of people have trouble with crucial human processes like caring for others, receiving care

and especially with self-care. It's hard for them to engage in relationships and they experience feelings of loneliness and isolation. Opening our heart to ourselves and others is extremely valuable and may even be a necessity for our physical and psychological wellbeing. Scientific research proves that Mindfulness and (Self)Compassion are keys to mental health. They enable us to build relationships with more awareness and depth. The main goal of the workshop is to introduce and let you experience the basic principles of Mindfulness and (Self)Compassion and its healing power on the relationship with yourself and others.

WS5_B - Reflection - Path for better quality



Julija PELC HERUKA, Julija Pelc, s.p., Ljubljana, Slovenia



Tatjana VERBNIK DOBNIKAR Gestalt psychotherapist EAGT, EAP, supervisor and lecturer

Abstract

In-depth understanding of the process of talking with the caller and understanding yourself in him can help maintain the necessary distance, empathy and calmness of activity. Reflection makes it possible for us to recognize how and why we operate in a certain way. In this way, learning from experience goes into more detail, it is also more certain, planned and systematic. Consequently, it is easier to recognize the points of growth and build a sense of self-worth. We learn to think critically about our own thinking by self-reflecting and create a distance to our own interpretations. By

doing so, we maintain quality contact with ourselves and seek help when we need it. Reflection is also a key-tool in supervising which changes the focus of the speech from the caller to the listener, his world of action, thinking and emotions. We invite you to join us and ask questions that you can carry into conversation with the callers and get on the path to better quality of professional work.

WS5_C - Offering online support to individual in confidential chat of emergency counselling service



Minna TÖRRÖNEN

Faculty of Communication Sciences, University of Tampere

Abstract

The first aim of the workshop is to present recent research results for types of supportive online communication based on analysed data of 112 authentic synchronous online counselling chats between support provider and support seeker. Data stems from author's doctoral PhD research and it has collected from Finnish Lutheran Church online counselling. The second aim of the workshop is to take up the question of developing support provider's own awareness and capacity in telephone and chat emergency service. Main methods in workshop are reflective learning discussions and experience sharing in small peer groups. Discussion and reflection questions: What kind of support is appropriate in supportive chats? How to help support seeker via written interaction? What kind of communication might help and what could be unhelpful for the support seeker?

LANGUAGE: FRENCH

WS5_F - Les bons côtés de la solitude : une dimension à explorer!



Luc WILHELM

La Main Tendue Vaud, Suisse

Abstract

Dans nos activités de soutien émotionnel mais aussi dans nos vies personnelles, il est fréquent de considérer la solitude dans ses aspects difficiles et douloureux. Cependant, il serait dommage de la réduire à ça ! Il existe un "bon côté" à la solitude quand elle permet de se retrouver, de réfléchir, de prendre du recul, pour assumer des décisions et des responsabilités, essentiellement de vivre notre solitude existentielle avec sérénité. Loin d'être une conférence, cet atelier nous permettra de réfléchir à cette dimension et à notre façon de la vivre. Dans ce sens, l'accent sera mis sur le vécu et demandera donc une implication personnelle.

LANGUAGE: GERMAN

WS5_L - Die Bedeutung von Stimmklang und Sprechablauf für den Aufbau von Beziehung in der telefonischen Beratungsarbeit



Gunhild VESTNER LEITERIN

Der Telefonseelsorge Recklinghausen

Abstract

Wenn es um den Aufbau von Beziehung geht, macht der Ton die Musik. In dem Workshop geht es zunächst um eine Aktivierung der Hörfähigkeit, denn alle Klangerbeit beginnt mit dem Hören. Sodann geht es um eine spielerische Auseinandersetzung mit der eigenen Stimme. Ziel ist die konkrete Arbeit an „Klanginterventionen“. Jede verbale Intervention am Telefon wird durch eine „Klangintervention“ begleitet. Wie werden

emphatische Klanginterventionen gestaltet? Wie hört sich Konfrontation an? Was verraten mir der Stimmklang und der Sprechablauf über den Anrufer und die Anruferin?

WS5_M - Inneres Team – gut aufgestellt (nicht nur) bei Einsamkeit



Anja EHLERS und



Sabine QUAST

Ökumenische Telefonseelsorge Mittelrhein, Koblenz, Germany

Abstract

Friedemann Schulz von Thun hat für die Beschreibung der menschlichen Seele die Metapher des inneren Teams entwickelt. Jeder kennt bestimmte Situationen, in denen er/sie sich hin- und hergerissen fühlt. Diese verschiedenen Strömungen beschreibt er als eine Gruppe innerer Teammitglieder. Das Modell verbindet die Idee, dass wir aufgrund unserer Erziehung und Sozialisation verschiedene Anteile haben, die sich nicht immer einig sind. Die innere Selbstklärung (innere Ratsversammlung) gibt die Basis, um innere Konflikte zu verstehen. Wir wollen uns in diesem Workshop dem Thema des Kongresses mit Hilfe dieses Modells annähern und gemeinsam mit Ihnen überlegen, was es braucht, um einsame Menschen am Telefon gut begleiten zu können. Ziel des Workshops ist es, zu erläutern, was das „Innere Team“ ist, um darauf aufbauend zu überlegen, welche Einsatzmöglichkeiten sich hieraus für die Arbeit am Telefon ableiten lassen.

WS5_N - Loneliness has many names



Birgit KNATZ

TelefonSeelsorge Hagen-Mark, Hagen, Germany

Abstract

„Kein Mensch interessiert sich für mich.“ „Niemand ist für mich da.“ „Ich fühle mich allein und alles ist sinnlos.“ „Wenn es mich nicht gäbe, wäre das allen anderen egal.“ Wir alle kennen diese Aussagen aus den Mails und Chats. Jeder Mensch ist ab und zu einsam. Für Viele ist das Gefühl von Einsamkeit, auch wenn es „nur“ vorübergehend ist, kaum zu ertragen und so schreiben sie uns. Doch gerade in der Onlineberatung ist die Gefahr von Fehlinterpretationen, Irritationen, Missverständnissen größer, als in mündlichen Kontakten. Daher ist es wichtig, dem Lesen besondere Aufmerksamkeit zu schenken und beim Schreiben klar zu formulieren was wir wahrnehmen. Das Know-how der mündlichen Beratung lässt sich nicht eins zu eins auf die Onlineberatung übertragen. Onlineberatung stellt höhere Anforderungen an die Lese- und Schreibfähigkeiten. In dem Workshop geht es um Modelle für einen erfolgversprechenden Dialog mit Menschen die sich einsam fühlen.

WS5_O - Das schaffen wir mit Leichtigkeit



Ute HANSBERG

Evangelische TS – Essen, Germany

Abstract

Was kann uns helfen, Gemeinschaft statt Einsamkeit zu (er-)leben? *Übungen zum Bewusstwerden und Verwirklichen unserer Wünsche und Träume*



- Spre-chen, Schreiben, Malen, Tanzen, Singen, Spielen, Lachen...

WS5_P - Einsamkeit verwandeln



Barbara RODE und



Ludger STORCH

TelefonSeelsorge Bochum, Deutschland

Abstract

Wir werfen einen Blick auf das Erleben von Einsamkeit, auf die Zusammenhänge, in denen Einsamkeit erfahren wird. Was kennen wir von uns und von der Arbeit der TES? Wir erarbeiten Möglichkeiten, wie eine Begleitung der Ratsuchenden geschehen kann. Das Erleben von Einsamkeit kann verwandelt werden. Wir können uns mit der gefühlten Einsamkeit anfreunden. Ein Schlüssel dazu ist der würdevolle Kontakt des einzelnen zu sich selbst, um dem Herzen eine Stimme zu geben. Wir laden Sie ein, sich mit uns auf den Weg des Wandels einzulassen.

WS5_Q - Die heilende Kraft gelungener Beziehungen



Ingrid BEHRENDT-FUCHS

Telefonseelsorge Dortmund

Abstract

Die Teilnehmenden werden zu Beginn auf eine Traumreise geschickt, in der sie Entdeckungen und Begegnungen erleben. Danach sollen die Teilnehmenden ihre inneren Begegnungen aufmalen. In der Gruppe werden wir uns dann austauschen, wie die heilende Kraft durch die Begegnung gewirkt hat. Die Bereitschaft zur Selbsterfahrung wird vorausgesetzt.

WS5_R - Selbstempathie - eine unterschätzte Ressource?!



Karin KEMPER

TS Duisburg Mülheim Oberhausen

Abstract

Selbst-Empathie ist für uns alle eine wichtige Quelle geistiger Gesundheit und Lebenszufriedenheit. Und sie ist eine wesentliche Fähigkeit für Mitarbeitende am Telefon. Nur wenn wir mit uns „im Einklang“ sind, können wir mit dem Anrufer umfassend in Resonanz gehen. Dies ist besonders wichtig, wenn wir mit Anrufern sprechen, die unter Einsamkeit leiden. Sie zu ermutigen, Facetten von Selbst-empathie bei sich zu entdecken, kann ein wichtiger Schritt sein, der Einsamkeit zu entkommen. In diesem interaktiven Workshop werden wir erforschen, wie empathisch wir in unterschiedlichen Situationen mit uns selbst umgehen und was uns unterstützt oder behindert, auf unsere Bedürfnisse zu hören. Wir werden uns über unsere Erfahrungen austauschen und darüber nachdenken, wie wir unsere Selbst-Empathie Kompetenz stärken und unsere Lernerfahrungen auf den Dienst am Telefon übertragen können.

WS5_S - Inneres Verbunden sein als Hilfe in der Begleitung von einsamen Menschen - Praktische Zugänge



Martin STEINER

Tel 143 Dargebotene Hand, Bern, Switzerland

Abstract

Ziel dieses Workshops ist es, durch innere Verbundenheit hilfreicher für Menschen da sein zu können, die sich einsam fühlen. Es wird eine praktische Übung der Selbstwahrnehmung angeleitet, eine Einladung nach innen zu spüren: Was nehme ich wahr, wenn vor mir jemand sitzt, der in die Rolle des Einsamen schlüpft? Was hilft mir, präsent und offen zu bleiben? Worauf lege ich die Aufmerksamkeit in Momenten des Schweigens in einem Gespräch?

WS5_T - Arbeit mit Persönlichkeits-Anteilen (Ego-States) in der Telefon- und Chatberatung



Katja SCHWEITZER

Psychologist, coordinator of kids-line Salzburg (part of Telefonseelsorge Salzburg, Austria) specializing in phone and online counseling of young adults

Abstract

Ego-State-Techniken sind eine höchst effektive Methode, um mit widersprüchlichen Gefühlen und Verhaltensweisen von Klienten umzugehen und ihnen dabei zu helfen, ein tieferes Verständnis für die eigene Persönlichkeit zu entwickeln. Sie können sowohl in der Telefonberatung als auch in der Chatberatung zur Anwendung kommen. Ziel des Workshops soll es sein, den Teilnehmern einen Überblick über Interventionen zu geben, die im täglichen Kontakt mit Klienten der Telefonseelsorge zur Anwendung kommen können.

nen. Um dieses Ziel zu erreichen, werden Fallbeispiele aus der Arbeit mit Jugendlichen präsentiert und die Workshop-Teilnehmer erhalten die Gelegenheit die Arbeit mit Ego-States in Rollenspielen zu erproben.

WS5_U - The story of my suicide



Viktor STAUDT

Writer and speaker

Abstract

Mein Name ist Viktor Staudt. Ich bin ein Schriftsteller, Referent und Überlebender eines Suizidversuches.

Bei meinem Suizidversuch verlor ich beide Beine. Seitdem bin ich auf einen Rollstuhl angewiesen. Ich entschied mich für ein besseres, glückliches und selbstbewusstes Leben und habe damit mittlerweile ein internationales Publikum erreicht. Gerne möchte ich meine Erfahrungen und Erkenntnisse in Bezug darauf, wie man eine Depression im Griff bekommt, mit Ihrer Organisation teilen.

CROSS LANGUAGES: English, German, French and Italian

WS5_X - Creativity instead of loneliness in the language of love



Eva BARATH

Magyar Lelki Els segély Telefonszolgálatok Szövetsége LESZ Hungary

Abstract

Creative and interactive workshop. We make



small gifts from textiles and paper while we can feel how the power of creativity transform loneliness with filling our souls with energy. Without language, during the workshop we will communicate in the language of love, body, mimicry. During the workshop various techniques will be used to make heart-shaped gifts – stitching, drawing, textile work...A big mandala will be created together, symbolizing that we become from several places, but we can feel the power of togetherness. Creativity, the power of community could be experienced and open a new path in our lives. Participants of the workshop by experiencing this creativity personally, will be able to transform loneliness and use this energy as a “medicine” against loneliness in their lifetime and also mediate others. I am waiting for you to join us to create a unique workshop together.

WS5_W - The tango embrace: a deep conversation without words



Francesca FEDRIZZI e Brian CHAMBOULEYRON

“Tango-Terapia”, Buenos Aires, Argentina / Musician, Argentina

Abstract

An innovative proposal to deepen our self-knowledge, listening and empathy, with the aim of improving the quality of our relationships.

We invite you to discover the “tango embrace” in a playful shared space to become aware of the potential of non-verbal communication of our body. An excellent environment for deep conversation without words. A fun and inspiring experience, a place to meet oneself with others.

By learning to dance tango, we learn to believe and to trust in “the words that are danced”.

No need to know how to dance tango to participate.

WS5_Z - Singing all together teh songs of the world!



Claudia GRIMAZ

Singer and performer of popular music (Udine, Italy)

Abstract

Singing is an activity that allows us to express our emotions and our experiences regardless of knowing how to sing or be sung. It offers us the possibility of creating alliances and dialogues without knowing any particular language, where the care of creativity is based on respect and the need for diversity. The only prerequisite is the pleasure of singing together.

WS5_Z - BIOMUSICA: sound, music and game for well-being in relationships



Luca CASALE

Biomusica trainer, Udine - Italy

Abstract

Biomusica is a type of music-therapy. The main focus of the intervention is to think of the individual as being in constant evolution. Through the conscious use of voice, music, energetic exercises, playful activities and introspective experiences, Biomusica acts on three intimately connected areas: the body, the emotions and the bioenergetic part of the person. These are inseparable aspects in the construction of our well-being. The ideal situation for the meetings is in a group: Biomusica works to achieve integration between the participants through playful activities in a trustful and secure climate. In this workshop the participants can experience a practical Biomusica session. Comfortable clothing; no music knowledge required.

Language: Italian and English

Saturday, 6th July 2019 – Afternoon session

LONELINESS, INDIVIDUALS, SOCIETY

PARALLEL SESSION 14.45 – 15.30

Main Hall - Teatro Nuovo Giovanni da Udine

Languages: English, Italian, German and French

PL 6 - **Cultural identity, violence and the
problem of loneliness**



Franco FABBRO

Professor of Clinical Psychology and Director of
the Master in Meditation and Neuroscience - Uni-
versity of Udine, Italy

Abstract

Humans and their ancestors (australopithecus, homo habilis, homo erectus, homo heidelbergensis) evolved into groups of hunter-gatherers. The size of these groups defined brain growth and indelibly forged the minds the members. Human socialization refers to the number of individuals which make up a family (15), an overnight camp (45), a village (150) and a people (1500 individuals) for all hunter-gatherer societies in the world. Societies that do not respect these numbers generate social and psychological distress and loneliness. With the invention of language about 80,000 years ago human groups began to show cultural diversity. Each language, each culture and each religion sculpts the brain in a characteristic way. Cultural identities make it possible to unite the members of a people and to differentiate them from other peoples, there by facilitating intra-specific aggressiveness between different human groups. The author suggests a series of strategies to reduce social pain, human violence and psychological distress, respecting the characteristic size of a group that support the most authentic human socialization.

PARALLEL SESSIONS 16.00 – 17.30

PA_6a - **THE LAST ONES' LONELINESS**

Main Hall - Teatro Nuovo Giovanni da Udine

Languages: Italian, French and German

Loneliness and the law



Paolo CENDON

Full professor of private law, University of Trieste, Italy

Abstract

There is the loneliness of fragile people, unable to safeguard their own interests; here a guardian angel is necessary to do things beside them or in their place. There is the loneliness of the person "at risk", at risk of hurting themselves or others; here a long-term plan is necessary to avoid absurd or tragic situations. There is the loneliness induced by an injury, through violence, for example, throwing the victim into despair or even madness; here it is necessary to obtain adequate compensation, sensitive to every moral and existential profile. And then there are the forgotten children of fathers, there are people who are not autonomous and neglected by the Social Services, or wives put to one side in a bad way, and vice versa, or sick people to whom no one says anything, or who suffer without help, or the dying who are not consulted and for whom not enough is done, or adolescents left undefended against bullying and indifference in schools, victims of discrimination, those suffering a loss, disabled people and so the list goes on...

**If life is decided by relationships, how can we
place solitude and how should we consider it?**



Pierluigi DI PIAZZA



President of the Reception Center for immigrants, refugees and political refugees Ernesto Balducci, Italy

Abstract

A reflection on the personal experience of solitude: as a friend, beneficiary and as an enemy forced by situations and institutions, including the Church. A reconnaissance derived from listening to the stories of so many people encountered. A reference to solitude in particular and important decisions of the conscience in which we find ourselves alone with ourselves and of the solitude concerning the fundamental questions of life: of being, relating, dedicating and committing oneself, suffering and dying. The spiritual dimensions of solitude.

PA_6b - LONELINESS AND AWARENESS

University of Udine - Aula 2
Languages: German and Italian

Loneliness, awareness, 'I-ness'. A Socratic perspective



Salvatore LAVECCHIA

Professor of Ancient Philosophy - University of Udine, Italy

Abstract

Through his art of dialogue Socrates intends to lead to a dead end: after demolition of all pre-conceived and routine certainty, the person discussing with him remains alone with her-/himself, experiencing a radical loneliness. The aforesaid experience shall develop the capability of producing a generative awareness with respect to something authentically new, whose newness is undeducible from any past experience or event. In turn, the here intended newness cannot be identified with an abstract content; on the contrary, it consists first of all in a new birth of the own self, through which the human being discovers and manifests her-/himself as a spiritual

self transcending any somatic and psychological selfness. For this reason Socrates' work is characterized by Plato as a midwifery (Plato, Theaetetus 148e-151c) that leads the soul to the discovery of the own spiritual authenticity. However, in order to operate through his midwifery, also Socrates has to experience loneliness: for helping other persons to give birth, he has namely to become free and void with respect to all already obtained knowledge and certainty, so that the other person can be able to give birth to the authenticity of the own self. In this perspective the experience of loneliness does reveal itself as necessary presupposition for any experience of authentic generativity. The quality which emerges from the birth of the own spiritual self could be designated as 'I-ness'. Through that quality the relation to the spiritual self becomes namely thoroughly integrated into the 'I', so that any separation between subjectivity and objectivity, individuality and community is transcended..

Loneliness and Self process



Fabio D'ANTONI

Psychologist and Researcher at the University of Udine, Italy

Abstract

One of the primary behaviors differentiating reptiles from mammals is the capacity for mutual affiliation and bonding. The maternal/infant bond in mammals is necessary for survival of the newborn, which faces a period of growth and development before it can survive alone. Self formation is a co-construction of an individual with significant others. There is a connection between the internalization of attachment experiences and the construction of the self. Attachment is a naturally selected and developmentally adaptive system of behaviors, cognitions, and affects that coordinates exploration and proximity seeking. The consolidation of identity is based on this circular process: "I see myself through the image of me that you send me back and I share a part of the image of me with you, based on what you

show me about you too". This Social Engagement System, as postulated by Stephen Porges, promote attunement and engagement with another person operating through the muscles of the head and neck (looking, facial expression, selecting for sounds of the human voice, chewing, orienting). The social connectedness is a biological imperative. The Polyvagal Theory explains how social behaviors are "neural exercises" that promote neurophysiological states supporting mental and physical health. Loneliness and shame lower the threshold to trigger the defensive behaviors (fight/flight response or immobilization and dissociation) that disrupt connectedness and ability to co-regulate physiological and behavioural state. Shame is an intense feeling or experience based on the idea that something is wrong with one's identity and can create feelings of fear, blame, loneliness and disconnection.

PA_6c - **TOOLS: CAMPAIGN TO END LONELINESS**

University of Udine - Sala Tomadini

Language: English

About the campaign to End Loneliness



Andy NAZER

Manager of the End Loneliness Campaign - UK

Abstract

The Campaign to End Loneliness believe that people of all ages need connections that matter. There are nine million lonely people in the UK and four million of them are older people. Many older people find constant loneliness hardest to overcome. They lack the friendship and support we all need. We've been experts in the field of loneliness and connection since 2011. We share research, evidence and knowledge with thousands of other organisations and the public to make a difference to older people's lives. We inspire everyone to connect and bring communities together across the UK. We're hosted by Independent Age, supported by National Lottery funding through

the National Lottery Community Fund, and also funded by the Calouste Gulbenkian Foundation, The Tudor Trust and donations from the general public. Together, we can End Loneliness.

Campaigning and loneliness: How to promote meaningful connections in the modern age



Jana THIEL

Expert in social communication campaigns, Germany

Abstract

In the Western world, loneliness is on the rise. Long working hours, less generational connections, an increasing independent lifestyle in general – a feeling that for a long time was mainly associated with the elderly has now become an issue for people of all ages. So, how can charities raise awareness of the topic? What could a communication campaign to tackle loneliness look like? Which messages could be conveyed? Who could be the target audience? Which possibilities and obstacles does a campaign on loneliness entail? And most importantly: How can it contribute to a more social world? Looking for answers, this talk gives insights into the research and creative process that was undertaken in order to come up with a campaign concept on the topic of loneliness for the German helpline TelefonSeelsorge.

WORKSHOPS 16.00 – 17.30

LANGUAGE: ENGLISH

WS6_A - Classical music and how it helps with loneliness





Viktor STAUDT
Writer and Speaker

Abstract

For many young people, classical music resembles old and boring. Old: yes. Sometimes it's over 100 years old. Boring? Not really. In many new movies and tv series you can hear soundtracks, based on classical music. But there is more: if you find the right tracks, some classical music can actually help you beat loneliness. Take Chopin for instance: when I feel sad or lonely, Chopin is my best friend. Through his music he meets me at the dark, sad place in my head. And slowly, step by step, he takes me to a better, brighter place. Let me tell you how! See you at the workshop!

WS6_B - Building Mindful and Compassionate Relationships



Karen HEIJSTER
De Luisterlijn, The Netherlands

Abstract

A lot of people have trouble with crucial human processes like caring for others, receiving care and especially with self-care. It's hard for them to engage in relationships and they experience feelings of loneliness and isolation. Opening our heart to ourselves and others is extremely valuable and may even be a necessity for our physical and psychological wellbeing. Scientific research proves that Mindfulness and (Self)Compassion are keys to mental health. They enable us to build relationships with more awareness and depth. The main goal of the workshop is to introduce and let you experience the basic principles of Mindfulness and (Self)Compassion and its heal-

ing power on the relationship with yourself and others.

LANGUAGE: FRENCH
WS6_F - Indéfectiblement avec soi



Johann HENRY
La Main Tendue - Genève, Switzerland

Abstract

En psychologie humaniste, il est dit qu'en tant qu'aïdant, ce que l'on transmet avant toute chose, c'est la qualité de la relation que l'on a avec soi-même. Parce que cette relation de soi à soi est essentielle pour l'écoute, et parce que trop souvent elle passe au second voire au dernier plan, cet atelier sera consacré à retrouver ce lien intérieur. Il alternera temps de méditation, pratique du "eye-gazing" (rencontres par le regard) et temps de partage.

LANGUAGE: ITALIAN

WS6_I - Musica è: comunicare, stringere relazioni, divertirsi e divertire gli altri



Andrea MIOLA e Giulia PIZZOLONGO
Direttore artistico dell'orchestra a plectro del Friuli Venezia Giulia (Udine, Italy) / Insegnante di chitarra presso la Scuola Media con Indirizzo Musicale di Tavagnacco (udine, Italy)

Abstract

La musica è una forma di linguaggio che come quello verbale, corporeo o visivo, permette di descrivere, di vivere e trasmettere degli stati d'animo. Attraverso l'esecuzione di alcuni brani

musicali Andrea Miola (mandolino classico) e Giulia Pizzolongo (chitarra classica) condurranno i partecipanti ad ascoltare, riconoscere e raccontare le emozioni che i brani eseguiti suscitano e racconteranno la loro esperienza musicale vissuta attraverso la didattica, l'aggregazione sociale e l'attività concertistica. Per partecipare all'attività, non è necessario conoscere la musica.

LANGUAGE: GERMAN

WS6_L - Die heilende Kraft gelungener Beziehungen



Ingrid BEHRENDT-FUCHS
Telefonseelsorge Dortmund

Abstract

Die Teilnehmenden werden zu Beginn auf eine Traumreise geschickt, in der sie Entdeckungen und Begegnungen erleben. Danach sollen die Teilnehmenden ihre inneren Begegnungen aufmalen. In der Gruppe werden wir uns dann austauschen, wie die heilende Kraft durch die Begegnung gewirkt hat. Die Bereitschaft zur Selbsterfahrung wird vorausgesetzt.

WS6_M - Die Einsamkeit in der Literatur



Elke ROSEMEIER und



Christa KÄHLER

TelefonSeelsorge Rhein-Neckar e.V., Deutschland

Abstract

EINSAMKEIT ist nicht das, was man wählen oder lassen kann. Wir sind einsam. Damit einer mit dem anderen über die Überwindung von Einsamkeit sprechen kann, muss viel geschehen und viel gelingen. Manchmal helfen die Worte der Literatur, die Einsamkeit in mir in Sprache zu fassen. Wir haben die Gespräche mit Anruferinnen und Anrufern im Blick, die einsam sind und die wir verstehen wollen. Wir denken an literarische Texte, die von der Einsamkeit erzählen und möchten mit Ihnen das Thema EINSAMKEIT, wie auf einem Spaziergang, mit einem Buch unter dem Arm entdecken.

WS6_N - Die Magie in Beziehungen



Dietrich HOOF-GREVE

TS Siegen / Deutschland

Abstract

Magier und Illusionisten verstehen es seit Jahrtausenden, Menschen zu faszinieren. Aber wie? Das Entscheidende geschieht im Kopf der Zuschauer. Neben meinem Beruf als evangelischer Pfarrer arbeite ich seit mehr als 26 Jahren erfolgreich als Unterhaltungskünstler "Pikkus" (www.pikkus.de). Meine These lautet: „Als Berater schaffen wir es ebenfalls, die Ratsuchenden zu einem besseren Leben zu verführen.“ In diesem Mitmach-Workshop präsentiere und erkläre ich Zauberkunststücke, die Teilnehmenden lernen selbst zaubern und analysieren dabei ganz nebenbei die einmalige Beziehung zwischen dem Künstler und seinem

Publikum. Wir werden überrascht sein, wie sich die Beziehungsdynamik auf die Arbeit der Telefonseelsorge übertragen lässt.

WS6_O - Die Kraft von Ritualen im Alltag



Beate KERN

Ifotes- Telefonseelsorge Innsbruck, Tirol, Austria

Abstract

„Komm an den Ort deiner Ruhe. Suche ihn in dir, schenke ihn dir, lasse ihn nie mehr verloren gehen. Werde still, ganz Mensch.“ Pierre Stutz Alltagsrituale helfen, das Leben zu strukturieren. Sie können starke und belastende Emotionen abschwächen, den Alltag mit Spiritualität bereichern, in kleinen Schritten ganzheitliche Veränderung und Heilung ermöglichen, wiederkehrende Tätigkeiten mit Tiefe füllen und dazu beitragen, (wieder zu lernen) sich dem Leben anzuvertrauen. Erfahren Sie etwas über die Kraft der Alltagsrituale, erarbeiten und erleben Sie (gemeinsam) in einem Ritual die Wirkung von kleinen, bewussten symbolhaften Handlungen im Tagesablauf.

WS6_P - Einsam, Zweisam, Dreisam.....Gemeinsam



Cornelia BREU

TS evangelisch München, Germany

Abstract

Spielerisch und gestalterisch wollen wir uns dem Thema Einsamkeit zuwenden. Wir werden alleine und gemeinsam hinein spüren, Ideen entwickeln und mögliche Veränderungen ausprobieren. Mal

sehen ob es uns gelingt Einsamkeit anzunehmen und neue Qualitäten zu erleben.

WS6_Q - Resonanzen



Monika FABJAN

TES Innsbruck/ Austria

Abstract

Worte berühren, rütteln auf, wecken Emotionen. Einsamkeit ist deswegen oft so schmerzhaft, weil Worte keine Resonanz finden. BeraterInnen bieten Resonanzräume, werden dabei aber selbst oft an die Grenze der Belastbarkeit geführt. Aber auch ihre Antworten sind nur dann hilfreich, wenn sie die Schwingungen aufgreifen und je nach Bedarf dämpfen oder verstärken. Gemeinsam wollen wir diesen Phänomenen nachspüren durch - Erfahrungsaustausch - praktischen Übungen - und schauen, woher wir selbst unsere Kraft beziehen.

WS6_R - Von der Kraft der Sprache



Wilfried LENZEN

Telefonseelsorge Aachen, Aachen, Germany

Abstract

„Haben Sie ein gutes Wort für mich?“ Diese Frage mag direkt oder unausgesprochen der Hintergrund vieler Anfragen sein. Auf welche Worte hören wir? An welche knüpfen wir an? Mit welchen Worten reagieren wir? Welche Bilder, welche Metaphern, welche sprachlichen Symbole verwenden wir? Und was ist schließlich das „gute Wort“, das in unserem niedrigschwelligen Angebot Vertrauen entstehen lässt, zu ersten Schritten ermutigt, verschüttete Hoffnung freilegt? Nach einem theoretischen Impuls versuchen wir anhand praktischer Beispiele und Übungen uns

austau-schen.

CROSS LANGUAGES: English, German, French and Italian

WS6_W - Sacred dances in a circle



Francesca Gazziero and Elisabetta Englaro - "Danze in cerchio" group
Udine, Italy

Abstract

Traditional and modern dancing, mainly in a circle, from different countries of the world. The circle and music transmit energy and joy and facilitate communication and sharing, to achieve both spiritual and physical harmony. The historical group has deepened their basic techniques and followed a path of awareness towards achieving inner harmony. The circle facilitates communication: we are parts and we become a whole. Over time other people have joined the group: each person follows his/her rhythm and the most experienced help newcomers.

WS6_X - Let's knead! It's time for focacce!



Roberto NOTARNICOLA
MAMM Ciclofocacceria, Udine

Abstract

The Apulian focaccia belongs to the simplicity and tradition of the Apulian houses where grandmothers and mothers prepare the good things of the past by inspecting the slow growth of the dough worked with sourdough. Mom,

mother, MAMM. It is the root from which the project came to life not only to propose the flavors and aromas of modernized and modernly interpreted memories but also to affirm a lifestyle that respects the environment and the rhythms of nature. Are you ready to immerse yourself in the preparation of a real Apulian focaccia, learn the art of care through good food, savor the intact aromas and flavors of slow time and at the end enjoy an excellent focaccia in the company? You will return home not only with the focaccia recipe, but with the authentic experience of the Italian passion for food made with love and for conviviality!

Sunday, 7th July 2019 – Morning session

BUILDING RELATIONSHIPS

PL_7 - PLENARY SESSION 9.15 – 10.45

Main Hall - Teatro Nuovo Giovanni da Udine

Languages: English, Italian, German and French

PL_7a - Perspectives on Loneliness, Education and Narrative



Anselmo PAOLONE

Professor of General Pedagogy - Department of Primary Education - University of Udine, Italy

Abstract:

From the perspective of an educator, loneliness is a problem of special interest. One of the tasks of education is to enhance a good social self-regulation in people. But loneliness can hamper this in many ways. The painful feeling produced by loneliness can cause a closure in persons, and can encourage a negative perception of the others. Lonely people can develop a sort of "altered social cognition. The educator fears especially when, in the person, interpretations of this kind tend to become "expectations". Moreover, when loneliness continues over time, this form of deteriorated regulation, combined with altered social cognition, can make the person less able to recognize the point of view of the others, which hampers her/his ability to interact empathically and in a socially constructive manner with them. In turn, these poorly regulated behaviors often provoke further marginalization. Educators can use, among other things, biography-inspired and narrative tools to counter these negative trends and re-establish a good balance, freeing the "lonely" persons from the prison of distorted social cognition and helping them to prevent or modify counterproductive interactions. The contrast of

loneliness and of its negative effects on the person is one of the emerging fields of application of narrative educational tools.

PL_7b - Empowering Listening Skills. Presentation of the outcomes of the project "Empowering - Educational Path for Emotional Well-Being"



Monica PETRA President of Telefono Amico Italia, member of the International Committee of IFOTES and trainer in the Empowering project



Stefan SCHUMACHER Director of Telefonseelsorge Hagen-Mark, Manager Director of IFOTES Europe e.V. and trainer in the Empowering project

Abstract

The project included the mapping of organisations that provide emotional support in Europe, particularly in the 4 project partner's countries. Two surveys were made: one on existing training opportunities in the field of emotional health and one on the most important skills for a listener. The results of the surveys were used to define listener's profile and to start building a training programme aimed at developing relevant skills. The outcome consists in a course of 30 hours self-learning, 40 hours class training and up to 50 hours of advanced training in the field. The training deals with the most important principles of the listening process, together with the interactive factors involved. Six features for good listening were identified as profile characteristics. At the end a curriculum for acquiring listening skills was developed, which describes the learning

outcomes in knowledge, skills and competences.

PL_7c - YOUThES: opening helplines to young people. Presentation of the outcomes of the project “YOUThES - Best practice in recruiting young volunteers in Telephone Emergency Services



Reneé CHEVAL, member of the International Committee of IFOTES for SOS Amitié France and member of the YOUThES project



Michael GRUNDHOFF, Director of Telefonseelsorge Hamm, Co-Chair of IFOTES Europe e.V. and member of the YOUThES project

Abstract

The aim of the YOUThES project was to share experience and achieve additional knowledge through common reflection and exchange on best practices for recruiting young volunteers to the emergency listening services of partner organisations.

The YOUThES project gave plenty of new perspectives in motivation for recruiting young volunteers. At the beginning some partners recognized the need for young volunteers but other doubted even that. During the project we had many workshops, one survey and two questionnaires. At the end of the project the advantages that young adults bring into TES work were identified by the partners.

The partners developed a best practice manual which contains the outcome of the project and recommendations to helplines that intend to improve the recruitment of young volunteers through a more focused information and training methods. The manual is accessible to all the helplines for emotional support in Europe and any other non-profit organisation that wishes to recruit young people.

social and cultural programme



social programme

Welcome Reception

3 July at 19.30 in Piazza Venerio
the city of Udine welcomes the IFOTES congress participants.
Free admittance for the congress participants wearing the congress badge.



Opening Ceremony

4 July at 9:00 at Teatro Giovanni da Udine
The congress starts in the presence of the authorities.
Live music accompaniment of the Kalliope Trio.



Farewell Evening

6 July from 20.00 to 24 in the foyer and under the arcades of Teatro Giovanni da Udine
Standing dinner followed by italo dance to enjoy the last congress evening.
Admission upon presentation of the pre-booked voucher.



Ecumenical prayer

6 July from 8:00 to 8:45 at the Cathedral of Udine, piazza Duomo
A moment of ecumenical prayer with songs and readings in the 4 languages of the congress at the Cathedral of Udine, led by representatives of the major religions.



cultural programme

During the IFOTES congress the city of Udine will become a laboratory of connections and creativeness. A number of exhibitions, installations, concerts, movies, book presentations will welcome the 1000 participants from all over the world and the citizens of Udine.

The events will take place at the Loggia di S. Giovanni, Loggia del Lionello, Palazzo Morpurgo, Galleria Tina Modotti, Piazza Matteotti, Loris Fortuna Gardens, Libreria Friuli, Libreria Martincigh.

All the following activities are accessible without booking.

Concerts

Friday 5 July 7:30 am Loggia del Lionello, Piazza Libertà

GENTLE AWAKENING



Music blooming from the Baroque to the early 1900s, for a sweet awakening, performed by the duo mandolin and guitar Miola – Pizzolongo

Friday 5 July 18:30 Loggia del Lionello, Piazza Libertà

MANDOLINS IN THE CITY



Music by international mandolin orchestra composers from the early 1900s to the present day, performed by Tita Marzuttini, the oldest



European mandolin orchestra.

Saturday 6 July at 18.30 Loggia del Lionello,
Piazza Libertà

CHANSONNIER - UNPLUGGED SOLO CONCERT



Brian Chambouleyron is a troubadour on stage, a travelling artist who recites poems, sings songs and plays his guitar. His voice becomes one with his instrument in perfect harmony.

The artist invites us to take a stroll along an intimate, emotional path, a musical promenade if you will. His performance gets to your heart because he is able of creating an atmosphere of closeness and true complicity with the audience.

His repertoire comprises an assortment of Latin American and European songs, in personal renditions where some of the main ingredients are quality, originality and an attention to esthetic detail.

Music breaks at lunch time

Thursday 4 July 13:00 - 14:00
Fondazione Renati, via S. Valentino 23/25



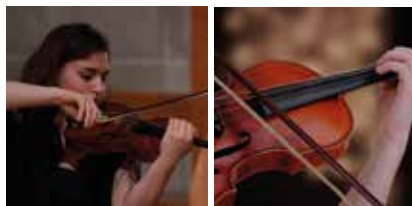
Leonardo Duranti, voice and guitar.

Friday 5 July 13:00 - 14:00
Istituto Renati, via S. Valentino 23/25



Francesco De Luisa e Nicoletta Taricani, voice and piano

Saturday 6 July 13:00 - 14:00
Istituto Renati, via S. Valentino 23/25



Arianna Ciommiento e Eva Miola, viola e violino

Movie on the topic of relationships

Thursday, 4 July at 21.30,
Loris Fortuna Gardens, P.zza Primo Maggio

cec

In collaboration with CEC Udine



**“Momenti di trascurabile felicità
/ Ordinary happiness**

by Daniele Lucchetti, with PIF

Movie in Italian with English subtitles

Paolo, married and family man, has just been the victim of a car accident: at the intersection with a traffic light, riding his scooter, Paolo is literally run over by a truck. Immediately afterwards, Paolo realizes he is in paradise, where, after his premature death, he is allowed to return to Earth. Accompanied by an angel, Paolo has only one hour and thirty-two minutes at his disposal, during which he wants to arrange all the important outstanding matters, but in the end he will have to content himself by spending his ninety-two minutes in small “moments of ordinary happiness”.

Book presentations

Thursday 4th July 18.30 at Libreria Martincigh, via Gemona 40

“Spesso sono arrivata seconda”

Maria Evelina Buffa Nazzari presents her latest book. Introduction of Francesco Crisafulli, jurist.



Saturday 6th July 18:00

at Libreria Friuli, via dei Rizzani
“Idda”

Michela Marzano presents her latest book



**Installations on the theme
“loneliness and relationships”**

From 3 to 7 July 17:00 - 20:00 - Loggia San Giovanni - Piazza Libertà, Udine

Tunnel of Words

Experiential Workshop: Listening to life stories to reawaken empathy, with the collaboration of Telefono Amico of Padua.

From 3 to 7 July 17:00 - 20:00 - Loggia del Lionello - Loggia di S. Giovanni - Palazzo Morpurgo - P.zza Matteotti

Listening Chairs

Spaces of dialogue and listening where citizens can experience active listening with the support of the volunteers of Telefono Amico Italia.

Exhibitions

From 3 to 6 July 17:00 - 20:00

Galleria Tina Modotti, via Paolo Sarpi

The life that turns around me

Photo exhibition of Maria Evelina Buffa Nazzari



In the search for the sparks that arise from the encounters of different languages of art, "The life that turns around me" is a journey through the photographic works and the imagination of Maria Evelina Buffa Nazzari, an artist who usually expresses herself as an actress.

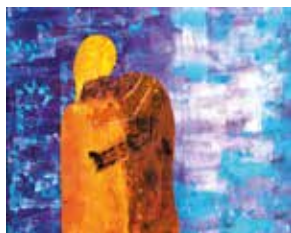
The works presented try to capture fragments of the inexhaustible human diversity, and evoke the fragility of contact and communication, and attributes, even to inanimate objects, a suspicion of humanity. Men and women pass, stop, disappear. For an instant, that the lens eternalizes, they touch each other, and touch us, with a curious or distracted glance, with a gesture, a silent word, or with the simple fleeting presence.

From 3 to 6 July 17:00 - 20:00

Palazzo Morpurgo, via Savorgnana 10

Rooms of the soul

Exhibition of paintings by the collective "Intuitive painting" of Telefonseelsorge, Bonn - Germany



All pictures and anonymous writings are painted and written within the „intuitive painting group“ of volunteer counselors of Telefonseelsorge (TES) in Bonn.

The motifs of the sixty-eight paintings are an expression of their own feelings and were not given them in advance. The very different contents and expressions of the pictures show that the TES is open and reachable for a wide range of emotions. But we clearly also see what they have in common. They reflect the feelings of „Telefonseelsorge“, in other words the "face" of TES. The pictures are grouped accordingly under seven topics which play a significant role within the TES service.



From 3 to 7 July 8.30 - 17.30

Teatro Nuovo Giovanni da Udine

Dolomiti friulane, the voices of silence

Photo exhibition by Daniele Marson

"... this is a spiritual journey, through images and emotions, crossing the valleys, climbing the slopes and going to the highest peaks of the amazing Friulan Dolomites. These mountains are a "separate world" that have been revealed to outsiders only in recent eras and that are still waiting to be discovered, experienced and internalized in its most secret and evocative expressions. Ours is a unique mental and emotional adventure that will allow us to grasp the beauty and richness of the face and living soul of these mountains. At the same time, however, it will also allow us to immerse ourselves in the splendor of images celebrating the beauty of these mountains, composed of light colours and ancestral silences.

Liquid music, pollen and scents, the murmuring voices of silence of Dolomites, and rediscovered memories are the leitmotifs that will transform these images into vivid impressions. *Michele Zanetti*

To take part in the guided tours you must have booked before your arrival and received the voucher at the registration desk upon your arrival.

guided tours

The tours are described on the congress web-site. Here you find some information about departure points and time.

Lunch time at the museum

Thursday 4 / Friday 5 / Saturday 6 July
13:00 – 14:15

Meeting point for departure in the area in front of the Theater at 13.00 (near the ticket office). All the museums are walking distance.



Museo Cavazzini via Cavour 14, Udine
Modern and Contemporary Art



Museo del Castello
Piazzale Patria del Friuli 1, Udine
The ancient Art Gallery



Museo del Tiepolo
Piazza del Patriarcato 1, Udine
Masterpieces of Giambattista Tiepolo



The artisan intelligence - Leonardo da Vinci,
Via Odorico da Pordenone Beato 1, Udine
Friulian craftsmanship

Charming cities

Thursday 4 and Friday 5 July 18:00 – 22:30

Meeting point for departure in the area on the back of the Theater at 18.00 (parking area of the theatre). Bus tour. Upon return, participants will be taken back to their hotel by bus.



Cividale – 2 different tours

- Walking tour followed by dinner at Ristorante Il Monastero
- Walking tour followed by dinner with wine tasting at the winery Il Roncal



Venzone

Guided walking tour followed by dinner at La Locanda al Municipio or Ristorante Caffè Vecchio



Ragogna

Guided tour at The Scriptorium Foroiulense, followed by dinner at Agriturismo casa Rossa ai Colli



Spilimbergo

Guided tour at the Mosaic School of Friuli, followed by dinner at Osteria da Afro o Osteria al Mus C'al Svuale

Discovering Udine

Thursday 4 and Friday 5 July

Walking tours in Udine 18:00 – 19:30

Meeting point for departure in the area in front of the Theater at 18.00 (near the ticket office).



Udine City Bike tour 18:00 – 20:00

Bike tour of the irrigation ditches 18:00 – 20:30

Meeting point for departure in the area aside to the theater at 18:00 (in front of the MAMM foc-acceria).



general information

INFO POINT

An info point is located at the entrance of the main congress venue Teatro Giovanni da Udine. Volunteers are available to provide information and assist the congress participants.

TOURIST INFO

At Promoturismo FVG desk in the foyer of the theatre it is possible to get information about tours and things to do in the region Friuli Venezia Giulia. Here you can buy the FVG card with a special discount for congress participants: a pass with a wide range of services to explore Friuli Venezia Giulia, while spending less! Opening hours: Wed 3 July from 14.00 to 18.00; from Thu 4 to Sat 6 July 12.30 to 14.30.

ACCOMPANYING PERSONS

Accompanying persons cannot attend the scientific sessions, unless they register, but are entitled to take part in the cultural and social events under the same conditions as those to congress participants.

LUNCH BREAKS

The lunch break from 12.30 pm to 13.30 is free time and allows the participants to eat and enjoy various cultural and recreational activities. Numerous bars and restaurants in the area will be available for congress participants.

Those who have pre-booked their lunch receive the vouchers when they register upon their arrival. According to the choice made they will reach Self Service Renati (access from via Tomadini 13) or get their MAMM lunch box in a dedicated area of the theatre.

BAR

Food and beverages are available for purchase at the snack bar located in the foyer of the theatre. The bar will be open every day during congress hours.

ROOM OF SILENCE

Those wishing to spend a few quiet moments away from the hectic activity of the congress may do so in a quiet place of the theatre, expressly designed. Everyone is requested to preserve silence and not to speak in this room.

LUGGAGE STORAGE - LOST & FOUND

A checking facility for luggage and a lost and found service are available on the ground floor of the theatre.

SECURITY

During the event no large objects or bags/packages should be brought into the congress venues (outside the left luggage facilities). Any unsupervised bag or luggage will be removed immediately.

FIRST AID

During the congress, a first aid service will be available in the main venue, the Giovanni da Udine theatre.

BOOKSHOP

In the foyer of the theatre an area is dedicated to a bookshop with books of the lecturers or other books related to the topic of the congress.

PHOTOS and FILMS

By participating in the congress, attendees agree that photos and film shoots during the congress can be used for advertising and publication on the social media.

GETTING AROUND UDINE

In the historic centre of Udine traffic is limited to taxis, buses and residents, which makes walking quite easy and pleasant. Taxis are white with a "Taxi" sign on the roof. There are several taxi ranks in the city, including near the Duomo and at the train station. You can ask your hotel reception to call a taxi for you or use the following phone number: +39 0432

general information

505858. Taxi service via App, Whatsapp, Web or SMS are also available: more information on the website www.taxiudine.it

SPECIAL DEAL WITH THE TAXI COMPANY FOR THE IFOTES CONGRESS

The taxi company will charge to the congress the normal rate, according to the distance, which will never exceed 15 EUR, for any transfer by taxi in the area of the city of Udine during the congress days. Remember to ask the rate for the congress participants.

BUS LINES

Udine also has several bus lines operated by the local public transport company SAF. Each bus is marked with the company's logo. Bus stops are indicated by yellow boards and display the route of the bus line. Bus tickets have to be bought before you get on the bus and stamped with the stamping

PARKING AREA

The theater has a paid parking lot at the back. the cost for a day is 2 euros.

SHOPS and SERVICES

Several shops, service agencies, bar and restaurants in the city will offer special conditions to congress participants, generally applying a 10% discount on the purchased goods. These shops display the poster of the congress and you have to show your badge. We also remind you that on Saturday 6 July the sales start.

INSURANCE and LIABILITY

Participants are advised to arrange health and accident insurance before travelling to the Congress. The Congress Organisers and the Congress Secretariat shall be exempted from all liability in respect of any loss, damage, injury, accident, delay or inconvenience to any person, his/her luggage or any other property for any reason whatsoever.

PASSPORTS AND VISAS

Italy is a signatory to the 1995 Schengen Agreement. Visitors from EU countries can enter Italy with a valid national ID card. Visitors from other countries must have a valid passport. For some countries a visa is required. For more information please contact the nearest Italian Embassy, Consulate or Travel agent in advance. Information about visas are available on the website www.esteri.it/mae/it/

PROTECTION OF PERSONAL DATA

All personal data provided by participants will be used exclusively for the organization and functioning of the congress.

CURRENCY BANKS EXCHANGE

Italy's national monetary unit is the Euro (€). Currency exchange is provided by banks and exchange agencies. Banks are open Monday to Friday from 8 / 8.30 to 13 / 13.30. They are also open in the afternoon, usually from 14.30 / 15 to 16 / 16.30.

ATM (Automatic Teller Machine)

ATMs are located all around the city. They can also be used for cash advances on major credit cards such as MasterCard or VISA.

CREDIT CARDS

Major credit cards are accepted in most hotels, stores and restaurants.

ELECTRIC POWER

The electrical current in Italy is 220 volts 50 Hz.

CLIMATE

In July, the average temperature ranges between 28 - 32°C (82-90°F).

SMOKING POLICY

Smoking is not allowed in any indoor public or open to the public venue.

EMERGENCY NUMBER

For any emergency, dial 112

For any further information

CONGRESS AGENCY KEY CONGRESSI

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ARTESS

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congress committees

Steering committee



Tina Duvivier
France
IFOTES - President



Stefania Pascut
Italy
Municipality of
Udine
- Official WHO
Project Healty City



Michael Grundhoff
Germany
IFOTES Europe –
Chairman



Diana Rucli
Italy
ARTESS – President

Scientific committee



Franco Fabbro
Italy
University of Udine
– Professor of Clinical Psychology



Sonja Karrer
Switzerland
IFOTES – International Committee Member



Eva Brandisz
Hungary
IFOTES - International Committee Member



Anselmo Paolone
Italy
University of Udine
– Professor of General Education

congress team



Diana Rucli
Italy
ARTESS/IFOTES
– Congress
Coordinator,
Manager Director



Alessia Cecconi
Italy
ARTESS/IFOTES
Administration



Elena Misdariis
Italy
ARTESS/IFOTES
– Communication



Giorgia Pontoni
Italy
ARTESS Assistant
Scientific Secretariat



Sara Battel
Italy
ARTESS
Institutional r
elationships and
sponsorships



**Daniela Barbazza
and
Gioia Malabotta**
Italy
PCO Key Congressi
Congress Secretariat,
Registrations



Francesco Nguyen
Italy
ARTESS/IFOTES
– Social Media
Manager



thanks

Our heartfelt thanks to all those who have contributed with their expertise and supported us for the preparation and organization of the congress in so many ways, to the professionals and professional organizations and companies, but especially to those who contributed as volunteers: without them IFOTES congress could not take place!

Lecturers

Matteo BALESTRIERI, Italy - Giovanni BARI LLARI, Italy - Ildikò BOLDISZAR, Hungary - Luigino BRUNI, Italy - Maria Letizia BURTULO, Italy - Luz CARDENAS, Italy/Perù - Paolo CENDON, Italy - Renée CHEVAL, France - Luca CHITTARO, Italy - Marco CREPALDI, Italy - Cristiano CRESCENTINI, Italy - Daniele DAMELE, Italy - Fabio D'ANTONI, Italy - Diego DE LEO, Italy - Pierluigi DI PIAZZA, Italy - Frank ERTEL, Germany - Franco FABBRO, Italy - Francesca FEDRIZZI, Italy - Natalie FELLA, Italy - Martin FRANKEN, Germany - Piera GIACCONI, Italy - Marco GIORDANI, Italy - Michael GRUNHOFF, Germany - Romain HUET, France - Samikannu Peter JEGANATHA PILLAI, Spain - Heinz KARRER, Switzerland - Birgit KNATZ, Germany - Karl Heinz LADWIG, Germany - Salvatore LAVECCHIA, Italy - Nancy LISCANO, UK - Anja MACHIELSE, The Netherlands - Michela MARZANO, Italy - Melinda MEDGYASZAI, Hungary - Mark MILTON, Switzerland - Andy NAZER, UK - Anselmo PAOLONE, Italy - Julija PELC, Slovenia - Monika PETRA, Italy - Bolko PFAU, Germany - Ulrike PFAU-TIEFUHR, Germany - Antonella RIEM, Italy - Pater Elmar SALMANN, Germany - Ferdinando SCHIAVO, Italy - Stefan SCHUMACHER, Germany - Clemens SEDMAK, USA - Jean Francois SERRES, France - Viktor STAUDT, The Netherlands - Chiara TEMPO, Italy - Ines TESTONI, Italy - Jana THIEL, Germany - Giulia TOLLIS, Italy - Marco TRABUCCHI, Italy - Daniela VILLANI, Italy - The speakers of the LOCAL ORGANISATIONS presenting their best practice

Workshop Leaders

Eva BARATH, Hungary - Ingrid BEHRENDT-FUCHS, Germany - Bernhard BERCHTENBREITER, Germany - Melina BLANC, Switzerland - Karin BOCHENEK, Germany - Eugénie BOURREAU, France - Cornelia BREU, Germany - Benedek BUZA, Hungary - Luz CARDENAS, Italy/Perù - Luca CASALE, Italy - Bryan CHAMBOULEYRON, Argentina - Federica COPETTI, Italy - Ulrike DAHME, Germany - Stefan Döring, Germany - Anja EHLERS, Germany - Norbert ELLINGER, Germany - Elisabetta ENGLARO, Italy - Frank ERTEL, Germany - Monika FABJAN, Austria - Glauco FANNA, Italy - Francesca FEDRIZZI, Italy - Titi GAVERT, Finland - Francesca GAZZIERO, Italy - Greta GRAMSTAD, Norway - Claudia GRIMAZ, Italy - Nanette GRIPPELING, The Netherlands - Ute HANSBERG, Germany - Julia HECKEL-KORSTEN, Germany - Karen HEIJSTER, The Netherlands - Johann HENRY, Switzerland - Karin HEYMANN, Germany - Michael HILLENKAMP, Germany - Dietrich HOOF-GREVE, Germany - Hans IBERL, Germany - Marie Christine JAKES, Belgium - Samikannu Peter JEGANATHA PILLAI, Spain - Christa KÄLER, Germany - Karin KEMPER, Germany - Beate KERN, Austria - Dorine KETTENES, The Netherlands - Birgit KNATZ, Germany - Werner KORSTEN, Germany - Margot KRANZ, Germany - Maria LEEFLANG, The Netherlands - Wilfried LENZEN, Germany - Sophie LERIQUE, France - Yaël LIEBKIND, Switzerland - Marianne MAAS, Belgium - Melinda MEDGYASZAI, Hungary - Olaf MEIER, Germany - Tatjana MICHALAK, Germany - Sandra MICHELS, Germany - Andrea MIOLA, Italy - Michel MONTHAIL, France - Uwe MÜLLER, Germany - Roberto NOTARNICOLA, Italy - Julija PELC, Slovenia - Giulia PIZZOLONGO, Italy - Michael PROBST - NEUMANN, Germany - Sabine QUAST, Austria - Tiziano RIDOLFO, Italy - Doris RIEGER-SPITRA, France - Barbara RODE, Germany - Elke ROSEMEIER, Germany - Martin ROSENKRANZ, Germany - Martina RUDOLPH-ZELLER, Germany

- Francesca SACCO, France - Mohammad Imran SAGIR, Germany - Petra SCHIMMEL, Germany - Klaus SCHINDLER, Germany - Barbara SCHOPF, Germany - Norbert SCHOPF, Germany - Stefan SCHUMACHER, Germany - Katja SCHWEITZER, Germany - Judith SCHWIETERS, Germany - Elena SIONE, Italy - Viktor STAUDT, The Netherlands - Martin STEINER, Switzerland - Ludger STORCH, Germany - Carmen TOMASZEWSKI, Germany - Minna TÖRRÖNEN, Finland - Margot UNTERRADER, Germany - Eva VAN HOUT, The Netherlands - Mit VAN PAESCHEN, Belgium - Tatjana VERBNIK DOBNIKAR, Slovenia - Marjan VERTOMMEN, The Netherlands - Gunhild VESTNER, Germany - Gisela VOGLER, Germany - Bernhard WAGENER, Germany - Dorothea WAHLE-BEER, Germany - Luc WILHELM, Switzerland - Ulrike ZELLER, Germany - Lisa ZENSEN, Germany

Chairwomen and Chairmen

Massimiliano BANDA, Italy - Eva BRANDISZ, Hungary - Alessandro CESARE, Italy - Renée CHEVAL, France - Luca CHITTARO, Italy - Eleonora CUBERLI, Italy - Diego DE LEO, Italy - Guido DE MICHIELIS, Italy - Tina DUVIVIER, France - Franco FABBRO, Italy - Titi GÄVERT, Finland - Piera GIACCONI, Italy - Micheal GRUNDHOFF, Germany - Furio HONSELL, Italy - Astrid HÖPPERGER, Austria - Jaap JAKOBS, The Netherlands - Sonja KARRER, Switzerland - Natascha LUSENTI, Italy - Francesco NAZZI, Italy - Kimmo NIEMINEN, Finland - Stefania PASCUT, Italy - Monica PETRA, Italy - Antonella RIEM, Italy - Diana RUCLI, Italy - Leif Jarle THEIS, Norway - Angelo VIANELLO, Italy - Gianna ZAMARO, Italy - and many others who joined in the last days.

Interpreters

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IFOTES

IFOTES was founded in 1967 and brings together 31 Associations and National Federations of Telephone Emergency Services (TES) that offer emotional support, as well as crisis intervention in a non-judgemental, anonymous way, mainly via telephone, email and chat, in 24 countries.

Its mission is:

- to promote the exchange of experiences amongst its national members by organizing congresses, training sessions and seminars, which contribute to the quality of the services offered by its members.
- to support all efforts to create telephone emergency service centres and national associations worldwide.
- to promote international coordination of help-lines and share best practice.

Its members are national associations gathering Telephone Emergency Service Centres (TES) which offer emotional support, immediately accessible to any person suffering from loneliness, in a state of psychological crisis, or contemplating suicide.

The work is being done by trained volunteers who enable those who call to benefit from a genuine human relationship, available mostly 24 hours a day. The support is strictly confidential and free of charge, available to everybody regardless of age, gender and faith.

IFOTES believes that, working with its members, it can be effective in promoting emotional health from communities to schools, thanks to 50 years experience of offering empathy through listening.

Every three years IFOTES organizes an international congress. The aim is to exchange experiences and training in the field of emotional and mental health and improve the quality of the service offered by its members.

www.ifotes.org

ARTESS

ARTESS - Association for Research and Training on Emotional Support Skills is a non-profit cultural association born in Udine in January 2018.

The association's ultimate goal is education in maintaining emotional well-being. This aim is pursued through socio-educational, training, cultural and research activities and initiatives that support the development of relational skills, active listening and participation in social life, and that are inspired by the enhancement of the human, psychological, social and spiritual dimension of the person.

Its first two major projects are the biennial campaign "Solitudini e No - together for emotional and social well-being", which aims to promote social well-being and a greater awareness of emotions, and the organization of the XXI IFOTES Congress "Leaving Loneliness - Building Relationships". Both projects are implemented in partnership with IFOTES and in collaboration with the Municipality of Udine - WHO Project Healthy Cities.

www.art-ess.org

map of the congress locations



attività scientifiche

1 Teatro Nuovo Giovanni da Udine Via Trento 4

2 Università di Udine
Via Tomadini 30

3 Scuola Valussi
Via Petrarca 19

4 Camera di Commercio
Piazza Venerio 8

concerti

5 Loggia del Lionello
Piazza Libertà

6 Fondazione Filippo Renati Via S. Valentino 23

cinema

7 Giardini Loris Fortuna
Piazza Primo Maggio

installazioni

5 Loggia del Lionello
Piazza Libertà

8 Loggia San Giovanni
Piazza Libertà

9 Palazzo Morpurgo
Via Savorgnana 10

10 Piazza Matteotti

mostre

9 Palazzo Morpurgo
Via Savorgnana 10

11 Galleria Modotti

Via Paolo Sarpi

1 Teatro Nuovo G. da Udine Via Trento 4

presentazioni libri

12 Libreria Friuli
Via dei Rizzani 1

13 Libreria Martincigh
Via Gemonia 40

parchi

7 Giardini Loris Fortuna
Piazza Primo Maggio

14 Giardino Ricasoli
Piazza Patriarcato

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