

primacenters

WP4. Training Programme Annexes. ITALY

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Training Programme: 'Migrants' Integration in the Primary Sector: Ensuring Decent Working and Living Conditions'

Annex: Data and specifications for Italy



Module 1: Introduction and Key Concepts Related to Migration

- Main geographical origins and migrants' profiles in Italy, following the National Body For the Coordination of Policies on the Integration of Foreigners - report 2024: https://www.astrid-online.it/static/upload/rapp/0000/rapporto-onc.pdf

- Main developments in migration and international protection, including latest statistics, Eurostat: https://home-affairs.ec.europa.eu/document/download/78bd05b0-f2b3-41f1-83e1-763437aea3a9_en?filename=2024_EMN-ESTAT_IT_countryfactsheet.pdf

- Migrants arrived in Italy by sea between 2024 and 2025: https://www.ismu.org/arrivi-via-mare-morti-e-dispersi-banca-dati-sulle-migrazioni

- Migrant labour trends in Italy: https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40europe/%40ro-geneva/%40ilo-rome/documents/publication/wcms_881550.pdf

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Module 2: Legislative Framework on Migration

Specific relevant data in relation to each country: links to more relevant country legislation.

- Periodic legal update on the main regulatory developments in the field of migration: https://www.ismu.org/aggiornamenti-giuridici-2024-2025/
- Legislative Decree 23/2026 on security and migration: https://temi.camera.it/leg19/post/19_pl18_le_principali_misure_della_xvii_legislatura.html
- Italian legislation on labour migration:https://www.ilo.org/it/media/367391/download



Module 3: Migration and Employment in the Primary Sector

- Socio-occupational inclusion and empowerment of migrant women: https://www.lavoro.gov.it/notizie/pagine/inclusione-socio-lavorativa-ed-empowerment-delle-donne-migranti
- Sicilia Integra: Socio-economic integration of migrants and unemployed youth through agro-ecology and sustainable community design https://sdgs.un.org/partnerships/sicilia-integra-socio-economic-integration-migrants-and-unemployed-youth-through-agro.



Module 4: Social and Labour Integration Models for Migrants.

- Enhancing the potential of foreign nationals in accessing the labour market: https://rm.coe.int/final-policy-brief-2-publication/1680b17b70
- Memorandum of understanding with the Don Vincenzo Matrangolo Association for the inclusion of migrants: https://www.legacoop.coop/lps-firmato-protocollo-dintesa-con-lassociazione-don-vincenzo-matrangolo-per-linclusione-delle-persone-migranti/
- Project "Arte&Orti": https://www.proximarg.org/arte-orti



Module 5: Skills, Resources and Tools for Employability and Integration

Case Study 5.1

(Group work in groups of 3–4 people | Time: 30 minutes)

A migrant woman arrives at the Community Center after being informed that her application for housing assistance was rejected due to missing documentation. The migrant is already upset and asks the staff member why it was rejected. The Center's staff member explains that her application was rejected because she did not submit all the necessary documents.

The migrant's hands have turned red and her voice trembles; she pauses for a moment and says, "No one explained it to me."

The employee replies, "You came to me yourself; I explained it to you."

The immigrant, emphatically: "You didn't explain them to me properly."

The clerk, flustered and irritated, replies: “I told you from the start, and I even asked if you understood, and you said yes.”

The tension escalates.

The immigrant starts shouting, bursts into tears, and says: “I’ll end up on the street; I have nowhere to take my child.”

…. And the employee replies: “There’s nothing we can do right now.”

The situation is in danger of spiraling out of control.

Instructions

Identify:

- the possible causes of the conflict
- communication errors on both sides
- possible intercultural factors that may influence the immigrant woman’s behavior
- how the employee could have reacted differently
- Suggest 2 specific actions to resolve the conflict
- How could the conflict have been avoided from the start
- What evidence indicates that the situation has escalated to a crisis
- What emotions is the immigrant experiencing, and what is intensifying them?
- How did the employee’s attitude contribute to the escalation?

Select:

- the mediation techniques you would apply
- the communication techniques you would use
- alternative responses the employee could have given to reduce the tension

Possible interpretation

The causes of the conflict can be traced to a lack of clear information and the immigrant woman's heightened anxiety due to insecurity.

Communication errors are evident on both sides: the migrant approached the employee already agitated and aggressive due to uncertainty and a sense of injustice, while the employee's dismissive attitude (addressing her informally) places the blame on the migrant for not understanding, shows no empathy, and reinforces the sense of indifference the migrant perceives. Of course, we must not overlook cultural factors regarding migrants, such as the difficulty of adapting to the host country, potential migration trauma, etc.

The conflict escalated with shouting and crying; the migrant woman has completely lost control.

Effective conflict management is not based solely on solving the problem, but primarily on the way we communicate. With the right communication approach—such as acknowledging her feelings "I understand that this situation has overwhelmed you and is causing you intense anxiety, especially since you have a child" and focusing on a solution "let's see together what we can do".

If the employee had applied the techniques of active listening, empathy, neutrality, problem-focusing, and de-escalation from the outset, the conflict would have been avoided or not to have escalated the way it did. Furthermore, if she had applied these techniques during the first meeting, along with clear communication using simple language and confirmation of understanding, this conflict would not have arisen.

Case Study 5.2

(Group work in teams of 3–4 people | Time: 15 minutes)

You work in a facility that receives migrants. In front of you is a migrant who does not speak much, asks no questions and has no trust in the facility.

Instructions:

- What are your initial thoughts?
- What do you assume?
- What good practices will you use to begin building a relationship of trust?

Possible interpretation

At first glance, we might think he is shy. We can speculate that his demeanor indicates insecurity; the fact that he doesn't ask questions may suggest a lack of self-confidence, fear, or even cultural differences. We should not forget that he faces language and cultural difficulties and barriers.

What the professional must do is build a relationship of trust by following specific practices such as: nonverbal and verbal communication, steady but not persistent eye contact, body posture slightly leaning toward the migrant, a calm and friendly facial expression, a low (not abrupt) tone of voice and verbal communication, simple language without difficult terms, and simplification of the information provided.

Active listening: the employee listens carefully and paraphrases sentences to confirm understanding.



Module 6: Concept, Functionality and Service Model

Case Study 6.1

(Group work in teams of 3–4 people | Time: 20 minutes)

In an agricultural unit, migrants from different countries are employed. The supervisor reports that one employee: does not ask for clarifications, makes repeated mistakes, avoids eye contact,

does not participate in discussions and appears anxious when addressed directly. At the same time, his colleagues complain that he does not cooperate. He himself, however, expresses no complaint whatsoever. The employer is considering dismissing him.

Instructions:

- How do you interpret his behaviour? What elements might it be connected to?
- What might be the possible cultural factors underlying his attitude towards the supervisor?
- How do you interpret his relationship with his colleagues? What might lie beneath the surface?
- What possible factors might this be related to?

Possible interpretation

His behavior may be related to: language barriers, adjustment anxiety, possible traumatic experiences, culture shock, fear of dismissal.

Possible cultural factors may include: a sign of respect for superiors, reluctance to speak up, and a different understanding of communication.

In his relationship with colleagues, he perceives that they view him as uncooperative, causing him to withdraw even further. In this particular case, there is a silent conflict.

Case Study 6.2

(Group work in teams of 3–4 people | Time: 20 minutes)

A migrant worker employed in a rural agricultural area has recently received a job offer from another employer who promises better wages and accommodation. However, the worker is unsure whether the offer is legitimate and fears losing his current legal status if he leaves his job.

At the same time, he reports that his current working conditions are poor (long hours, unclear payment arrangements), but he has not raised any complaints due to fear of dismissal and lack of information about his rights.

He approaches a local support center asking for advice but struggles to clearly explain his situation due to language barriers and confusion about administrative procedures.

The staff member realizes that the case involves multiple overlapping issues (employment conditions, legal status, risk of exploitation, and lack of access to reliable information), but the services available are fragmented and require referrals to different institutions.

Instructions

Identify:

- The main challenges the migrant worker is facing
- The risks involved in changing employment
- The gaps in information and support services
- The barriers preventing the worker from asserting his rights
- How fragmentation of services affects the case

Analyse:

- What type of support the worker needs (legal, employment, social, informational)
- The role of trust and communication in this interaction
- How the worker's vulnerability influences his decision-making
- The potential consequences of inaction

Propose:

- 2–3 concrete actions the staff member could take to support the worker
- What immediate steps should be prioritized

Reflect:

- How a more integrated service model (such as PRIMACENTERS) could respond more effectively
- What could have prevented the situation from reaching this level of complexity

Possible interpretation

The migrant worker is facing a complex and high-risk situation involving potential labor exploitation, uncertainty about legal status, and lack of reliable information. His hesitation to act is linked to fear of losing employment and legal security, combined with limited awareness of his rights.

Language barriers and fragmented services further complicate the situation, making it difficult for him to navigate available support. The existence of multiple, uncoordinated services creates delays and increases the likelihood that the worker will either remain in poor conditions or make an uninformed decision.

The staff member's role is crucial in identifying priorities, building trust, and simplifying information. Immediate support should focus on clarifying legal implications, verifying the new job offer, and ensuring safe access to appropriate services.

An integrated approach—bringing together legal advice, employment support, and social services—would significantly improve the response. The PRIMACENTERS model is particularly relevant here, as it emphasizes coordinated, accessible, and user-centered support, reducing fragmentation and enabling more effective case management.

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