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MINISTERO DELL'INTERNO

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Piano Regionale Multiazione Emilia-Romagna CASPER II – PROG 2350

MANIFESTO OF INTERCULTURAL INSTITUTIONAL COMMUNICATION

for public institutions and communicators

1

INTERCULTURAL AGENDA

We recognize intercultural communication activities as an integral part of the assignment and we are committed to include them in the communicative project.

2

STEREOTYPE-FREE NARRATION

We promote integration and intercultural processes in our territories through a stereotype-free and non-hostile institutional communication.

3

INCLUSIVE LANGUAGE

We promote an administrative language that is legally appropriate, understandable, inclusive and respectful of differences.

4

INTEGRATED COMMUNICATION APPROACH

We adopt an integrated approach that increases different codes and communication channels, going beyond the translation of the message into different languages.

5

TO LISTEN ATTENTIVELY

We pay attention to the communication needs of foreign citizens and we are committed to organize with them listening and co-planning initiatives.

6

TO INVITE TO PARTICIPATION

We use intercultural communication as a strategy to overcome formal and symbolic boundaries that can undermine the civic participation of foreign citizens.

7

NETWORKING

We promote the formation and formalization of networks among intercultural communication operators to activate exchange and coordination processes at local and regional level.

8

TRAINING AND UPDATING

We recognize the role of public communicators as facilitators of an institutional communication that values diversities, encouraging them to enhance their own skills.

9

MONITORING AND EVALUATION

We are committed to monitoring and improving intercultural communication activities through discussion with citizens of foreign origin.

Realized by



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