



## Zeugnis



Re: Reference for Wibke Rissling-Erdbrügge

OFFÄHRTE Touristik Gmbh created the concept of "International Projects" in 1996 and piloted the approach in the UK. Because of the success of the concept "International Projects" are now operational in the UK in Bournemouth and Exmouth, in France in Montpellier and Biarritz and on Malta.

As a common denominator all these IP's have as a target to provide high quality activity programmes and learning opportunities for foreign and local young people. This is achieved through the design of an international programme which is developed and managed by an international team of workers from all over Europe. Wibke was not only one the project workers in our Exmouth destination during the summer of 1999, but was also charged with research into the effectiveness of the intercultural approach, inherent in the International Programme.

The three month work period (from June 1999 to September 1999) is preceeded by a two week, specifically designed, training programme, which takes place in the UK. Training elements of the programme, which is in the process of being accredited through the Further Education Funding Council, are:

- Management skills and managerial decision making
- Conflict resolution and dealing with crisis situations
- Team building skills including rolle identification and target setting
- Conflict resolution
- Intercultural learning ( Wibke provided these inputs herself )

With the help of supervision and regular team meetings the project workers are than responsible for the overall management of activity programmes for up to 2000 young people from all over Europe. The overall management includes the development and facilitation of a needs based and relevant activity programme for foreign students and local young people, the guidance and support of group leaders from all over Europe and the traditional management functions i.e accounting, book keeping and resource management inherent in the task.



As well as these overall responsibilities each project member of staff takes on specific functions for the running of the programme which are determined on their skill base during the training programme. Wibke Rissling-Erdbrügge worked for me in our Exmouth destination which is by far our biggest project catering for up to 2000 young people. To manage this large scale operation OFFÄHRTE recruited a team of nine project workers for the summer of 1999.

During the training programme Wibke impressed me with her understanding of cultural determinants, her level-headedness and her commitment to make the concept of International Project work in a challenging environment. The team was drawn from five nationalities with all the inherent tensions and frustrations and because of her skills in intercultural learning Wibke could be called upon to make things work when tensions came to the fore front.

Wibke's organisational skills and her quick grasp of administrative procedures made her the natural choice as the manager for the IP trip programme. Not only did she need to ensure that the capacity of nearly 6000 places on trips were managed appropriately but she also dealt with our main suppliers in the Exmouth destination.

In order to manage this operation Wibke developed a membership system for the client base which was clear, structured and effective and was operational throughout the summer. In achieving these results Wibke was served well by her outstanding communication skills and her friendly and calm personality. She was well liked by colleagues, our partners in Exmouth and most importantly by the young people themselves.

Her training in evaluation techniques and her knowledge in integrational, multi-cultural work also provided the Exmouth project with the considerable benefit of her in-depth evaluation of the projects effectiveness in the eyes of young people.

Wibke's professional and experienced approach ensured that not only the trip programme ran smoothly without any problems but also motivated other members of staff to take a similarly professional route, which benefitted the overall performance of the team.

In summary I was impressed by Wibke's performance during the summer of 1999 and I am convinced that she will be an asset to any employing agency. I wish her well for her career in her chosen field and look forward to reading the outcomes of her research.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Helge Maul'.

Helge Maul

IP Project Manager