TECHNOLOGY – WEB SOLUTIONS FOR REFUGEE-OWNED BUSINESSES IN GREECE

Identify and develop technology solutions for small businesses in Athens

Students are guided by our local staff and mentors from leading consulting firms to support small businesses in Athens owned by migrants and refugees fleeing conflict in the Middle East and North Africa. Through client interviews, needs assessments, mentorship, process analysis, and cultural sharing students make technology recommendations and create the corresponding solutions to help our clients grow their small businesses.

Sample deliverables include websites, online stores, inventory systems, customer relationship management software, etc.

In addition to our skill-based learning objectives, building cultural competence is integrated into the course to increase the quality of services and improve outcomes with community partners.

PROGRAM OVERVIEW

CUSTOMIZE YOUR STEM TELESQUAD BY SELECTING A SET OF MODULES. EXPLORE AVAILABLE MODULES BELOW:

Module 1: Introductions and Program Overview

Coordinator and student introductions along with a presentation on Squads Abroad (SA) and the work of our parent organization Global Brigades (GB) in Greece. **Self-Guided Activity:** Group reviews GB Greece's small business development program in the context of GB's Holistic Model for community development.

Module 2: The Refugee Crisis

Local refugee expert facilitates discussion on the causes of the crisis and its impact in Greece from a social and economic lens. **Self-Guided Activity:** Group watches a video on the refugee crisis for context. Research on the contribution of refugee and migrant-owned micro-enterprises to economic inclusion, social integration, and the economy of the host country.

Module 3: Business Opportunities for Refugees and Migrants

GB's program manager provides the context of small businesses in Greece and opportunities for refugees and migrants. **Self-Guided Activity:** Group reviews program materials and background on SMEs' operation in the Greek business environment.

Module 4: Business Selection

Coordinator presents potential refugee or migrant-owned businesses and supports students to choose which they will work with along with their technology needs. **Self-guided activity:** Group reviews entrepreneur information and informs staff of selection.

Module 5: Initial Meeting Preparation

Coordinator presents business information and details on technology challenges/opportunities of the business. **Self-Guided Activity:** Group prepares and assigns questions to ask the entrepreneur. Students practice introducing themselves in the business client's mother tongue or Greek.

Module 6: Initial Meeting with Entrepreneur

Introductory meeting between entrepreneur and group to build relationship and have cultural exchange. **Self-Guided Activity:** Group reviews notes from meeting and divides into teams and assigns tasks to develop technology solution.

Module 7: Mentor Session with Professional Consultant

Mentor and GB coordinator help prepare the group to ask most strategic questions during the consultation day. **Self-Guided Activity:** Group prepares and assigns questions to ask business clients based on mentor guidance.

Module 8: Second Meeting with Entrepreneur

Live virtual session with the entrepreneur to answer questions and gather information to create their technology solutions. **Self-Guided Activity:** Group begins work to create technology solutions.

Module 9, 10 and 11: Working Sessions

Three working sessions with coordinators to answer questions and help students create their technology solutions. **Self-Guided Activity:** Continuing working in teams to finalize solutions.

Module 12: Business Plan Submission and Final Mentor Feedback

Group submits final deliverables and presentations for final feedback from mentors. **Self-Guided Activity:** Make any last edits to solutions based on mentor feedback.

Module 13: Presentation to Entrepreneur

Group presents solutions via a video conference to the entrepreneur with translation by the coordinator and cultural mediator (if needed). Group receives feedback from the client. 2 hrs. **Self-Guided Activity**: Group reflects on the presentation and feedback from the client and makes any edits to deliverables. Procure cooking materials for cultural activity.

Module 14: Cultural Activity and Project Celebration

Squads Abroad coordinator debriefs with the group and the team celebrates with a traditional dish. **Self-Guided Activity:** Group reflects on the TeleSquad experience.

Impact Reporting

Students will be included in Squads Abroad's regular newsletters and receive project updates and overall monitoring and evaluation of our programs.