

Summary

Many municipalities complain about problems with young people. They want a better **social togetherness**. Citizens are faced with a conduct of young people that leaves them often helpless. The project "CommunityCourage" aims to gain civil society's capacity for action, to strengthen social peace and to promote a respectful, appreciative and constructive togetherness. The underlying approach was based on the model of "Non-violent resistance and intervention" by the psychologist Haim Omer. The aim of the project was to implement this model in communities.

In schools, families and companies "Non-violent resistance and intervention" and its principles have proved their worth. Their **transfer to the context of an Austrian community** means however social innovation. Because communities bundle different interests, such as housing, labour and leisure. A huge range of stakeholders as there are families, local suppliers, associations, police and municipal policy play a key role. A survey of demands within the scope of the project resulted accordingly in a large number of different, partially divergent demands. A "network-civil courage" was designed, that is able to interact with institutions on-site and to provide self-organized services for social peace. The need for information and communication in particular were captured and allocated as demands to the ICT-solution. The concept of "Non-violent resistance and intervention" was integrated into the strategy of citizen participation on municipal level.

The model "CommunityCourage" was developed experimentally and tested in the **municipal Ansfelden**, in close collaboration with the mayor, municipal office, youth coordination and local institutions. A steering team and a network civil courage were formed. Interested citizens were able to obtain information in the course of events (e.g. together with the police) and received a basic training. Together with those responsible, specific and current questions in Ansfelden ("Schoolyard Haid") have been addressed in an exemplary manner.

A Tool-Kit "CommunityCourage" was developed and is available for application for interested communities. The Tool-Kit includes the concept as well as numerous instruments, to support the process flow of development towards a courageous community. The principals of "Non-violent resistance and intervention" as well as the rules of network formation are explained. The Tool-Kit includes training curricula, tools for communication with citizens, demand surveys and ICT-solution concepts. The Tool-Kit is available as soft- or hardware package. **Results and gathered experiences were disseminated** among others in the course of press conferences, ORF- and other media reports, scientific publications and a well visited symposium at ABC Ansfelden. Market research showed, that almost all interviewed communities are interested and indicates a high market potential. An evaluation points out critical success factors, as there are network formation, training, and in the practical implementation close alliance of adults.

The proof of successful application and success factors of "CommunityCourage" has turned out well. The project has developed a tool for social peace in communities, that enables citizens to create a respectful togetherness. "CommunityCourage" should be made available in all federal states of Austria. There are already interested process facilitators in Vorarlberg, Lower Austria and Upper Austria. The communities will need financial support in order to implement the project.