

Topic: Role of the Resettlement Agency

Activity: Maintaining a Positive Relationship with your Resettlement Agency: Two Critical Incidents for Refugees

Objective	✓ Participants will consider the importance of maintaining positive relations with resettlement agency staff
Lesson Time	35 minutes
Materials	<ul style="list-style-type: none">☐ Critical incidents #1 and #2, enough for <i>one</i> critical incident per participant (included)☐ Flipchart paper with large group reflection questions listed (samples included)☐ Markers☐ Tape
Introduction	It is important for recently resettled refugees to be patient and maintain a positive, productive relationship with their resettlement agency. However, this is not always easy. Resettlement is challenging, and some refugees may be tempted to blame their resettlement agency for their frustrations.
Practice	<p>(Note: Feel free to change names to reflect your participants.)</p> <ol style="list-style-type: none">1. Put participants into small groups of 2-4 and ask each group to choose a spokesperson.2. Distribute “Critical Incident #1: Makin” to half the groups and “Critical Incident #2: Sabir” to the other half of the groups. Each participant should have one critical incident.3. Ask groups to read the critical incidents (or the facilitator should read them aloud to each group if literacy is a challenge). Participants discuss their critical incident’s reflection questions.4. Bring the large group together and ask the spokesperson from each group to summarize the main ideas from their group discussion, beginning with a summary of the critical incidents. Write answers to large group reflection questions on the flipchart paper to compare and contrast the two critical incidents. Discuss as necessary.
Large Group Reflection Questions	<ul style="list-style-type: none">● What did Sabir do differently from Makin?● Why did Makin and Sabir trust different people?● What strategies did Sabir use to stay productive and positive?● Why is it important to remain patient and trust your resettlement agency?

Critical Incident #1: Makin*

Makin is a recently resettled refugee. In his home country he was a successful leader of a company. When he meets his resettlement agency case worker, he is disappointed because she is a young, female, non-native English speaker named Eva. Makin is not used to depending on someone younger than him. He worries that Eva is not experienced enough to give him the best services.

Makin becomes even more disappointed when he realizes how difficult life is in the U.S. It is hard for Makin to find a job, and his benefits are limited. Makin complains to Eva in a loud voice, but she says she is doing the best she can and encourages him to be patient. Makin decides to skip his next meeting with Eva and talk to a new case worker at the agency. However, the other case workers tell him they are busy with other clients. Makin gets angry and demands to see the director of the agency.

The director reassures Makin that all resettled refugees face frustrations and are treated equally. He also says that Eva is a very good case worker and he should continue working with her. However, he says that when Makin skipped his last meeting with Eva, he missed some important information about benefits. He warns Makin not to raise his voice at the agency and to treat Eva with respect. Now Makin has to wait several days for a new meeting with Eva.

Stop and reflect:

- What happened in this critical incident?
- What are the consequences of Makin's decisions?
- How do you think Eva will feel next time she sees Makin?
- What could Makin have done differently?
- What would you have done?

Critical Incident #2: Sabir*

Sabir is a recently resettled refugee. In his home country he was a successful leader of a company. When he meets his resettlement agency case worker, he is surprised because she is a young, female, non-native English speaker named Eva. Sabir is not used to depending on someone younger than him. At first he worries that Eva is not experienced enough to give him the best services, but he decides to have faith in her and trust that the resettlement agency hired good case workers.

Sabir is disappointed when he realizes how hard it is to find a job and how limited his benefits are. However, Sabir knows that the resettlement process is a long journey, and he tries to be patient. Sabir is always on time for his meetings with Eva and listens carefully to what she tells him. Eva is very good at her job and works hard to help Sabir. When Sabir expresses his feelings of disappointment and frustration with Eva, he learns that Eva was once a refugee too. She struggled through the same frustrations. Eva's story inspires Sabir to be positive and proactive. A month later, when Sabir needs a reference for a job, Eva is able to say many good things about Sabir's positive attitude and help him get the job.

Stop and reflect:

- What happened in this critical incident?
- What would have happened if Sabir had not followed Eva's advice?
- How did Sabir stay positive?
- What would you have done?