



CO Topic: Role of the Resettlement Agency

Lesson Topic	Communicating With Your Case Manager
Objective	Through role-play, refugees will show knowledge of the ways in which refugees and case managers interact and the challenges that may arise in this relationship.
Lesson Time	45 minutes
Materials	<ul style="list-style-type: none">• Whiteboard or poster paper• Markers• Tape
Discussion Questions	<ul style="list-style-type: none">• What interactions have you had with your case managers up to now?• What are some of the difficulties you have encountered when communicating with case managers?• What challenges do you think case managers may experience when interacting with newly arrived refugees?
Practice	<ol style="list-style-type: none">1. Record the answers to the second and third questions above on two pieces of poster paper. Add to the list a few challenges experienced by case managers.2. Based on challenges listed by refugees and the trainer, ask two refugees to come to the front of the room. One should assume the role of the refugee and the other should assume the role of the case manager.3. Give the actors a minute to look over the relevant list and instruct them to have a brief (5-minute) conversation about a topic of your choice (for example, applying for a Social Security card or going to a job interview) that demonstrates the challenging behaviors mentioned by refugees in the discussion. For instance, refugees may have said that case managers give them too much information and have no time to listen to their issues and concerns. The trainer may have indicated that case managers report that refugees assure them that they understand the information given to them but are then unable to demonstrate knowledge of that information.4. After the role-play, ask the group to summarize what happened. Are the refugee and the case manager communicating effectively? Why or why not? What could they do to communicate more effectively? (Possible answers to the last question: They can listen better to each other; the case manager can ask the refugee to repeat back important information; the refugee can ask for clarification every time something is unclear.)5. Capture ideas for positive communication on poster paper and put the poster up in the room for future reference.
Cultural Notes	<ul style="list-style-type: none">• Individuals from different cultures may communicate in very different ways and may perceive interactions with others differently. This applies to both case managers and refugees. These different communication styles and perceptions may have a negative impact on the case managers' and refugees' ability to communicate effectively. Older refugees, for instance, may feel disrespected when young case managers instruct them to do things in a certain way. Refugees from some cultures may fear the loss of face in acknowledging that they do not understand something and may indicate that they have understood the case manager, even when they have not.• There are many challenges in cross-cultural communication. Listing and analyzing them from the perspective of both the refugees and the agency staff can be a useful first step toward more effective communication.