

Facilitation Guide for Civic Actors v1.0**1. Preparation**

Set up the workshop space; issue consent forms where necessary and explain their use; welcome participants and explain the format; confirm they are happy to introduce themselves by name and/or role.

2. Introduction (15 mins)

- Welcome everyone, introduce the purpose of the workshop
- Ask people to introduce themselves to the group
- Introduce the main question: “What makes a city welcoming to refugees/newcomers?”

What is the role of the volunteers, activities, non-governmental organisations in advancing a welcoming city?”

- People seek refuge in a city like [location] after losing their homes, having to flee their country, after long journeys:
 - What do they expect?
 - What do they need when they arrive? What and whom do they find that responds or sets obstacles when they settle here?
- Explain the format of the workshop (about 2-3 hours; 2 main activities plus discussion)

3. Group Activity 1 (20 mins) – Environment and Experiences

Using Worksheet 1, identify the needs, resources, obstacles faced by newcomers/refugees in the city as well as those faced by civic actors in helping them. Use the stickers and write and draw on the sheets to give examples & explain simply.

The Worksheet has 6 vectors to explore this by: Connectivity; Information; Safety/Security (including sense of home); Health; Education; Work/income.

- What are the main needs refugees have in these areas: the people, media, places and services?
- What resources (give examples: e.g. language lessons; jobs; housing but also smart phones or internet connectivity) do you know that they have access to?
- What are the difficulties and challenges in these areas?

Finally, in the centre – how can the needs and resources transcend or overcome



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these difficulties and challenges to make the true City of Refuge?

4. Group Discussion (20 mins)

Ask participants to discuss their choices and explain how they have mapped out relationships on the worksheet. Open up the discussion to explore wider implications.

Questions could include :

- Do you recall examples where you or your organisation supported newcomers/refugees in managing one of those areas (e.g. connectivity)
- What was the outcome of this effort?
- What were the main obstacles in this effort?
- Do you use digital media – e.g. smartphones, Apps, social media to connect with refugees?
- Why/why not?
- Do you use digital media to connect with other organisations/your members?
- Why/why not?
- Is there anything you can do through social media or smartphones that you wouldn't be able to do otherwise?
- Do you think refugees have sufficient access to the internet?
- Do you think they have sufficient access to information?
- What can be done to support them to be better connected?
- What can be done to support them to have better access to information?
- What are the challenges/dangers (bridge to next activity)?

BRIEF BREAK (10 mins)**5. Group Activity 2 (20 mins) Sentiment Matrix**

Use Worksheet 2 to record sentiments of what they identify as safe/unsafe resources and difficulties/challenges/obstacles/barriers for building the city of refuge. Use the stickers and write and draw on the worksheet to map out how people feel about these issues and what the relationships are between them.

Some things to consider are:

- What are the resources that you need the most to support refugees?



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Facilitation Guide for Civic Actors v1.0

- How do you feel about having/not having access to these resources?
- Are some resources necessary but feel unsafe to you and/or refugees?
- Do some necessary resources create more obstacles to refugee integration?

6. Group Discussion (20 mins)

Ask participants to discuss their choices and explain how they have mapped out relationships on the worksheet. Open up the discussion to explore wider implications.

Questions could include:

- Do you feel safe in using the internet in your communication with refugees or in communication in support of refugees?
- Do you think refugees feel safe using the internet? Do you have any concerns about their safety when they use social media or their phones?
- What do you do to minimize risks when you use the internet in your communication with refugees or other volunteers/activists?
- Do you look for alternatives?
- How do you think the refugees you support/host/... feel about the work you do?
- Has any of them told you what they need more of or less of? If so, how did you react?

7. Final Discussion (Plenary – 20 mins)

Ask participants if there is anything that these exercises helped them consider in relation to their engagement with refugees that they might have not thought about before? What are the main take-aways of the workshop's encounters?

Finally, ask the participants to imagine that all the obstacles that you identified for making the city of refuge have been overcome:

How would they see their role transformed in this ideal city?

8. End

Thank the participants (offer expenses/compensation etc, where appropriate).