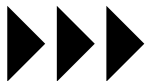


# EVA'S DAY

## CHAPTER 1/1



### TASK 1

## GROUP DISCUSSION

What do you associate with centers for people seeking asylum? Discuss in a group and create a mind map. Answer the following questions:

- ▶ **Can you imagine the difficulties faced by people living in the centers for people seeking asylum?**
- ▶ **Can you imagine a positive aspect of living in one of the centers for people seeking asylum?**
- ▶ **Can you imagine the type of assistance needed by people living in the centers for people seeking asylum?**



# EVA'S DAY

## CHAPTER 1/2



### TASK 2

Eva is a cultural assistant who works for an NGO and regularly visits one such center for people seeking asylum. She also lived in one of such centers before she obtained refugee status. This is what she said about her experience at the center:

**Of course, it's not a joyous place. It's quite depressing, and conflicts often arise from a young age. The most significant factor is the constant uncertainty of the situation. You never know what tomorrow will bring. Will you receive a negative or positive decision? Will you face deportation? It all revolves around that.**



Does your guess regarding the struggles of people living in a refugee center align with those mentioned by Eva?

# EVA'S DAY

## CHAPTER 2/1



### TASK 3



Please read the following description of a situation encountered by Eva working as a cultural assistant, and then answer the questions that follow.

**At the center where Eva works, there is a conflict between two families. This conflict arose because two boys in the center were constantly poking and fighting with each other. As a result, the families of these boys are also in conflict.**



Should Eva intervene in this situation? Explain why she should or why she should not.



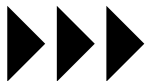
If yes, how should she approach the situation? What should she do? Think about what or who could help Eva in this situation.



## EVA'S DAY

### CHAPTER 2/2

# It's not actually the whole story.



#### TASK 4



Here are some more details:

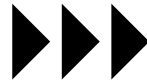
**One of the boys has clearly shown symptoms of neurodiversity, while the other boy seems to be living with a mental health condition of some kind. However, the families do not have a medical diagnosis for them yet. Moreover, the conflict has escalated, as other families within the center have taken sides.**



Considering this additional information, do you think Eva's approach to the situation should be altered? If yes, why and in which way?

# EVA'S DAY

## CHAPTER 3



### TASK 5

Here is how Eva approached this situation. Read Eva's take on this and identify what kind of information is important for her and why.

**And due to the fact that I was a cultural assistant, my day started with gossip from both sides. I had to listen to gossip from both sides to resolve this situation. If you do not know the background, at least the mentality of these people, which country they come from, what is their situation in general, how they see this situation and what can come out of it, what they want... you simply would not understand it.**

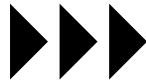
Would you add something to what Eva says?



# EVA'S DAY

## CHAPTER 4/1

## SOLUTION



## TASK 6

Here is Eva's solution to the conflict. Read the summary and then answer the questions below.

**Upon consulting on the conflict with the team for advice, Eva assisted these two families with administrative matters, such as helping them with their refugee status application. She also guided them to relevant websites and institutions where they could receive additional support. Moreover, she expedited the process of obtaining a diagnosis for one boy, and the same is currently underway for the other boy.**

## QUESTIONS

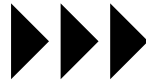


Did Eva address the conflict between families directly?



Why do you think she focused on administrative issues? What was the rationale behind Eva's approach to solving the conflict?

# EVA'S DAY



## TASK 7

### CHAPTER 4/2

Compare her solution to the one you came up with. Find differences and similarities as well as advantages and disadvantages of both solutions. You can use the table below.

TABLE

	▶ Eva's approach	▶ Your approach
SIMILARITIES	▶	▶
DIFFERENCES	▶	▶
ADVANTAGES	▶	▶
DISADVANTAGES	▶	▶

## EVA'S DAY

### DEBRIEFING A

# Thank you for your time!

BEFORE YOU FINISH,

we have several questions for you:



**What do you think was the goal of this session? Whose assistance or what resources do you think would be necessary in similar problem-solving contexts? Discuss how, and to what extent, this case story helped you practice:**

▶ Taking different perspectives.

▶ Becoming more aware of your expectations.

▶ Reflecting on your biases.

▶ Understanding that people can have different interpretations of the same situation.

▶ Finding alternative solutions or approaches to an issue/problem/situation.

▶ Considering power relations in the context of providing help.

▶ Gathering information.

▶ Mapping available resources.

▶ Thinking systematically (i.e. considering interactions, relations, interdependencies in a complex system).

▶ Evaluating solutions, situations, and approaches.

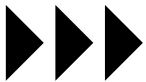


## EVA'S DAY

### DEBRIEFING B

# Thank you for your time!

Here you can read the goals and learning objectives of the case story. Check if your answers align with them and if you agree with them.



THE GOAL OF THIS CASE STORY IS TWOFOLD. FIRST, IT AIMS TO CHALLENGE PARTICIPANTS' SOLUTIONS BY COMPARING THEM WITH THOSE OFFERED BY EVA, THEREBY ENHANCING THEIR PROBLEM-SOLVING SKILLS. SECOND, IT AIMS TO IMPROVE PARTICIPANTS' SKILLS IN INFORMATION GATHERING AND RESOURCE MAPPING. EVA, IN THIS SCENARIO, EFFECTIVELY MAPPED HER AVAILABLE RESOURCES BEFORE ASSISTING THE FAMILIES. RATHER THAN APPROACHING THE CONFLICT DIRECTLY, SHE FOCUSED ON WHAT SHE COULD ACCOMPLISH, NAMELY HELPING WITH DOCUMENTATION. RESOURCE MAPPING ALSO REQUIRES SYSTEMATIC THINKING, WHICH INVOLVES AN UNDERSTANDING OF THE EXISTENCE OR LACK OF SYSTEMIC SOLUTIONS. IN EVA'S CASE, THIS KNOWLEDGE ALLOWED HER TO EXPEDITE THE PROCESS OF OBTAINING A DIAGNOSIS. TO IDENTIFY SUITABLE SOLUTIONS, SHE HAD TO GATHER INFORMATION REGARDING THE FAMILIES' NEEDS.