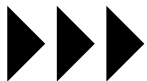


LANGUAGE COURSE

CHAPTER 1



TASK 1

GROUP DISCUSSION

Please read the quote and discuss the questions below:

And I thought ‘you are beneficiaries of language courses, you cannot tell me that you simply forgot to inform me about the issue’.

QUESTION



Who could have thought that?

About whom?

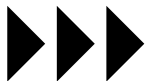
In what context?

What do you think the problem is?

How does the person who thought that feel?

LANGUAGE COURSE

CHAPTER 2/1



TASK 2

Please read the short story. Were your guesses correct? Then answer the question below:

The help provider who works in an NGO assisted refugees in finding a language course. According to the help provider, refugees expressed a need for additional language classes. After several weeks of effort, the help provider managed to secure a spot for them in an ongoing course. The refugees expressed gratitude for the help. Two months later, the help provider asked about their experience with the course. It turned out that they didn't attend it.

QUESTION

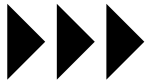


Imagine that you are the help provider. How would you react in this situation?



LANGUAGE COURSE

CHAPTER 2/2



TASK 3

Imagine the conversation between the help provider and the refugees. Recreate the scene, either orally or by using drawings.

DRAWINGS



LANGUAGE COURSE

CHAPTER 3/1



TASK 4

Now read the summary of the interaction from the perspective of the help provider and discuss the question below.

The help provider suggested that they should have informed her that a person organising the course did not reply. The refugees said that they forgot. Then the help provider thought, ‘you are beneficiaries of language courses, you cannot tell me that you simply forgot to inform me about the issue’.

QUESTION

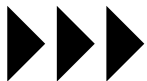


What could have been said or done to avoid this problem? At what point? Recreate the communication. You can use your ideas and notes from the previous task.



LANGUAGE COURSE

CHAPTER 3/2



TASK 5

INDIVIDUAL TASK

Based on what you have learned and discussed, make a list of the expectations of the help provider and the refugees.

EXPECTATIONS

▼ help provider

▼ refugees



Now, discuss and explain your answers to the group.

DISCUSSION

LANGUAGE COURSE

CHAPTER 4



TASK 6

GROUP DISCUSSION

Discuss the following questions as a group:



How much do you think refugees know about procedures related to language courses and making arrangements?



Who do you think has the know-how regarding norms of communication and procedures in the host country?

LANGUAGE COURSE

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? 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).

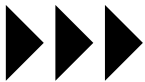
▶ Evaluating solutions, situations, and approaches.

LANGUAGE COURSE

DEBRIEFING A

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 THE CASE STORY IS TO PRACTICE TAKING DIFFERENT PERSPECTIVES, IDENTIFYING THE EXPECTATIONS OF EACH PARTY, AND REFLECTING UPON ONE'S OWN EXPECTATIONS. ADDITIONALLY, THE PURPOSE IS TO GENERATE SOLUTIONS WHILE CONSIDERING THE FACT THAT THE CHARACTERS IN THE STORY, AS WELL AS OTHER PARTICIPANTS, MAY INTERPRET THE SAME SITUATION DIFFERENTLY. FINALLY, THIS CASE STORY AIMS TO ADDRESS POWER IMBALANCES IN THE CONTEXT OF PROVIDING HELP, SPECIFICALLY HIGHLIGHTING THAT A PERSON PROVIDING ASSISTANCE OFTEN HAS EASIER ACCESS TO KNOWLEDGE AND RESOURCES.