

IO3 VAMOS TRAINING COURSE

Expert in migrants' labour and social inclusion



2019-1-ES01-KA202-065450

Co-funded by the
Erasmus+ Programme
of the European Union



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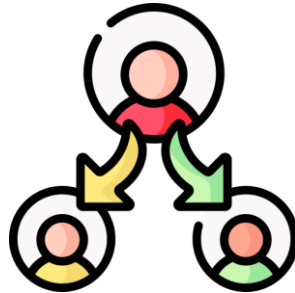
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MODULE: 4 Emotional & Education Interactions

Unit 1: Recognising the person

1.1 Preparing for interview/ counselling session with the newcomer

1.2 Core counselling and interviewing methods, techniques and skills



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MODULE: 4 Emotional & Education Interactions

After this unit you will:

- Be able to prepare for an interview/counselling session with the newcomer
- Have gained knowledge on core counselling and interviewing methods, techniques and skills

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Unit 1. Recognising the person

It starts with one person
recognising another person



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Active listening

Active listening comprises of many elements combining both verbal and body movement techniques that we need to be aware of.

These include the following which we will examine in detail:

- ✓ Eye contact
- ✓ Body language and posture
- ✓ Vocal style
- ✓ Verbal following



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Eye Contact

Making eye contact:

- Always make initial eye contact before you start talking to someone.
- When you look around, do it slowly.
- Avoid looking down at the ground or at their feet when you look away.
- Instead of looking away, look at another part of their face.
- Break your gaze when making a facial gesture or nodding.
- Avoid distractions such as looking at your watch or mobile phone. Gives the impression you are not listening.

These are some tips that are commonly accepted in western EU countries. Do you notice any differences between these and your own country?



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Body Language and posture

Here are some tips concerning your body language:

- If you are sitting, lean towards the other person slightly to show your interest in what they are saying.
- However, make sure a comfortable distance remains between you both.
- Take note, if they are in a relaxed state.
- Ensure that your facial expressions are friendly.



Attached is a video highlighting key techniques to improve your body language when listening.

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Vocal Style

Tone and vocal style are extremely important when communicating. The same sentence in different tones can have many different meanings.

To demonstrate this, try saying the phrase “What do you want?” in 3 separate tones.

- ▷ Angry
- ▷ Happy
- ▷ Surprised

Notice how different each question can sound with a different tone applied?

Try to avoid:

- Long pauses
- Rambling
- Use of “oh” and “umm” while speaking.



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Verbal Following

- Accept what the migrant is saying and feeling in an empathetic way.
- Avoid interruption while they are speaking.
- Listen to what is being said.
- Do not change the subject.
- Think before you talk.
- Use techniques like the “Native American talking stick”.

The Native American talking stick, originally referred to as a speaker's staff, is a tool of indigenous democracy used by many tribes, especially the indigenous peoples of the Northwest Coast in North America. The talking stick is passed around the group and allows for multiple people to speak in turn and voice their opinion.



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Active listening Recap

Using what you have learned, Chose one of the answers to the following questions.

Meeting someone for the first time, do you...

- Stare into their eyes until their eyesight breaks?
- Look at your feet as you say "hello"?
- make initial eye contact before you start talking to someone?

As you listen to someone's story, your body language should be to...

- Sit on top and closely to the newcomer migrant, close off any personal space to show you listen.
- Ensure that the speaker appears to be in a relaxed and comfortable state.
- Keep a blank facial expression as you listen.

When speaking yourself, you should...

- Ensure that your tone remains kind and matches the words you use.
- Interrupt them briefly when you having something to say that may be relevant.
- Use long pauses and and following terms such as "umm" and "ehh" as you speak.

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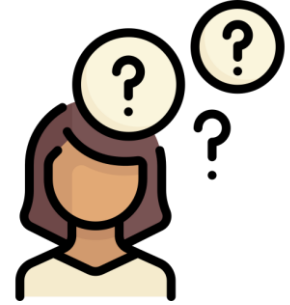
Questioning: Open-ended and closed-ended questions



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Open ended conversations

Examples of open-ended questions



What differences have you noticed between here and your home country?

How do you feel about your host country?

How can I help or assist you?

Have you experienced any issues? Tell me about them.

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Closed-ended conversations

Examples of closed-ended questions



Have you managed to find work yet?

Do you speak the local language?

How old are you?

What was your profession in your home country?

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Encouraging

Encouragers are tools to encourage a speaker to feel comfortable to continue, ways to show that you as a listener have interest.

Forms of Encouragement, used at one's discretion.

Verbal

- "hmm"
- "ahh"
- "so?"

Non Verbal

- Head nods
- Positive facial expressions
- Gestures of encouragement
- Silence



Insoo Kim Berg, (1934-2007) was a Korean-born American psychotherapist who was a pioneer of solution focused brief therapy and a master of minimal encouragers.

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Summarising and Paraphrasing

- Paraphrasing is...
to reiterate or repeat a text or speech rephrasing it into your own words, without altering the intention or meaning.

- Summarising is...
providing a summary of what the speaker has said but cutting it down to essential information. It is helpful when looking to link onto the next topic.

They are both good ways to show that you are paying attention to the core of what the other person is saying.

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Paraphrasing and Summarising exercise

Here is what Fatima, a migrant, has told you about her day. How would you paraphrase or summarize it? Read the paragraph and try to see the different ways you would repeat Fatima's story by paraphrasing or summarizing it.

“I had gotten off the bus in the city centre just before noon. I had planned to see my friends in the evening after I had run a number of errands. Firstly I needed to deposit some money in the bank, drop off some clothes to laundrette and buy my brother a birthday present as it was coming up next week. My visit to the bank had gone smoothly, with the bank clerk being pleasant and helpful, next there was a long enough line at the laundrette but managed to drop off my clothes for collection in the morning. Finally I needed to find something for my brother, I searched for more than an hour and finally settled on buying him a new pair of shoes. after all that was done I was able to meet my friend for dinner in the evening where we shared a margarita pizza.”



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Paraphrasing and Summarising exercise

Take note of the key information and make sure the message still gets across, when you summarize and paraphrase the text. Below are some examples of paraphrasing and summarizing of the previous paragraph.

Paraphrasing

You arrived in the city via the bus before midday, and had a number of tasks to do before meeting your friend. you had to visit the bank which was easy, with the teller at the bank being accommodating. following that you left your clothes in the laundrette. There was a line but it wasn't too bad. Before meeting you friend, you needed to buy a birthday present for your brother, it took a little while but you eventually settled on a nice new pair of shoes. Finally you could meet my friend for a pizza.

Summarising

You were in the city before noon and had errands to run. Firstly you went to the bank, which was straightforward. Secondly you dropped off your clothes at the laundrette and then purchased your brother a present. Finally after completing your tasks you joined your friend for a pizza.

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Reflection of feelings

Reflection of feelings is attempting to identify and reflect the underlying emotional state of newcomer migrants as they tell us something.

Often migrants are dealing with a wide range of emotions, both positive and negative.



Be aware of the cultural differences when it comes to dealing with emotional topics. Outward displays of emotion are not always encouraged in all cultures, be aware of cultural backgrounds when reflecting feelings.

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The cultural influence of displaying emotion



Always make sure that you are wearing your “cultural glasses” when dealing with the feelings and emotions of newcomer migrants.

Watch the attached video to provide more perspective on cultural differences to feelings.

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Unit 1. Recognising the person

From completing the learning materials from this chapter you should be competent in...

1.1 Preparing for an interview/ counselling session with the newcomer

- Active listening
 - (i) Eye contact
 - (ii) Body language and posture
 - (iii) Vocal style
 - (iv) Verbal following

1.2 Core counselling and interviewing methods, techniques and skills

- Questioning
 - (i) Open-ended and closed-ended
- Encouraging
- Paraphrasing
- Summarising
- Reflection of feelings
 - (ii) Cultural influence on emotions
- Reframing

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Unit 1. Bibliography

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Thanks!

