

ROLE CARDS – In our block

Father of the immigrant family

You speak and understand the language of the host country moderately well. You do not understand why your neighbours are upset. In your opinion, your family and friends behave perfectly normally. You will not leave the apartment under any circumstance.

Leader of the residents' committee

Your apartment is far away from the one the family live in. Personally, they cause you no bother. But you do not like foreigners, and you don't want them living in your building. On your way, in you noticed there was litter on the staircase and an old sofa left outside.

Young woman (25-30 years old)

You live alone and are afraid, particularly of the teenage son and his friends because they hang out in the stairwell and smoke.

Young man

You are a student currently sofa-surfing and staying in a flat in the block that is rented to a friend. You do not have any clear opinion about the problem, but you would like to move into the apartment where the foreign family live.

Refugee

You are also a foreigner, although from a different country than the family. You and your family do not have much to do with other people in the block. You have never had any problems with anyone, despite the fact that you feel rather isolated.

Elderly couple (this role should be played by two people)

You are both aware of the problems that force many people to leave their home country and try another life elsewhere. You support an organisation which provides aid to developing countries. You do have a problem with the neighbours in general, and with the family in particular, because they fill up the entrance hall with bikes, scooters and prams, so it is often difficult for the elderly woman to find room for her mobility scooter.

Unemployed neighbour

You strongly disagree with policies which allow foreigners to come to live and work in your country.

Representative of the housing association

The family always paid their rent punctually and you don't want to lose the income from that apartment. But you don't very much like foreign people and you see this conflict as a possible opportunity to raise the rent for the family. On the other hand, you also have the possibility of renting them another apartment on the outskirts of town. They should know the rules; they were given a copy when they moved in.

Observer

Your job is to watch what happens very carefully and to make notes so that you can feedback during the discussion at the end of the role play.

Things to note are:

- Do the players respect each other's turn to speak, or do some people butt in, or does everyone try to speak at once, or do one or two people try to impose their point of view?
- Does anyone try to take a lead and to facilitate the meeting?
- What kinds of arguments did players use?
- Was there any change in the attitude and behaviour of the players after they received the "Clues for finding a solution"?

Card A – Tips for finding a solution. This card is for the person who is chairing the meeting.

Note: If, so far in the role play, no-one has been democratically elected to chair, then this card is for the Leader of the Residents' Committee.

Chair

You have already been democratically elected to chair the meeting; continue to do so. Follow the tips below.

Leader of the Residents' committee

So far in the role play no-one has been elected to chair the meeting so suggest that the meeting needs a chair and that it should be democratically decided who it is. Propose that you be chair because of your position as leader on the residents' committee. If the others agree, keep this card and follow the tips for the chair below. If someone else is elected, then pass this card to them, and take their "Tips card B" in exchange.

Tips for the chair of the meeting

It is your job to keep order and facilitate the meeting. You should try to make sure of the following:

- Everybody has a chance to speak
- People respect each other's turn to speak
- If necessary, set a limit of time for each contribution and do not let the players go beyond that limit.
- Do not allow abusive language and make sure people keep to the issue and don't deviate.
- Try to move the discussion on and keep it positive.
- Keep people on track; the aim is to find a solution to the problem.
- Bear in mind aspects of how you actually communicate, which include:
 - the language barrier between native and non-native speakers
 - in some cultures, people say "yes" when they have not actually understood something
 - smiling, showing feelings, making eye contact or not may be due to cultural differences
 - how you address each other, for instance as Mr. and Mrs. or by first name
 - making assumptions about each other's culture.

Card B – Tips for finding a solution – to be given to each player except the Chair

Think about what you can do, within your role, to try to find a solution:

- Listen actively and respect the right of everyone to have their say.
- Try to relate what you have to say to what has been said previously. When it's your turn to speak, start with a summary of what the person who spoke before you has said.
- Try to distinguish between the facts and your opinions.
- Try to keep the discussion to the point; focus on the problem with the family and the need to find a solution; do not bring in other facts, opinions or ideas that you might have.
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