**GDWG Difficult Conversations Training – 4/5/23**

**Approach 1: Listen + Shared Humanity + Story**

**1. Listen** and acknowledge person’s perspective non-judgementally

*‘I hear what you’re saying – why do you feel like that?’*

*‘That’s interesting, I do want to understand where you’re coming from – could you say a bit more?’*

**2. Shared humanity/struggle**

*‘I think wherever we come from, we all want the same things – safety, dignity and a better life for our families’*

*‘In my experience, we’re all trying to do our best by ourselves and our families’*

*‘You’re absolutely right that housing and healthcare are a problem in the UK – it’s just a shame politicians try to blame migrants to deflect attention away from all the things they’ve not got right. I think the only way forward is to push for a better system for everyone’*

**3. Lived experience** (anonymised)

*‘I visited someone who was desperate to work but he wasn’t allowed…’*

*‘In my experience of visiting…’*

**Approach 2: Key Fact based**

* - **Most people do not come to UK** – majority of refugees and migrants are in the Majority World, other countries in Europe host far more people
* - Home Office’s own research on asylum decision making: people have little knowledge of housing/benefits/healthcare in UK. **People’s decision to come to the UK are more to do with historical/family/community ties to the UK** – e.g. speaking English, big diaspora already here
* - People have the right to claim asylum wherever they want. **Geography is not an excuse** (if UK won’t accept people, other countries can say the same)
* - The evidence suggests that there is **net economic benefit of migration** – people work, pay taxes and contribute more to welfare state than take out

References and Resources

* - Joint Council for the Welfare of Immigrants – [www.jcwi.org.uk](http://www.jcwi.org.uk/) - good policy briefings – if you want facts/figures/key points around specific policy areas, e.g Channel boat arrivals
* - JCWI – ‘key fact’/myth busting approach: <https://www.jcwi.org.uk/blog/rebuttals-tackling-myths-and-inaccuracies-on-channel-crossings>
* - UNHCR – Statistics on refugee hosting: https://www.unhcr.org/refugee-statistics/
* - Home Office Research on why asylum seekers come to UK: <https://freemovement.org.uk/home-office-research-report-on-why-asylum-seekers-come-to-the-uk/>
* - Net economic benefits migrants: <https://migrationobservatory.ox.ac.uk/resources/briefings/the-fiscal-impact-of-immigration-in-the-uk/>
* - Deep Canvassing (for more in-depth approach to listening/shared struggle approach to difficult conversations): People’s Action Institute – Deep Canvass Report <https://peoplesaction.org/wp-content/uploads/2020/07/PA-Deep-Canvass-Final-Report-v5.pdf>