exemplar

IO1 – Integration Leaders Curriculum

Self-directed learning materials

Module 3: Effective Communication

Topic:	Effective Communication
Title of Resource:	Video: "How to Resolve Conflicts and Create Connection with Nonviolent Communication".
Why use this resource?	The video provides a summary of the principles of Nonviolent Communication.
What will you get from using this resource?	This video introduces a communication model developed by Dr Marshall Rosenberg, commonly referred to as Nonviolent Communication (NVC). NVC is used around the world to resolve conflicts and create peace in individuals, families, groups, organizations and warring nations. The focus of the video is on one central idea: To create a connection we need to let go of focusing on who is right and who is wrong and focus on each other's feelings and needs instead. The video presents a short engaging role-play with puppets demonstrating a common conflict situation and a dialogue showing how the conflict could be resolved using this simple communication model.
Link to resource:	https://tinyurl.com/y4mwn9kr

Topic:	Non-Verbal Communication
Title of Resource:	The website of the Centre for Nonviolent Communication
Why use this resource?	It is focused on the theory of Non- Violent Communication developed by Marshall Rosenberg. It focuses on the two aspects of communication: honest self-expression (defined as expressing oneself in a way that is likely to inspire compassion in others) and empathy (defined as listening with deep compassion).
What will you get from using this resource?	To taste nonviolent communication in regards to conflict transformation, advocating for human rights, implementing youth initiatives in the field of peace-building. 1. To provide a space for obtaining active listening, free of evaluation observation skills; 2. To draw the attention of participants to the importance of identifying and open expression of needs and related feelings of parties involved in communication in a way that does not imply judgment, criticism, or blame/punishment; 3. To address the issue of connection and empathy in communication 4. To provide a space for learning how to make open requests without demanding
Link to resource:	http://www.cnvc.org/

Topic:	Effective Communication
Title of Resource:	"A study of the communication channels used by migrants and asylum seekers in Italy, with a particular focus on online and social media" by the EU Commission (2017).
Why use this resource?	This resource provides a comprehensive analysis of the information and communication channels that migrants use upon their arrival in Italy.
What will you get from using this resource?	The study gives the reader an assessment of the impact of social media and mobile applications (including the use of smart-phones), along with traditional information channels (e.g. face-to-face, word-of-mouth, diaspora, mass-communication mechanisms like radio, television and newspapers) on migratory patterns. The research findings are followed by recommendations involving the development of more effective mechanisms for migration information dissemination and awareness-raising campaigns for migrants.
Link to resource:	http://missingchildreneurope.eu/Portals/0/Docs/publication%20hub/Comm%20channels%20used%20by%20migrants%20in%20Italy.en.pdf

Topic:	Effective Communication
Title of Resource:	Dekker, R. et al. (2018) 'Smart Refugees: How Syrian Asylum Migrants Use Social Media Information in Migration Decision-Making', Social Media + Society.
Why use this resource?	Syrians were the largest group of migrants applying for asylum in the European Union (EU) member states in 2015 and 2016. This article discusses social media use by asylum migrants before and during migration.
What will you get from using this resource?	The findings of the research show that the majority of Syrian asylum migrants have access to social media information before and during migration, often through the use of smartphones. The reader will understand more the target group about issues such as access to communication technologies, preferred social media, communication strategies, and which sources of information are considered more trustworthy.
Link to resource:	https://journals.sagepub.com/doi/10.1177/2056305118764439

Topic:	Effective Communication
Title of Resource:	Video: "Cross cultural communication | Pellegrino Riccardi | TEDxBergen"
Why use this resource?	Pellegrino, being a cross-cultural expert, is sharing with the audience his personal and professional experience about how do very different cultures can successfully coexist next to each other.
What will you get from using this resource?	The viewer can get a better understanding of the role of perception in cross-cultural communication and a positive message that different cultures can coexist through effective communication.
Link to resource:	https://youtu.be/YMyofREc5Jk