

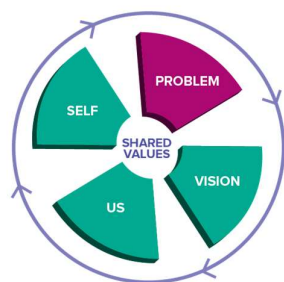
# #RightTrack

## Facilitating a Values-Based Conversation

### INTRODUCTION

One of the challenges of shifting community attitudes on the rights of people seeking asylum is that most people have never met someone who has applied for asylum, so don't have a personal connection to the issue. For most people developing a personal connection comes from direct experience or learning from others who they trust and share similar values. #RightTrack conversations are a place where people can learn from each other, reflect and consider how it sits with their values and shift their attitudes for themselves. They are designed for **anyone** who wants to shift attitudes in those who may not be informed on the issue and who are open to learning more.

### CONVERSATION FRAMEWORK



*The values-based conversation you will be facilitating has four stages. It starts with sharing stories of **SELF** which connect personal experiences and values to frame the **PROBLEM** you discuss. From here the conversation transitions from reflecting on the problem and finding common ground in the conversation to exploring solutions which create a **VISION** for a fairer future. The last stage is **US** where sharing experiences and values compels people to take the next step towards further connecting with the issue.*

### VALUES-BASED FRAMING

Framing is the *terms in which* a conversation is had. If we just discuss seeking asylum in the frame of facts and figures – the numbers of people, what the laws are, the economic cost of different policies – the human impact is lost and the discussion is dehumanised. However, if we are in a values-based frame – treating others the way we want to be treated, fairness and family – we prioritise the human experience at the core of seeking asylum. This doesn't mean there isn't a place for facts and figures, but it's about where they're placed in the discussion: to substantiate and add to, but not establish our terms of reference. The conversation is structured to lead with values, and as facilitator your role is to bring guests back to their values as the reference point for the discussion.

### ROLE OF THE FACILITATOR

Facilitating a values-based conversation has a different feel than other conversations. Values-based conversations are not only framed by the values of your guests, but they provide the facilitator with a reference point to ground the conversation. To assist with this, here are some tips to consider in your role as facilitator.

Things to do:	Things to avoid:
<ul style="list-style-type: none"><li>• Establish expectations of the conversation and its participants</li><li>• Create a safe space where all views have legitimacy</li><li>• Maintain objectivity and follow the conversation structure</li><li>• Be proactive, seek out and encourage everyone to share their views, some guests are more reserved than others</li><li>• Allow thinking time</li><li>• Keep guests on topic by coming back to values and the subject you are discussing</li><li>• Listen carefully and take notes to summarise, clarify and paraphrase ideas</li><li>• Connect guests' ideas and highlight areas of common ground</li><li>• Ensure every participant completes a survey at the end of the conversation</li></ul>	<ul style="list-style-type: none"><li>• Give your own opinion (unless explicitly asked)</li><li>• Give information additional to the conversation resources ("I don't know" is a perfectly acceptable answer, inform guests of the fact sheet to be provided for additional information)</li><li>• Step out of your role (unless you feel the need to momentarily step out of your role to clarify something or give important information, but seek permission from the group first.</li><li>• Lead the discussion</li></ul>

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## UNPACKING THE CONVERSATION SCRIPT

The conversation script we are about to unpack is centred on a little known issue; the asylum process that 24,500 people living in our communities are going through right now. For this section you will need to refer to the script and survey, and also have the recordings and video on the #RightTrack webpage handy as you may like to stop, listen and view as you move through each stage.

### Introduction:

The introduction formalises the process and sets the boundaries and tone of the conversation. Try to create an inclusive, respectful space where people feel safe to speak up and ask questions – right from the get go. Make sure everyone introduces themselves at the beginning of the conversation, then get started on the introduction which we recommend ***you read out as it is written*** to help your guests understand the conversation structure to follow. There is space on the script to take notes and can be used to summarise the main ideas back to the group as needed.

### Stage 1: SELF - Establish legitimacy and trust

Now that the introduction is done, start the conversation by posing the question: *"What are the values that guide you in the way that you treat others?"* This question establishes the values-based conversation which focuses on the values of your guests and allows them to connect their values to Raj's experience in the recordings to follow. This also allows guests to identify those who may share their values and to reflect on the value systems of others. In this stage it is crucial to establish your neutrality to gain the legitimacy and trust of your guests.

#### Tips:

If guests are giving one word or short responses e.g. 'respect' seek views by using prompts like *'Can you tell us why respect is important to you'* or *'can you unpack that a bit more'* this encourages people to share personal experiences

### Stage 2: PROBLEM: Frame the problem and create space to reflect on values

In this stage you will play two recordings and facilitate a discussion following each one. In the first, Raj speaks about his experience of applying for asylum and in the second, Rachel, a migration lawyer, speaks about the legal process Raj is going through.

After listening to Raj's experience in **'Recording 1'** pose the question: *"What are your views on Raj's experience?"* Expect some guests to be shocked or upset as it may be the first time they've heard from someone directly and may feel conflicted about their views of the Government's immigration policy. Use the follow-up question: *"How does this sit with the values we discussed earlier?"* to ground the conversation in shared values. This is when you may see attitudes start to shift in some guests as the Government's treatment of Raj contradicts a value they feel strongly about e.g. their sense of fairness. Others may question Raj's legitimacy, e.g. voicing doubts about being a 'genuine refugee'. In this instance, try not to intervene as guests will often reflect on responses from the group which address and resolve their concerns. Ensuring there are guests who are informed on the process will assist with this.

#### Tips:

If guests want more information about the process, inform them of Rachel's recording to follow and the fact sheet to be given out at the end of the conversation. Try to resist handing this out before or during the conversation as it will distract guests from Raj and his experience.

After listening to Rachel in **'Recording 2'** pose the question: *"What are your views on the process Rachel described?"* This is an opportunity for guests to gain further information to reflect on how the process sits with their values. For some, a lawyer legitimising Raj's experience consolidates their opinion about the asylum process. You may see strong opinions emerging at this stage of the conversation. Again, use the follow-up question: *"How does this sit with the values we discussed earlier?"* to bring the discussion back to values, and use prompts to stimulate reflection and focus the conversation on particular aspects discussed earlier, e.g. permanent protection or family reunion. Differences in opinion will come up, try to highlight the areas of common ground as demonstrated in the *Troubleshooting Video* on

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the #RightTrack webpage. Finding one aspect guests can agree on, e.g. 'the *process should be more transparent*' is critically important to build awareness of shared values among guests.

## Tips:

If the conversation gets off track, e.g. 'the world refugee crisis' acknowledge concerns and bring the focus back to Raj's experience: 'absolutely, the numbers of people needing to flee war is worrying, but let's refocus our attention on Raj and the process he is going through now' 'how does this align with the respect spoken about earlier', or 'Thanks for making that point. Let's continue with the discussion on...' or 'I think that a lot of people feel that way, thank you. Shall we move on/back to...?'

When finding common ground use prompts like 'could you expand on that?' or 'does anyone have a similar view?' or 'could you tell us more about that?' 'does anyone have a different view?'



## Stage 3: VISION - Transition to shared values and vision

Thinking of Rachel's description of the process, now pose the question "What would a fair and more efficient process look like?" which allows guests to decide on their vision for how we treat people seeking asylum.

As the brainstorming progresses you should feel an increase in positive energy as guests offer simple, easily adoptable solutions. Research shows that many people who support the Government's asylum policies do so because they don't know of an alternative. Discussing alternatives opens your guests' minds to other approaches and creates a shift in thinking from being stuck with a problem to envisioning a future that is fairer. You may find this a point of tension as some guests will be drawn back to talk about the problem or find it difficult to vision alternatives. By returning to values and topics the group has raised earlier, e.g. no meaningful review or access to permanent protection, this will stimulate ideas and keep the focus on alternatives. For example, 'what about the issue of temporary protection we discussed earlier, what do you think could be a fairer alternative?' Guide this stage to a close by recapping on the ideas put forward.



## Stage 4: US - Taking the next step

Start by listening to Raj in 'Recording 3' and pose the question: "Who would you want to talk to about this and what would you want to say to them?" The purpose of this stage is to further connect people's experiences and values to the issue by planting the seeds to take action. Picking up on Raj's final words,

encourage guests to explore ways of acting on what they have learned and shared during the conversation, no matter how big or small. Responses will vary, some guests may already be taking action, e.g. advocating to their local MP, others will feel compelled to act as a result of what they have experienced during the conversation and suggest talking to family, and others will sit quietly and listen. This final stage will set the scene for later offering guests the opportunity to host a conversation as a powerful way of taking action.

## CONCLUDING THE CONVERSATION

It is important to bring the formality of the conversation to a close by using the script to conclude the conversation. Prior to the conversation make sure you have read the survey guide as some guests may need your assistance with completion. It is **essential** that each guest completes and returns a survey before they leave. When surveys have been returned, circulate the sign-up sheet for guests who wish to host a conversation or receive updates to record their contact information. Offer to direct those people to the #RightTrack conversation resources online so they can plan to host their own conversation. If your guests feel comfortable, you may also like to take a photo of your group and post it to social media (Facebook, Twitter, Instagram, etc.) using the hashtag #RightTrack.

## FOLLOWING THE CONVERSATION

Send copies of your surveys to the Data Coordinator on your project team who will enter the responses online. Follow up with people interested in hosting the next conversation by passing their details to the project team.