

Introduction to the Manual

Our goal is to provide you with new tools for incorporating conflict management principles and skills into orientation of refugees, resettlement workers and the receiving community. The materials in this book can be used in many different ways. We have designed the book as a series of lessons to be used in the order presented over a period of two to three days. We have been using them in that way for two years and are satisfied that the basic structure works. We are also providing live *Training for Trainers* workshops to assist in the use of the material. Information on these opportunities is available from the Center for Peacemaking and Conflict Studies (PACS).

It would be possible to spread the training over a longer period or to leave out some of the lessons. The trainings we have been doing using this material were geared to the creation of a cross-cultural group that works over an extended period for the benefit of their community. (A project description is available on the World Wide Web at <http://www.fresno.edu/pacs/refugee>.) If you were concerned primarily with teaching conflict management skills for personal use, you would not need to do the team-building portions.

The materials also include a portion devoted to understanding the refugee experience and how it impacts conflict issues. This material was developed by the staff of Immigration and Refugee Services of America/U.S. Committee for Refugees. The material generally describing the refugee resettlement experience could be omitted for those knowledgeable about it. It has been our observation that resettlement workers do not usually have knowledge of the overall process, and they find our material helpful. The refugee resettlement material should be spaced throughout a training, not done at the end as its place in the manual might suggest. Each training has its own rhythm and flow; work in the refugee resettlement material in a way appropriate for your individual situation.

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The web site listed above will be an ongoing source of information and suggestions. We also expect to continue development of these materials, and to post the new materials to the web site.

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Preparing to Be a Trainer

LESSON IN BRIEF	Being a trainer requires preparation. Here are some pointers for your preparation process.
OBJECTIVES	Prepare the trainer to offer a training event.
ACTIVITY TYPE	Preparatory.
PREREQUISITE	Comfort with the material to be presented in the training.
LESSON SEQUENCE	<ol style="list-style-type: none">1. Setting training goals.2. Subsequent day check-in.3. Roleplay how-to.4. Group process.5. Facilitation tips.6. Brainstorming.
FOR FURTHER READING	See <i>Bibliography and Resources</i> , Appendix B.