



*Post-traumatic Integration*  
*Low-level Psychosocial Support*  
*and Intervention for Refugees*

## How to work with translators

Role play about communication strategies in the support of refugees.

<b>Module</b>	<b>Submodules</b>	<b>Group size</b>	<b>Duration</b>
• Intervention	• Social Support	• Small group	• 60 - 90 min

### Keywords

communication, intercultural, gender, role of translators, social needs, social work

### Aims

culturesensitive communication between supporter and refugee

### Participants

8 - 10 max

### Description

For the unit »language« the participants will do a role play with one person being refugee, one person being consultant, one person being language and cultural mediator. This group will present difficulties and misunderstandings that can arise as well as ways to prevent and resolve problems of communication. How do refugees express their problems and psychological symptoms? How can translators communicate the needs of refugees? Are there cultural differences in describing problems or (mental) health related symptoms? How can the roles of the consultant and translator be made clear and how to communicate in a clear way that the relationship of trust is between the refugee and consultant? How to create a triangle relation with the translator? Are there any difficulties that prevent a well functioning working relation between the translator and the refugee and how to overcome them?

### Material

fictitious or anonymized case example with basic information about a fictitious refugee and the social needs that need to be addressed

### Method

role play and group discussion

### Advice for Facilitators

The facilitator should be a person with professional background of a language and cultural mediator or a social worker / psychologist who often worked with language and cultural mediators for supporting traumatized refugees.

## Source (APA)

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## Handouts

Facilitator should prepare a fictitious case example presenting the main challenges in working with translators to address the social needs of a refugee.

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