

C4i

Communication for Integration



BARCELONA'S ANTI-RUMOUR GUIDE BROCHURE

Doc 6Bis

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C4i - COMMUNICATION FOR INTEGRATION

BARCELONA'S ANTI-RUMOUR GUIDE BROCHURE

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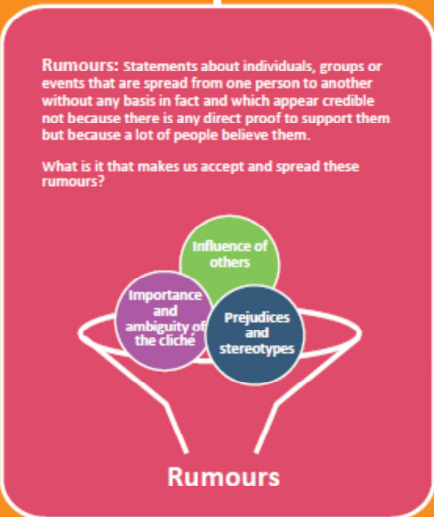
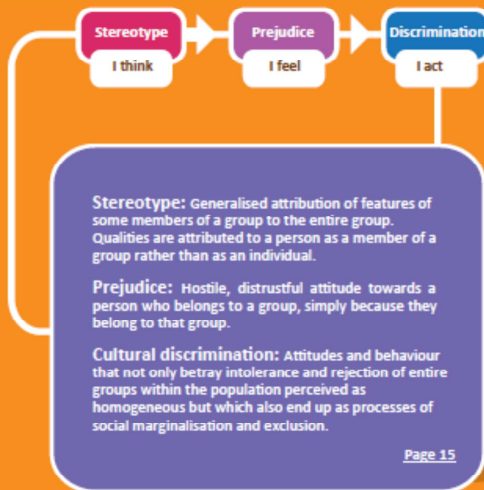
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Let's remember the key concepts!



Rumours: Statements about individuals, groups or events that are spread from one person to another without any basis in fact and which appear credible not because there is any direct proof to support them but because a lot of people believe them.

What is it that makes us accept and spread these rumours?

"Be the change you wish to see in the world".
(Mahatma Gandhi).



Ajuntament de Barcelona

Supplementary Material
POCKET ANTI-RUMOUR GUIDE
How to tackle raising awareness face to face

Rumours make it hard for people to get along with one another in our society.

When you face rumours:

```

    graph TD
      Find[Find out] --> Think[Think]
      Think --> Act[Act]
      Act --> Find
  
```



And remember! if you want to be ready for every occasion, you will find further information and tools in the Anti-rumour Guide and on www.bcnantirumors.cat

Before you start:

- Remember there are no magic recipes. Getting rid of people's stereotypes and prejudices is a long road.
- Lower your expectations. You don't have to convince anyone but you can get them to think through dialogue.
- Keep your attitude positive and calm. Always keep your smile. A confrontational attitude can be counterproductive.

What can you achieve with the tools we give you?

```

    graph LR
      Creating[Creating] --- Security[Security]
      Creating --- Dialogue[Positive dialogue]
      Creating --- Reflection[Critical reflection]
  
```

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A few points for assessing your practice...
...which you will also find on the pages indicated in the guide.

A positive attitude helps to make a successful dialogue.

- Did the conversation turn into a **discussion**?
- Did you master your emotions and reply **calmly**?

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You must not just focus your attention on what the other person is saying, you also need to get them to listen to you and keep their attention.

- Did you use **clear, short arguments**?
- Did you give the other person your **OWN examples**?
- Did you adapt your **language** to the other person's?

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PAY ATTENTION TO NON-VERBAL COMMUNICATION:

- Body language needs to be open and in dialogue: visual contact, smiling, nodding, relaxed movements.
- Use a suitable tone: relaxed, showing genuine interest and without sarcasm.

If we tackle someone at any old time or place, we will probably be at a disadvantage.

- Were the **time** and **place** you had the conversation ideal?
- Did you have **enough time** to be listen to each other calmly?
- Were there **other people present**? Did they contribute to the dialogue?

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Choosing the right time.

By keeping calm.

Showing respect.

Respecting the other person and their arguments creates a climate of trust.

- Did the dialogue make you reflect on your **beliefs**? Did you tell the other person about that?
- Are you **keen to have another talk** with that person? Do you think the **feeling** is mutual?

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Rumours are about our concerns and fears. We need to listen to and recognise the concerns of others to ensure our arguments are better received.

- Did you **judge** or **blame** the other person?
- Did you **look down** on their arguments?
- Did you find any **COMMON ground**?

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Assessing the other person.

Actively listening.

Active listening helps with understanding the other person's thoughts, feelings and actions, and to make sense of what they are telling us.

- Were you **listening** to what the other person was saying or were you simply waiting for your turn to speak?
- Did you **interrupt** them or did you **speak over** them?
- Did you **understand** their arguments? Did you ask any questions?

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Every dialogue is an opportunity for improvement. Practice and experience will help us to perfect our techniques and arguments.

Guia pràctica per a l'agent antirumor. Com combatre els rumors i estereotips sobre la diversitat cultural a Barcelona



What response strategies do we have?

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Ask questions:

If we are aiming to raise a doubt, it is more effective for the person to reach the conclusion we wish to convey on their own. That way, you can ask them if they are sure about what they are stating and how they know that, without making them feel they are being accused.



Stimulate their curiosity:

Encourage the person to discover the reality at first hand, by checking official sources or through their own experiences. Invite them not to be taken in by everything they can hear around them.



Look for common ground:

People's concerns, expectations, worries and dreams are usually quite similar, for all the different languages we use. Culture is not always the distinguishing factor.



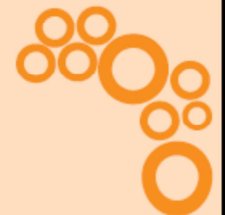
Make the discussion positive:

The most common rumours associate immigration with crime and poverty. To fight against such rumours, highlight the social, cultural and economic benefits that immigration brings our society.



Question people's generalisations:

Reinforce the idea that we all have personal circumstances and features that make us unique. We cannot assume someone will behave in a certain way just because of their origins. *Are they all...? Do they all...?*





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