



**RefugeeRISE AmeriCorps Program**  
December 9th, 2016- Waterloo, Iowa  
In-person Training Make-up Assignment  
\*DUE DATE: JANUARY 9, 2017\*



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On December 9th, 2016, RefugeeRISE members gathered for a training in Waterloo. At this training we covered a variety of required ICVS topics. The topics you will need to make up are communications, professionalism, volunteer management, and civic engagement (refugee resettlement). For each section you will need to watch a video and answer the questions that go with the video.

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## **Communication and Tackling Challenging Conversations**

Please reflect on 3 points you learned from these materials.

- Conflict is a place of possibility | Dana Caspersen |**
    - <https://www.youtube.com/watch?v=WfQeH3092Sc>
  - 1.2 What is communication?**
    - <https://www.youtube.com/watch?v=S7CN9Trw43w>
  - Non-Verbal Communication | Leyla Tacconi**
    - <https://www.youtube.com/watch?v=E6NTM793zvo&t=203s>
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## **Communicating Professionalism**

Please reflect on 3 points you learned from these materials.

- Professionalism in the Workplace**
  - <https://www.youtube.com/watch?v=0o3INMBL58w>
- WES Video - Professionalism in the Workplace Video 1**
  - <https://www.youtube.com/watch?v=cK7cs6WrRHc>
- WES Video 2 Professionalism in the Workplace**
  - <https://www.youtube.com/watch?v=zzQeqJfkoM4>
- WES Video 3 Professionalism in the Workplace**
  - <https://www.youtube.com/watch?v=lwkV9rvBrK0>



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## **Volunteer Management**

**Please reflect on 3 points you learned from this video.**

- Watch the Americorps VISTA training: High Impact Volunteer Recruitment**
  - <https://www.vistacampus.gov/resources/high-impact-volunteer-recruitment>

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## **Refugee Resettlement**

**Please reflect on 3 point you learned from these materials**

- Refugee Resettlement in the United States- Fact Sheet**
  - <http://www.state.gov/j/prm/releases/factsheets/2013/203578.htm>
- UNHCR- Resettlement Flow Chart**
  - <http://www.unhcr.org/en-us/protection/resettlement/3bd58ce9a/resettlement-procedures-case-identification-determination-process.html>
- Understand Refugee Resettlement in Less Than 6 Minutes**
  - <https://www.youtube.com/watch?v=kQKRlqKXFnM>
- 5 Success Factors for Refugee Resettlement**
  - <https://www.youtube.com/watch?v=LTwj3cBLUqk>