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STRIVING TOWARD BEST PRACTICE

Building Trust

Building trust is the foundation of all settlement practice and is essential to any healthy relationship. It is one of the most important responsibilities that sponsors have both within their own sponsor groups, and with those they sponsor. Trust can strengthen the bond between both parties, foster collaboration and promote constructive methods solve any issues. When trust exists, people are more likely to listen to each other, to empathize with differing perspectives and work collaboratively together. Developing trust leads to deeper understanding and cooperation, commitment to the relationship. It is a win-win because when sponsors listen to refugees with empathy and respect, empowerment is the result, and great things happen.

Key guidelines:

- **Be honest** - ensure everyone is on the same page
- **Communication** – be sensitive to cultural nuances to avoid misunderstanding
- **Listen actively** – practice open communication, encourage dialogue, make the other person feel heard
- **Demonstrate respect** - validate newcomer experience
- **Be genuine** – be open and authentic and not judgmental
- **Be patient and compassionate** – thoroughly assess a situation and research the best decision together
- **Exhibit generosity of spirit** – be thoughtful and honest
- **Respond promptly** – address needs and concerns, follow-through on commitment
- **Engage in shared activities** – learn from each other through cultural exchange
- **Respect boundaries** - keep personal information confidential

Connections:

- <https://www.amnesty.org/en/what-we-do/refugees-asylum-seekers-and-migrants/welcoming-refugees-through-community-sponsorship/>

- [https://refugeesponsorship.org/explore-sponsorship/the-potential-of-community-
sponsorship/](https://refugeesponsorship.org/explore-sponsorship/the-potential-of-community-sponsorship/)
- [https://www.unhcr.org/handbooks/ih/social-connections/promoting-integration-
through-social-connections](https://www.unhcr.org/handbooks/ih/social-connections/promoting-integration-through-social-connections)

Reference:

- PRSN Lunch & Learn, Building Trust, March 20, 2024