

Connect. Learn. Share.

PRIVATE
REFUGEE
SPONSOR
Ontario
NETWORK

STRIVING TOWARD BEST PRACTICE

Managing Expectations

When discussing managing expectations in refugee settlement, there are three stakeholders to consider: personal, the sponsored family and the sponsorship group. It is important to understand what all parties expect from the relationship and how that understanding, and practice leads to building trust and avoiding conflict. Communication is key. All parties need to have a clear understanding of what to expect in the relationship. We must work on resolving issues through open communication and compromise while being sensitive to cultural issues and avoiding power imbalances.

Key guidelines:

- **Communication** – be sensitive to cultural nuances to avoid misunderstanding.
- **Listening** – practice active listening that engages and makes the other person feel heard.
- **Emotional Intelligence** – control your emotions and stay calm with focus on the core issue.
- **Patience** – practice patience to thoroughly assess a situation and research the best decision with the newcomer.
- **Persuasion** – practice persuasion to influence others, but respect the newcomer's perspectives and life experience.
- **Planning** – plan your conversations, think ahead, to build trust and avoid conflict.
- **Integrity and relationship building** – be thoughtful, respectful and honest; communicate your understanding of the other person's wants and needs.
- **Problem-solving, compromise, decision-making** – look for a unique solution in reaching a compromise or clarifying an expectation; expressing both the sponsor and newcomer's perspective can help to manage expectations.

Connections:

- The RSTP Handbook on Managing Expectations
<https://www.rstp.ca/wp-content/uploads/2018/04/Managing-Expectations-A-Resource-Kit-for-Refugee-Sponsors.pdf>

Reference:

- PRSN Lunch & Learn, Managing Expectations, January 2023