

LESSON

5

HOW TO RESPOND

～応対・接遇～

Objective:

- Learn to communicate properly, effectively, and with respect during and after an emergency.
- Understand the importance of proper verbal and nonverbal communication especially in emergency situations and other situations that require extra care.

Words and Phrases

Being able to communicate effectively is an important part of multilingual support, yet many foreigners show concerns and feel disrespected by interactions during and after disasters when they are likely to be under stress.

Communication in such times requires respect and a caring attitude and are improved even more with rapport and active listening.

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Being with survivors | 被災者に寄り添うこと |
| <input type="checkbox"/> Concern | 心配事、懸念 |
| <input type="checkbox"/> Anxiety | 不安 |
| <input type="checkbox"/> Respect | 尊重 |
| <input type="checkbox"/> Rapport | 信頼し合うこと |
| <input type="checkbox"/> Non-judgmental | 批判的な目で見ないこと、裁かないこと 人を価値判断しないこと |
| <input type="checkbox"/> Caring | 思いやり |
| <input type="checkbox"/> Under stress | ストレスを感じている |
| <input type="checkbox"/> Active listening | 傾聴 |
| <input type="checkbox"/> Paraphrasing | 言い換えること（ここでは、気持ちなどを別の言葉で表現してあげること） |

Think about what's wrong and how to improve

Watch the two skits and find problems in their behavior.

How can they improve?

1. At a city hall

Foreign resident: Excuse me, I was told to come here to pick up ri-sa-i-shomei....

City officer 1: あ、あの、えーと。（顔を見合わせて）どうしよう？

City officer 2: 罹災証明とか言ってるので、出せばいいんじゃない？

City officer 1: でもこの窓口じゃないよね。（City officer 2）さん、英語わかる？

City officer 2: 自信ないなあ。とりあえず担当部署につれて行けば親切なんじゃない？

City officer 1: Please come with me.

2. At an evacuation center

A foreign evacuee talks to a language supporter in Japanese. He is with a Japanese person.

Foreign evacuee: ピーナツにアレルギーがあるので、このピーナツクリームパンが食べられません。別のものはありますか？

Language supporter talking to the **person next to him**: 午後におにぎりが来ますので、それまで待ってもらえますか？おにぎりは食べられますか？梅干しとか昆布になると思います。それとも、外国人だから食パンのほうがいいですか？

Tips for improvement

The following list puts together simple reminders that could improve your communication.

Dos and Don'ts

[Dos]

Keep an open mind

*This is especially important when responding to people with different backgrounds.

Use clear and concise language

Maintain eye contact and show interest

Use a positive message

- 1) How would you say
 - 土足禁止
 - 廊下は走らないでください

Talk directly to the person, not to the person who accompanies him/her.

*Doing otherwise shows that you doubt their ability to understand.

[Don'ts]

Stereotype

- 1) What is stereotyping
- 2) What are the examples of stereotyping?

Be judgmental

- 1) What are examples of this?
- 2) Have you every been judged?

Interrupt

*Listen until the person finishes.

Compare their experiences with others

*Examples: At least you didn't lose a house.
It could have been worse.

Let's practice – Sean needs your help

How do you respond to foreigners specific needs physically or psychologically?
Make sure you use language that shows respect.

Meet Sean

Sean

Sean lives in Ichinoseki and his area was affected by a recent major earthquake. Several houses were completely destroyed near the epicenter and his apartment was also affected. Now he lives in a shelter.

Sean didn't know how serious his life after the earthquake would be and seems under a lot of stress since the disaster.



1

<<You met Sean at the City Hall when Sean needed information about life in a shelter where there is no language supporter. Practice communications with him when you have to give him a lot of instructions.>>

Sean: Konnichiwa.

You: How can I help you?

Sean: I need help with garbage disposal. I don't read Japanese and there seems to be strict rules when I throw out garbage. Everything I do seems wrong. They say "Dame! Dame"

You: Okay...[Tell him about "burnable (combustible) garbage" "un-burnable (no-combustible) garbage" and "recyclables."]

2

<<You visited Sean at the shelter to see how he is doing. He was the only foreigner there and looked depressed when you saw him.>>

Sean: Thank you for coming. I was actually lonely. I'm glad you understand English. I finally have someone to talk to.

You: You can talk to me anytime.

Sean: Yeah. Life sucks. I lost my job, broke up with my girlfriend, miss my family, have a hard time sleeping....I want to go back to Ireland. Life is so hard here. My friends in Tokyo say it could be worse but my life cannot be any worse than this.

You: How can I help you.

Sean: Maybe I need professional help or anti-depressants? Where can I buy anti-depressants?

You: [Show your sympathy and that you are ready to listen. Tell him that he's not alone.]

3

《You are volunteering at a multilingual evacuation center. One man comes when you are responding to other people. There is a long line in front of you.》

Random foreigner: Excuse me, do you have a minute? I need your help right away.

You: [Tell him to wait nicely].

Foreigner: It won't take long.

You: [Tell him to wait again nicely but firmly.]

Useful expressions

Requesting:

☆ GOOD

- Would you, could you...,
- Please...
- If you could...

△ BAD

- You should...
- Don't....
- NO.... (no talking)

When you cannot answer right away:

- Let me check on this
- I'll find out and get back to you
- Please write your name down here. I will let you know when I find out.
- Not at the moment, sorry.

When you cannot help:

- I'm afraid ...
- Unfortunately,
- You can go to...

When you disagree but want to be nice:

- I'm not sure if that's a good idea ...
- I hear what you're saying, but...
- Well, that's a good idea but actually I think...