

COMMUNICATING TO ARRIVED UKRAINIANS. PRACTICAL TIPS

Turning people affected by war into the value-bringers for new societies they are welcomed in.

Due to the stress, continuous changes, and their current abnormal life, communicating with arriving Ukrainians may be challenging, tough, and peculiar. Here are experience and observations from the last month of providing psychological support for arriving Ukrainians, with key problems in their expression of negative perception of the world and workable ways to normalize their mental state.

FEAR

may be expressed in a form of panic, chaos in thoughts and actions; greed, insistence on obtaining more and more, collecting of all the possible resources and contacts; paranoid state, imagining that everyone tries to hurt the person; requirements of additional security, forcing everyone to protect the person; attempts to hide behind someone's back and live at the expense of other's harm; lie, making up to people, manipulating facts and emotions in order not to lose security, and not to be exposed to danger. The person may share fear, may intimidate and endanger others.

arrivals' problem: **fear of uncertainty**

practical solution: Explanation of laws, regulations, and refugee acceptance rules in different European countries, including Temporary Protection Directive and local formalities

arrivals' problem: **fear of death and harm**

practical solution: Explanation of new for Ukrainians social, cultural and ethical rules that secure from harm, including social behaviour that respects others' senses and personality

arrivals' problem: **fear of being unprovided**

practical solution: Explanation of provision and protection available for Ukrainians – adults and children, functioning of support centers, access to work and explanation of financial support

AWARENESS OF LAWS

SHAME

may be expressed in a form of artifice not being honest or open; arrogance, praising oneself and showing person's influence on others; flattery, praising just those who may benefit or help the person; envy about others' advantages and gifts, attempt to minimize them, attempt to intrigue or manipulate and command others; stressing on additional special treatment, beauty and comfort, requirement of special benefits; setting special rules, overconfidence with the belief that others will follow person's own rules, inclination to surround oneself by those who'd follow these rules and praise the person; the person is too proud not using his/her skills and minimizes activities. The person may share shame, may blame and diminish others.

arrivals' problem: **shame and guilt because of leaving someone in Ukraine**

practical solution: Engagement of arrivals in the help and support for Ukrainian people, relatives and friends. Possibility to work for supporting people left in Ukraine

arrivals' problem: **shame and guilt about humiliating need of aid and provision**

practical solution: Engagement of arrivals in activities that may be counted as a response and gratitude to welcoming people, bringing benefits for the new society

arrivals' problem: **shame of being not accepted in a new society and circumstances; of having no social role**

practical solution: Engagement of arrivals in a new culture, local activities, and common projects equally to the locals, studying rules and norms of a new culture

INVOLVEMENT INTO SOCIETY

ANGER

may be expressed in a form of rage, annoyance, perceiving others' words and actions as aggression and attempts to battle with the person; revenge on those who seemingly irritates the person or are more successful; attempts to win and succeed at any cost, becoming stubborn, sticking to one point; high sensitivity to the surroundings and keen reactions to others' provocations; fighting against everyone and wounding people's pain points; actions towards destruction of oneself, destruction of other people, putting people in jeopardy; self-indulgence, populism, promises of delight and better life, imagination of success. The person may share anger, may provoke or irritate others.

arrivals' problem: **anger at the enemy**

practical solution: Giving help and advice for fighting in business, negotiations, skills, helping Ukrainians to achieve success, pride for their country, and fill the needed business gaps

arrivals' problem: **anger of having no choice while being pushed into restrictive processes and situations**

practical solution: Giving arrivals help with the access to work and training, proposing a range and choice, regarding experience, talents and skills

arrivals' problem: **anger and irritation at impossibility to consume pleasures that others around do**

practical solution: Supporting in arrivals entrepreneurial activities and spirit, which may be highly risky but promises bigger rewards and personal freedom of decisions

SUCCESS IN BUSINESS

SELF-PITY

may be expressed in a form of sorry and regrets for all things around, looking pitiful and expressing pity; prostration, rejection to do anything and even move; being careless about oneself, readiness to die; indifference, depression, attempts to use others, make them help and support the person; demands for others to follow person's plans and intentions; concentration on person's own self, not sharing energy; being tough, harsh, insisting, and not compassionate in practice, not sharing positive and love; waiting for positive from others; sticking to unreasonable but stable things; repelling other people, making oneself purposefully strange and weird. The person may share pathos, may weaken or suppress others.

arrivals' problem: self-pity due to losses of energy, exhaustion, lack of a rest and relaxation, continuous adaptation

practical solution: Helping arrivals to recharge energy and value themselves – to sleep a lot, have a rest in a calm place, eat high-energy food, be in warmth and in the open air, follow their own day regimen

arrivals' problem: self-pity and regrets about former calm and stable life, positive and happiness

practical solution: Relating arrivals to positive people, pets, places, events, and things, which can arise sympathy, inspiration, and enthusiasm in arrivals to have their love back

arrivals' problem: self-pity and regrets about losing things, people, towns, property, businesses, lifetime

practical solution: Helping arrivals to associate themselves with strong, important, meaningful ideas, with efforts for a good future, to be in a positive stable mood for building relations quickly

RELATION TO VALUES