

Orientation on PFA training in situations of conflict and uncertainty

Role-plays

You will now have a chance to practise your newly learnt PFA skills in groups of three.

1. One person will be the PFA helper
2. One person will be in distress
3. One person will observe and give feedback

You have 3 x 5 minutes for this activity. Each set can be divided like this:

- 1 minute for role allocation and preparation.
- 3 minutes for PFA practice
- 1 minute for feedback

When giving feedback follow these steps:

1. What did the helper do well?
2. What can they improve next time?
3. End with an overall positive comment.

After 5 minutes, **switch** case study and **switch** roles. At the end of the activity, everyone has had a chance to be in each role.

Case study 1:

You are working as RC volunteer on a hotline. A teenager calls you in distress because they have been told to evacuate their town due to violence. They feel scared and don't know what they should do.

Case study 2:

Your friend calls you in distress for advice because their child is very upset after seeing news about a war on television/social media.

Case study 3:

Your work colleague starts telling you how completely overwhelmed and exhausted they feel due to all the extra work they are being asked to do related to a humanitarian

crisis. They feel like they cant say no to the work and shouldn't complain because the people affected are worse off than they are.