



## STRATEGIC CONVERSATIONS: Deep Engagement to Build Broader Support for Immigrants CHAT LOG

Ariana Moir Hello everyone! My name is Ariana Moir from The Immigrant Learning Center's Public Education Institute.

Ariana Moir Please use this chat box to introduce yourselves to one another and ask questions throughout the webinar.

Clare Maxwell Hello! I'm Clare, also from the ILC Public Education Institute!

Clare Maxwell It's so great to see many people here, especially folks from all over the country.

Katharine R. Hello from the team at the Institute for Immigration Research at George Mason University!

Ariana Moir Hi Katharine!

Angela A. Hi This is Angela from TRLA

Ariana Moir Hi Angela! Thanks for joining

Crystal J. Hello All! I'm Crystal from Catholic Charities of Pueblo.

Ariana Moir Welcome, Crystal!

Ariana Moir Resources will be uploaded here after the webinar:  
<http://www.ilctr.org/promoting-immigrants/ilc-workshops/immigrant-integration/>

Clare Maxwell Fantastic to see everyone!

Ariana Moir Take a minute to follow us on Twitter [@ilctr](https://twitter.com/ilctr)! The webinar will start in 5 minutes

Jessica c. Hi, I'm Jessica. A MSW student at UNCC

Nisar N. Hello

Ariana Moir Hi Jessica and Nisar!

Marha S. Hi Martha S. here at Penn State Harrisburg

Ariana Moir Hi Martha!

Jill S. Hello. I'm Jill from Iowa State University Extension and Nebraska Extension.

Esmeralda M. Hi! I am Esmeralda M., currently a care coordinator at a counseling agency as well as a MSW student at UNCC

Heather E. Hi, I am Heather. I'm a middle school EL teacher in CT

Sarah R. Hi, I'm Sarah - student at NSCC and volunteer teacher at the ILC

Ginger N. Greetings from adult education in Idaho. From Ginger

Jessica c. Hi, Esmeralda #ninernation

Jill L. Hello, Jill here, with Hopelink in Shoreline (Seattle) WA. I'm a Stability Resource Specialist (case manager)

Lorraine M.-C. I am Lori M.-C., ED of ProGente Connections, nfp in Framingham MA

Christine G. Hello -- this is Christine G. I work in communications and grant writing with a refugee resettlement organization in Louisville, Kentucky.

SOM S. Thank you for the opportunity! Som S. from Portland, Oregon

Hannah S. Hi all! Hannah here from Charlotte, NC

Katarzyna J. Hi, I'm Kat a librarian from Burnham Memorial Library in Colchester, VT

Tami J. CT

Erin M. Erin from inlingua Princeton here

Janet L. Janet L., ESL Instructor, East Moline, Illinois

Sara J. Hi this is Sara J. from the Inter-Faith Committee on Latin America in St. Louis MO; organizing sanctuary for #AlexBelongsHere

Kathy G. Good afternoon! Kathy G. from RI Core Skills Partnership

Munir M. This is Munir from SLC. Working as Employment Services Associate with Global Talent

Tamar F. Hi! I am Tamar and I work at Upwardly Global in Chicago

Virginia C. Hola!! Virginia from Unite Oregon in Medford.

Anna Karina D. Hello my name is Anna Karina D. I am a supervising case manager at Immigration and Refugee Services at Catholic Charities Archdiocese of New Orleans, LA!

kokou N. Hi all, I'am Nayo from Durham, NC

Perna S. Hello! It's Perna repping Universal Suffrage, from Boston! Foreign-born!

Caitlyn B. Caitlyn I am the community engagement specialist for OneCranston WCC. Cranston, RI

Katherine H. Hello! I'm Kate H. from Catholic Charities Migration and Refugee Services in Louisville, KY.

Keri A. H. Keri A. H., Ethiopian Tewahedo Social Services, Columbus OH

Mary B. Mary B. from Akron Ohio here. I work with the immigrant community here.

Isabel T. Hello! Lindsay M. here from Lexington Public Library Lex, KY

sriendeau45 Hello, I am Sarah, born in the USA, living in The Netherlands studying my masters in human rights and refugee issues.

Ariana Moir Access our comprehensive library of immigration research at <http://www.immigrationresearch.org>

Ariana Moir Request a custom iDod fact sheet at <https://iir.gmu.edu/>

Michael S. Hey, Zayde here from Community Supported Film (Boston).

Tom S. Hello, I am Tom from Philadelphia, working as an ESL teacher in a charter school.

Sally R. W. Hi I am Sally R. W. from WV with Rise Up WV working with AFSC and a Coalition in Charleston, WV

Ariana Moir Welcome Justin Gest, Associate Professor of Policy and Government at George Mason University. He is the author of several books, including *The White Working Class: What Everyone Needs to Know*. Find out more about Justin at <http://gest.gmu.edu/>

Briony S. Hi, Briony here from Fox Valley Literacy in Appleton, Wisconsin

Michele A. Hi...Michele A. from NSCC/Action, Inc. in Gloucester.

Marissa S. Hi! This is Marissa and Jerelle from Washington, DC!

Leya S. Hello! This is Leya from CLINIC.

Marlene F. Hello everyone! Marlene here from Denver, Colorado.

Ariana Moir Hi Marlene!

Esmeralda M. Hey Marlene! What do you do in Denver?

Janet B. Hello All, Janet here from Tampa Bay Florida, working in the Refugee Services program of DCF.

Anne S. Hi, All, Anne from Vermont.

Jessica C. What can I do to be a good ally?

Sally W. Hi This is Sally R. W. from WV. I am working with a coalition of groups led by AFSC on these issues and am with Rise Up WV.

Sara J. Can you please re-state the first question, about American heritage?

Marlene F. I'm the Diversity and Inclusion Coordinator for the Alzheimer's Association.

Dan N. Questions now, or at end?

Ariana Moir Questions now! Thanks

Esmeralda M. That is nice Marlene. I was just asking due to going to Denver soon.

Ariana Moir Welcome Mohammed Naeem of More in Common. His work centers around data-driven methods to bridge misunderstandings between different groups of people. Find more research from More in Common at <https://www.moreincommon.com/our-work/publications/>

Lorraine M. Mr. Gest: I feel you have just given me the vocabulary to talk about what I

have been worried about for the last five years.

- Marlene F. Esmeralda, Denver is a beautiful city. I hope you enjoy your time here.
- Ariana Moir Thanks Lorraine!
- Charles F. This is Charles from Facing History: It seems that much of this is about competing values around individualism vs. collectivism, and how to reckon with this within the narrative of what it means to be American. Can there be a truly inclusive community with pervading individualistic values? What implications are there for crafting policy?
- Ariana Moir Thanks for the question, Charles!
- Dan N. How do we dial down people's feeling of threat? Telling people there's no danger doesn't work when they're operating from the amygdala
- Ariana Moir Thanks Dan!
- Ariana Moir Any questions for Mohammed? Post them here now!
- Tom S. What steps are being taken to move people towards the balanced view or is that not the goal?
- Betzy R. When people are silenced by laws, community an experiencing the enforcement aspect of the racism just for being an immigrant or of color it becomes difficult to appease that fear by words.
- Purna S. We're curious about any communications strategies to build a coalition among Immigrant groups around political representation for immigrants, but not through naturalization. Our organization organizes for the political representation of immigrants in MA, regardless of their intent to become citizens of the US. We think local and state representation should be free of federal citizenship (and it was in the US, pre-1940s), and this separation of national citizenship from local voting rights better addresses the migratory nature of our world, plus the difficulties in naturalization in the US. But we find in our conversations with other immigrant rights orgs and elected officials that their focus is on naturalization as a way to get political representation. We'd love your ideas on how to tailor our communications when our strategy is slightly different from our hopeful-colleagues.
- Dan N. Where did these messages arise from? Focus groups? In-depth interviews? Pollster generated?
- Charlie M. Sorry I'm late, was having some issues getting connected
- Jen M. How do you test these types of messages from an organizational vs personal account? From an organizational point of view - I wouldn't be able to post most of these messages.
- Lorraine M. Sorry, having difficulty following. What' the takeaway?
- Katharine R. This question is for Justin, how do we balance "meeting people where they are" with educating them about the misperceptions they may have about trends such as the relationship between immigrants, especially

undocumented immigrants, and crime rates.

Sara J. Can you please provide a direct link to the publication for the study that Mohammed just briefly explained?

Taya J. What do you mean by defending American values? - Varsha and Taya from Pittsburgh

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Ariana Moir Hidden Tribes website: <https://hiddentribes.us/>

Ariana Moir Welcome Kimberly Serrano of the California Immigrant Policy Center. Kimberly is a communicator who builds humanizing narratives and dialogues around immigration. Find out more about Kimberly and CIPC at <https://caimmigrant.org/about/our-staff/kimberly-serrano/>

Jill L. Question is for Mohammed and Justin, you reference "American Values" who has determined what those are? And was there a control group for the studies referenced in your presentations?

OLUSEGUN I. My name is Olusegun I. excellent best webinar of the year please make sure we can download all the teaching materials and attendant certificate

Ariana Moir All the presentations and materials will be uploaded here after the webinar: <http://www.ilctr.org/promoting-immigrants/ilc-workshops/immigrant-integration/>

OLUSEGUN I. That is fine

OLUSEGUN I. Ariana weldone

Ariana Moir Please send me an email at [public.education@ilctr.org](mailto:public.education@ilctr.org) to request a certificate of attendance

Dan N. Besides invoking memories of receiving compassion, were other values bridging methods tested? If so, what were they and how did they work out?

sriendeau45 Were the canvassers immigrants themselves or native born?

Jill L. Was English the primary language of all those encountered during canvass?

Ariana Moir Welcome Rachel Brown, the founder of Over Zero, and an expert in addressing the root causes of violence. She is the author of *Diffusing Hate: A Strategic Communication Guide to Counteract Dangerous Speech*, available at <https://www.ushmm.org/genocide-prevention/reports-and-resources/defusing-hate-a-guide-to-counteract-dangerous-speech>

Ariana Moir Welcome Caitlin Homrich-Knieling from Michigan United. Caitlin develops deep canvassing techniques to help rural voters connect and engage with

national political questions. Find out more about Caitlin's work at <https://www.miunited.org/who-we-are>

- Charlie M. A question for Kimberly: what strategies can you recommend for ensuring safety and security for immigrants/POC, particularly those who are also LGBTQIA+, who could theoretically be engaging with people that will be hostile or even violent towards them?
- Ariana Moir Great questions, everyone! Thanks
- Dan N. How do we counteract/co-opt the us-formation narratives?
- Dan N. Great question, Denzil
- Charlie M. How can we make canvassing efficient and effective in rural areas where both transportation and communicative access are geographically difficult?
- Betzy R. It is sad that the American Flag has become a symbol of fear.
- Sara J. How do you facilitate conversations with people we don't think will agree with us beyond door-to-door? How do we apply some of these tactics around messaging and dialogue in spaces of presumed shared values (like congregational organizing)? I appreciate the discussion of the need to broaden the base versus solely deepening the already-engaged base; but doesn't this presume that they also want to engage in that conversation as well?
- Mary E. How do you end each deep canvassing conversation and gauge progress (if any) during the conversation?
- Dan N. How does what we wear affect these conversations?
- Kacy K. What does it look like when you shift from making connections/telling stories to talking about the issues you disagree on? How do you do that in a way that is natural and doesn't make it seem like you were only pretending to listen/care and now have an "agenda"?
- sriendeau45 How we can deal with negative interactions in these conversations? What skills can be used to mitigate escalation?
- Dan N. Who coined that dog/tail line? i would like to share on social media, want to give credit
- Tom S. I'd like to add on to Sara J., because I would love some strategies for how to engage these conversations properly in other spaces. I'm not sure what canvassing would look like for me in the future, but I will be doing a lot more of interaction with people in my church and community. It would be good to know how to engage with people outside of the door to door.
- Jackie L. How about social media? Any tips?
- OLUSEGUN I. Thanks Denzil Mohammed
- Ariana Moir Thanks for all the questions everyone! Keep them coming!

Sara J. Can you speak to the obvious concerns regarding revering an American heritage past that has always been racist, hegemonic and rooted in colonialism? Not to mention the past that was based on devaluing human life of native peoples and people of color that were brought here forcefully?

Charlie M. How can we address a cultural sentiment of the "unconsulted" when many purposefully seek consultation from anti-immigrant media that reenforces their ideologies?

Betzy R. Can we discuss how the media needs to bring everyone together not continue to divide. A campaign to promote communication.

Jill S. So many awesome questions I'm sure you all can't get to ... is there any way they can be addressed and shared with the group via email or something after this panel?

Taya J. Is it enough to just speak to people once? Are there any ways to follow up with folx in white working class communities to make sure we're genuinely addressing their concerns in a sustainable way?

Janet B. Great input on engaging conversationally. How can we communicate most effectively in written form? On program materials and in social media posts?

Ariana Moir Great idea, Jill! We will look into it

Erin S. Will slides from the "More In Common" study be available after the webinar?

Betzy R. Have the resources that your target community needs so that you are covering their needs as well as the dialogue of communication on certain issues

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Charlie M. I too am very interested in a email or forum in which we could discuss all these questions!

Kacy K. Does a similar style of messaging work in one-way communications as well? For example, printed materials or website materials

Mary T. What have been the experiences of people of color in engaging in these dialogues (specifically as the person who is engaging in the canvassing)?

Ariana Moir We also are on social media. Follow us on Twitter [@ilctr](https://twitter.com/ilctr)!

Esmeralda M. Great question Mary! I am sure it can tend to be harder for someone of color. I know it has been for me to even try to start that conversation.

Jennifer M. This is such an AMAZING panel and discussion. Thank you thank you!

Caitlin Homrich-Knieling SURPRISINGLY - some of our canvassers of color have the highest rates of contact and movement with people!! It seems to depend most on confidence level, bravery, and optimism of the canvasser, regardless of race.

Charles F. This also makes me think about white fragility, and I wonder to what the relationship needs to be with accommodating fragility vs allowing dehumanizing language to continue

Esmeralda M. How about someone who is undocumented and comes about these negative remarks? Sometimes it can be hard to not take it to the heart and feel offended.

Caitlin Homrich-Knieling The emotional labor that canvassers of color and directly impacted canvassers are doing IS greater than our white and non-immigrant canvassers! Informed consent about that is an important part of our interview process. And our number one rule is safety

Dan N. Thanks so much, this presentation is immensely helpful

Christine G. Thank you for everyone's questions. I am also looking forward to further responses, especially on the topics of addressing U.S. history, meeting "halfway", and the movable middle.

Jill S. Great panel. Thank you and thanks to the other participants asking such good questions!

OLUSEGUN I. I commend all panelist for upgrading the webinar

Caitlin Homrich-Knieling Re: Question on white fragility: We are making a compromise when we choose to employ more balanced narratives, instead of challenging every instance of racist language or ideas. We are compromising, because that is what is required if we are ever going to move people's opinions and bring them into our movement.

Charles F. Thank you for such a thoughtful, informed and robust conversation!

Sally W. We are going to be having a campaign we are entitling , Many Roads to Home, which will tell the stories and highlight the contributions of our immigrant neighbors in WV, gathering stories from those who have recently come, as well as those whose parents, grandparents, etc. came from other countries. We are going to try to solicit stories from some of our representatives as well. We hope to remind people of how much richer our lives are in terms of food, access to health care providers, design, etc.

Jackie L. Thank you all so much! I've learned so much.

Brad H. This was absolutely awesome. Thanks much!

Ariana Moir Thank you everyone! I hope to see you all at the next webinar

Anne S. Thank you for a great panel!

Lorraine M. Great panel. Really unique

Sally W.	Thank you!
Elizabeth C.	Excellent presentation. Thank you!
Casey S.	Thank you! Love the energy
Caitlin Homrich-Knieling	Thank you to Denzil, the ILC, and all the panelists & attendees!
Veronica P.	Thank you! Great conversations. We need to hear more.
Nanette D.	Great group and topic. Thank you!
LaGreta C.	Thank you!
Denzil Mohammed	Thank you all for being here!
Rosalie C.	Thank you!