Participa City

A simulation game to learn about discrimination

Game material for the scenario “Employment Agency“



https://participa-city.eu

Co-funded by the European Union

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PARTICIPA CITY – Scenario “Employment Agency”



General information for the trainer

You find in this file all necessary material for playing the scenario “Employment Agency”. Before you start playing please read the trainer manual carefully.

- The station overview is for your information and shows you the characters in the scenario and if additional material is needed (one page).
- The description of the scenario is for your information and describes the initial situation before playing and the perspectives that are established in the scenario (one or two pages).
- You find then a plan of how to arrange the scenario in the room and a big sign to indicate where the scenario is played in the room (two pages).
- Depending on the number of tables needed for the scenario, you find the different table displays.
- The next page shows the name tags for the players in this scenario – cut them out.

The following pages show the material for the participants:

- “Welcome to Participa City” is handed out to all players, but only at the beginning of the game before the first scenario is played since it is a general introduction to the game and the city. You find this information copied according to the number of players. If “Employment Agency” is not the first scenario played, you can ignore these pages.
- Each player gets another two papers: one with the biography card, the second with information about the initial situation and the role that the player should play.
- Some players might get additional information. The person(s) concerned is/are indicated on the additional material and on the station overview.
- Depending on the size of your group, you will play two scenarios at the same time (parallel). Then, you can’t play the scenario “Employment Agency” at the same time as “housing market” or “playground” because some roles appear in both scenarios. It is important that each character in the game is played only by one player in all scenarios.
- If you play only one scenario at the same time and different scenarios subsequently, you can play any scenario without constraints. You have to keep in mind that there are role changes in this case and at the same time, some characters might stay in their role depending on the following station.
- It might be useful to use carton paper for printing.

PARTICIPA CITY – Employment Agency station overview

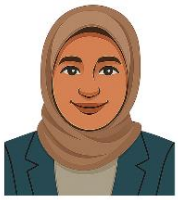


Characters

a. Mrs. Elke Dehning
b. Mrs. Zhaidah Hamidou
c. Mr. Wilfried Meier
d. Mrs. Zahra Habibi
e. Additional material
    i. Job offers list for Mrs. Habibi (Mr. Meier)
    ii. Instructions from the supervisor to the case managers (Mrs. Dehning)



MRS. ELKE DEHNING



MRS. ZHAIDAH HAMIDOU



MR. WILFRIED MEIER



MRS. ZAHRA HABIBI

SIMULATION GAME

Material for the trainer

PARTICIPA CITY – Description of the scenario



Initial situation

We are in the Employment Agency of Participa City. In recent years, the city has been assigned several new clients with a recent history of flight. Some employees are unsure how to deal with clients who are perceived as “foreign”.

The two women, Zhaidah Hamidou and Zahra Habibi, have been invited to meet with their respective case managers, Mrs. Dehning and Mr. Meier, today. Before the interviews, the case managers briefly discuss with each other. Meanwhile, the two clients talk briefly about their respective situations in the waiting room. The consultation then follows: the clients describe their wishes and needs. The case managers advise and act based on their budget, the instructions from the director and other framework conditions such as job offers.

Depending on your plan, members of the Anti-Discrimination Advisory Board (ADB) might join the scenario.

Perspectives established in the station

- A case manager, **Mrs. Elke Dehning** who wants to adhere strictly to regulations. She is insecure when dealing with clients she perceives as “foreign”, such as Mrs. Hamidou.
- A client, **Mrs. Zhaidah Hamidou**, a specialised translator and lecturer from Afghanistan and single mother, who wants to resume her professional career.
- Another case manager, **Mr. Wilfried Meier**. He has little awareness of structural racism. He sees the problem as lying with the client, not with the companies.
- Another client, **Mrs. Zahra Habibi**, wearing a headscarf. She looks for a new job where religion does not create any kind of problems. Mr. Meier is her case manager.

Game procedure

- You hand out the indicated material to the participants.
- First, there is a reading phase (approx. 10 minutes).
- Then, Mrs. Hamidou starts speaking to Mrs. Habibi. At the second table, Mrs. Dehning and Mr. Meier are talking to each other at the same time (approx. 5 minutes).
- Then, you give an acoustic signal, and Mrs. Dehning asks Mrs. Hamidou to join her for the conversation; the same applies to Mr. Meier and Mrs. Habibi. The conversations begin (approx. 15 minutes).
- With the next acoustic signal, you end the conversations and ask the players to join the debriefing.

SIMULATION GAME

Material for the trainer

PARTICIPA CITY – Description of the scenario



Material for the participants

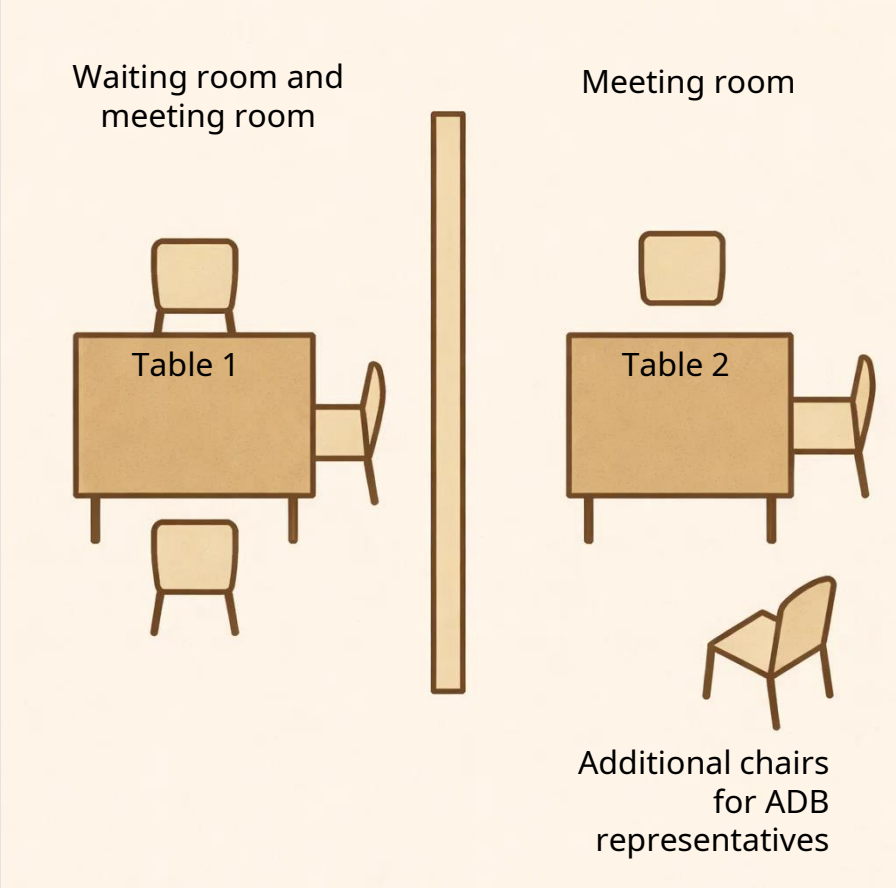
- Mrs. Dehning: biography card + game instructions + additional material “instructions from the supervisor”
- Mrs. Hamidou: biography card + game instructions
- Mr. Meier: biography card + game instructions + additional material “job offers list”
- Mrs. Habibi: biography card + game instructions

SIMULATION GAME

Material for the trainer

PARTICIPA CITY – Exemplified station setup





Either a room divider (pin board) or enough space so that the conversations do not disturb each other.

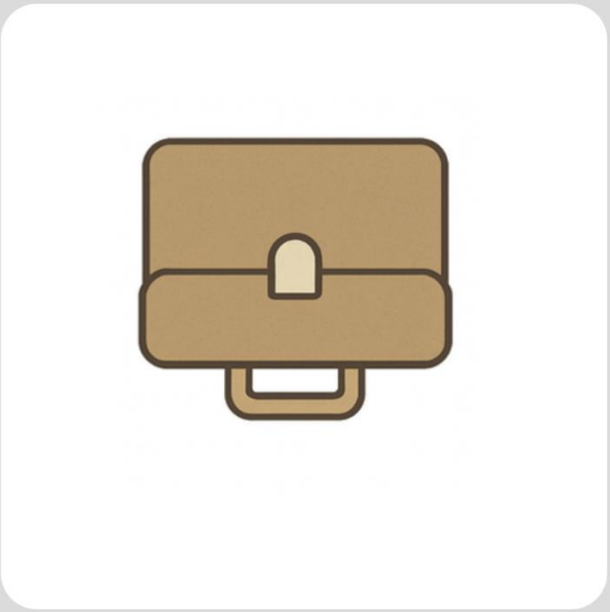
Additional chairs for ADB representatives might be necessary.

SIMULATION GAME

PARTICIPA CITY – Scenario Employment Agency



SIMULATION GAME



(fold here)

Employment Agency
Waiting and meeting room - table 1
Mrs. Hamidou and Mrs. Habibi





At the beginning, Mrs. Hamidou and Mrs. Habibi are sitting here. After the reading phase, they discuss with each other (5 minutes). After the acoustic signal, the case managers of the Employment Agency come and ask them for the conversation.



(fold here)

Employment Agency
Meeting room - table 2
Mrs. Dehning and Mr. Meier





At the beginning, Mrs. Dehning and Mr. Meier are sitting here. After the reading phase, they discuss with each other (5 minutes). After the acoustic signal, they call their clients for the conversations. Mr. Meier moves with his client to table 1.

PARTICIPA CITY – Scenario Employment Agency – Name Tags



MRS. ELKE DEHNING



MRS. ZHAIDAH HAMIDOU



MR. WILFRIED MEIER



MRS. ZAHRA HABIBI

Material for participants

Welcome to PARTICIPA CITY

Introduction for all players

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active **neo-Nazi structures**, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round **table against right-wing tendencies** has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019).

But something is different in this city:

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

Have fun with the game!

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Have fun with the game!



MRS. ELKE DEHNING

You are 46 years old and have been working as a trained case manager at the Participa City **Employment Agency for ten years.** You are proud of the fact that you have often been praised by your superiors for your exemplary work over the years.

You are **uncomfortable dealing with women who wear headscarves**: you have had a few nice encounters at the office and in your private life. However, you often hear **reservations about Muslims** from your circle of acquaintances. You always wonder whether there is any truth in your friends' warnings. For example, they tell you that there are potentially radical Islamists sitting opposite you. You also wonder what they think of the clearly visible Christian cross that you always wear around your neck.

As a mother of two, you are very concerned about the safety of your children. From your point of view, the neighbourhood is becoming more and more **threatening,** partly due to the **increased influx of "foreigners".** You are not affected by racism – just like almost everyone around you.



PARTICIPA CITY – Game instructions
“Employment Agency” for Mrs. Elke Dehning

Game procedure

- Identify yourself with the person from the biography card and these game instructions here as well as with the additional material to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- Then, Mr. Meier who is sitting with you at the same table, starts for a short initial talk (approx. 5 minutes).
- After an acoustic signal, you ask your client Mrs. Hamidou to join you for a conversation (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

We are in the Participa City **Employment Agency**. Since 2015, the city has been assigned several new clients with a recent history of flight. You and other employees are unsure how to deal with clients you perceive as “foreign”.

Your **client Mrs. Hamidou** has been invited to a meeting with you today. Your colleague **Mr. Meier** also has a **consultation** with another client. You **start by talking to him** about the respective cases. This is followed by the **consultations,** in which the clients describe their wishes and needs.

It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.





PARTICIPA CITY – Game instructions
“Employment Agency” for Mrs. Elke Dehning

Your role in the situation

In your work, you always adhere strictly to the legal requirements and internal **instructions** (see your additional material). For you, this also includes treating all clients equally. You think that many **customers are too demanding and not grateful enough** for the support they receive. In your view, this applies in particular to people with a history of immigration.

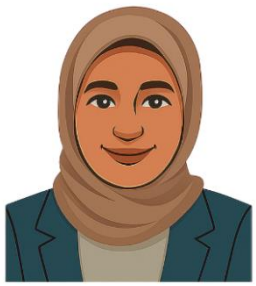
You have known **Mrs. Zhaidah Hamidou**, who fled Afghanistan five years ago, as a client for several months. You know that she is the **mother of three children**. One of them is still so young that she could still take **parental leave**. She is a qualified teacher and interpreter for Dari, English and French.

You have already realised that the client does not want to take parental leave as you suggested. However, if she wants to take childcare for her baby, this would have to be **financed by the Employment Agency**. An education voucher would also be required for another **language course**, which would also cost the job centre money. The same applies to the client's wish to have all her certificates translated. In view of the **tight placement budget** that you have for all clients, you see cost problems here. At least the client could save on the translations: From your point of view, she must decide whether she wants her certificates of pedagogy or interpreting translated. **Not everything that is requested can be paid for.**

In general, you think that Mrs. Hamidou has taken on too much as a single parent of three children. If she took parental leave, all the problems would be a thing of the past.







MRS. ZHAIDAH HAMIDOU

You are 40 years old and after your husband was murdered five years ago, you **fled** to Germany from **Afghanistan** together with your now thirteen-year-old son and nine-year-old **daughter**. You had another son from a new relationship. He is now just under a year old. You now live **separated** from his father: he couldn't cope with your wish to work in your profession again.

You have a **degree in education and are a specialized translator** for Dari, English and French. You have worked as an **interpreter** in Afghanistan. You also taught as a lecturer at the University of Islamabad (Pakistan) for five years. You are proud of your career path, which you are determined to continue in Germany.

In your limited free time, you like to communicate with friends and relatives via social networks such as Facebook, X and Instagram. Other than that, you make every effort to ensure that your children grow up without any worries.



PARTICIPA CITY – Game instructions
“Employment Agency” for Mrs. Zhaidah Hamidou

Game procedure

- Identify yourself with the person from the biography card and these game instructions here to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- Then, you start speaking to Mrs. Habibi who is sitting with you at table 1 (approx. 5 minutes).
- After an acoustic signal, Mrs. Dehning asks you to join her at table 2 and starts the consultation (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

We are at the Participa City **Employment Agency**. You and another woman (Zahra Habibi) have been **invited to talk** to your respective **case managers** today. You first talk briefly with Mrs. Habibi in the **waiting room** about your respective situations. This is followed by your **consultation** with **Mrs. Dehning**, in which you describe your wishes and needs.

It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.





PARTICIPA CITY – Game instructions
“Employmant Agency” for Mrs. Zhaidah Hamidou

Your role in the situation

You have had to wait a long time for this appointment. This annoys you because you finally want to **get ahead professionally**. You urgently need the **translations of all your certificates**. This is the only way you can fully present your qualifications. You would also like to take a **German course** at level B2 (good intermediate level). However, this would only be possible if you were paid for a **day care place** for your youngest son. You are sure that you can convince Mrs. Dehning of your career plans today. After all, it should also be in the Employment Agency’s interest to reintegrate a **well-qualified woman** into the **labour market**.

You also have another problem: you encouraged your eldest son to deliver newspapers during the holidays. At €150, his additional income was above the permitted rate. **€ 50** has now been **deducted** from the family benefit. However, your son had spent the money on a carrier bag for the newspapers (worth € 50) in accordance with the rules, which you had also declared. Now you are currently € 50 short of your already tight **household budget**.

As a mother, you are particularly annoyed that your son has had to quit his part-time job in disappointment and is now ‘learning’ that it is not worth making an effort (in Germany). You have little understanding for the fact that you receive so little support from the Employment Agency in dealing with all the **bureaucracy**. As an immigrant, you can't know all that!







MR. WILFRIED MEIER

You are **63 years old** and are already looking forward to your well-earned retirement. Twice a week you spend a lot of time with your grandchild Benjamin, who is three years old.

Since completing your apprenticeship as an **administrative assistant**, you have worked in different federal states and offices with various areas of responsibility. You are currently employed in **case management at the Employment Agency** in Participa City.

You realise that the aspect of "**interculturality**" has recently been made a **big issue**. From your point of view, this mainly concerns Islam. You notice this in society and especially in your Employment Agency. You are rather **insecure** in this area and refuse to take too many steps towards "them". You have nothing against a diverse society in principle. However, you are concerned that important **"Western" values could be jeopardised.**



PARTICIPA CITY – Game instructions
“Employment Agency” for Mr. Wilfried Meier

Game procedure

- Identify yourself with the person from the biography card and these game instructions here as well as with the additional material to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- Then, you start a short initial talk with Mrs. Dehning, who is sitting at the same table with you (approx. 5 minutes).
- After an acoustic signal, you go to your client Mrs. Habibi at table 1 and start the conversation with her (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

The initial situation

We are at the Participa City **Employment Agency**. Since 2015, the city has been assigned several new clients with a recent history of flight. You and other employees are unsure how to deal with clients you perceive as “foreign”.

Your client Mrs. Habibi has been invited to a meeting with you today. Your colleague **Mrs. Dehning** also has a **consultation** with another client. You **start by talking to her** about the respective cases. This is followed by the **consultations**, in which the clients describe their wishes and needs.

It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.





PARTICIPA CITY – Game instructions
“Employment Agency” for Mr. Wilfried Meier

Your role in the situation

Mrs. Habibi, who wears a headscarf, is a qualified **office administrator** and has only ever had short jobs with a few interruptions in recent years.

You only know the client from two brief conversations. Judging by her references, she is very well **qualified** and has already taken on **responsible** tasks. You suspect that the **client's religious** beliefs are playing a role in her problems finding permanent employment. You would like to give her a professional future with long-term prospects. However, from your point of view, she must **adapt** to mainstream society in order to do so: she should refrain from “flaunting” her religiosity.

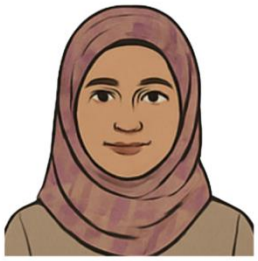
You have several **job offers** for the client (see additional material).

You **doubt** whether the last two jobs are suitable for a religious Muslim woman. However, the first job is clearly below the client's qualifications - but it is the only one you can currently offer her with a clean conscience.

In your work, you are always guided by the **existing laws and regulations**, which in your view provide clear guidance for the clients and thus promise rapid job placement.







MRS. ZAHRA HABIBI

You are 37 years old, **born in Cologne** and a **single mother** of a seven-year-old son. You are a qualified **office administrator** but are currently **looking for work**. At the moment, you are only entitled to the low unemployment benefit II (“Hartz IV”) – and not the higher unemployment benefit I as you had hoped.

You are a **Muslim**, wear a headscarf and try to keep to the five daily prayers. You often feel “**between worlds**”: although you were born and raised in Germany, you are constantly perceived as a stranger. Your circle of friends and acquaintances consists of people from diverse backgrounds. You therefore have a lot of experience in mediating between people with and without experiences of racism.



PARTICIPA CITY – Game instructions
“Employment Agency” for Mrs. Zahra Habibi

Game procedure

- Identify yourself with the person from the biography card and these game instructions here to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- Then, Mrs. Hamidou who is sitting at the same table with you, starts speaking to you (approx. 5 minutes).
- After an acoustic signal, Mr. Meier comes to your table whereas Mrs. Hamidou is called to table 2 to her case manager Mrs. Dehning. The consultation with Mr. Meier starts (approx. 15 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

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PARTICIPA CITY – Game instructions
“Employment Agency” for Mrs. Zahra Habibi

Your role in the situation

Unfortunately, you are once again **looking for work as an office administrator**, even though you completed your training as the best in your year. Since then, you have worked in many companies.

All previous employers were basically always **satisfied with your work**. However, you often **felt marginalised** and were sometimes **openly discriminated against**. You often perceived your former companies and the colleagues who worked there as not as “open-minded” and “tolerant” as they claimed to be. Your reminders that the freedom to belong to and practise any religion is **even enshrined in Germany's Basic Law** usually went unheard.

You usually had to pray in a shared break room. Some colleagues complained about your “extra breaks”, even though smokers take them too. You also had to constantly justify **wearing your headscarf**. These stressful confrontations led to you avoiding contact with many of your colleagues.

However, you love your profession and would like to continue practising it with dedication. Unfortunately, you have not yet found a company that is serious about **recognising diversity** and **religious freedom** in particular. You have already responded to some job advertisements that you have found yourself with applications. So far, however, you have only received rejections or no responses.

Mr. Meier will invite you in for a consultation. You are curious to see what **job offers** he has for you. You hope that **Mr. Meier** understands your situation and the negative experiences you have had. You also hope that he will help you to find a **long-term job that matches your qualifications.**





ADDITIONAL MATERIAL EMPLOYMENT AGENCY MR. MEIER



Job offers list for Mrs. Habibi

1.Cashier at "Participa City Food"

Part-time, permanent | Job ID: 135673

Location: Participa City

Job Description:

YOUR TASKS - bring your STRENGTHS to our team:

- •Selling, checkout, stocking shelves.
- •You ensure that everything runs smoothly and that everything is in order.
- •You provide customers with help and advice.
- •For the customers, you are the good soul of the store.
- •You are solution-orientated and flexible.
- •Ideally, you have training or initial practical experience in retail.

Salary: € 1,250 gross

2.Accounting employee "Participa City Meat Processing Ltd."

Full-time, permanent | Job ID: 136337

Location: Participa City

Job description:

We are looking for a committed team player (m/f/d) for the accounting department with the following skills:

- •Completed vocational training in the commercial sector
- •Resilient and flexible
- •Customer-orientated communication with our suppliers
- •Ideally experience in the food industry

Salary: € 2,900 gross

ADDITIONAL MATERIAL EMPLOYMENT AGENCY MR. MEIER



Job offers list for Mrs. Habibi

3.Office Clerk Disco "PARTICIPA-FLOOR"

Full-time (shift work), temporary | Job-ID: 113789

Location: Participa City

Your tasks:

- Accounting and bookkeeping
- Communication with our suppliers

Your profile:

- Completed training in the commercial sector
- Stamina and ability to work under pressure
- Willingness to work shifts

Salary: € 2,500 gross

ADDITIONAL MATERIAL EMPLOYMENT AGENCY MRS. DEHNING



Instruction from the supervisor to the case managers:

Recently, there have been an increasing number of complaints and uncertainties surrounding the topic of “dealing with benefit cuts”. Many customers are approaching their case managers with these issues. These are mostly complaints about reduced benefits.

A problem that often arises is that expenses relating to additional income are not correctly declared as “income-related expenses”. This results in a reduction in benefits.

We would like to point out the following possible ways of dealing with this:

- In principle, the benefits department is responsible, not you. You can therefore simply refer any customer there.
- If your available time allows:
- Take up the matter yourself and forward it to the benefits department.
- If necessary, you can also formulate a written objection with the customer and forward it.

Participa City



Note on language and context: Our European project consortium has made every effort to use inclusive and sensitive language throughout these materials; however, linguistic and cultural differences between language versions may affect nuances of wordings, and we rely on users to apply the materials thoughtfully and sensitively in their own context so that they support reflection on discrimination without reproducing it.

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