

form

A welcome package for Ukrainian guests and Dutch hosts

It supports them in communicating how they prefer to interact with each other at the beginning of living together.

Focus on private housing with a matching agency for Ukrainian guests and Dutch hosts

Due to the invasion of Russia, Ukrainian people fled to countries in Europe. As people started arrive in the Netherlands, Dutch people started to become more aware of the crisis and felt obliged to help them. Some people even went to the borders to pick up Ukrainians and offered them a place to stay in their homes.

Despite the good intentions of the Dutch hosts, the hosting arrangements ended sooner than expected as frictions started to arise between them.

Guests and hosts have difficulties expressing their expectations and needs

This is understandable as they do not want to be a burden to each other. However, it is valuable to deal with conflicting interests instead of ignoring them. By acknowledging their needs and expectations, they have the possibility to discuss and align them to enjoy living together. The welcome package will help them to do that.

“It is okay to have a conflict. What matters, is the way to manage it.”

Jennifer Jansen
An enjoyable stay for Ukrainian guests and Dutch hosts
24 - 01 - 2023
Design for Interaction

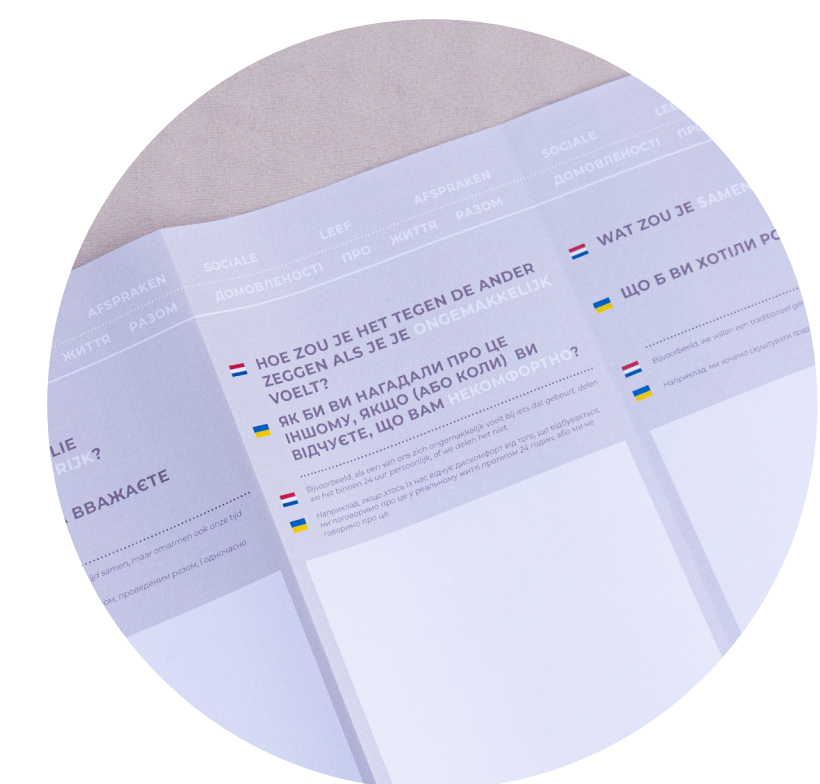
Committee
Dr. ir. Tromp, N. (Chair)
Dr. ir. van Boeijen, A.G.C. (Mentor)
Verhaar, E. (Company mentor)
Company
The Dutch Council for Refugees (VluchtelingenWerk Nederland)



Choose & describe trigger card



Reflect & explain emotion tokens



Set social living agreements