Title: The state of my knowledge

Exercise Code SLQUALED017

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| Modules: | Group size: | Duration: |
| 3. Personal Integrity  4. Professional Integrity  8. Situational Awareness | Individual  Small group  Large group | 90 min |

**Purpose:**

This exercise shall serve to clarify how to find the information one needs, and to select and to present relevant information on a certain topic.

# Description:

Participants are working individually or in groups.

They are asked to imagine this scenario: A client from another country has asked for a meeting with you. What kinds of information do you already have about the country s/he comes from? What other information do you need? Do you know how to find it? What will you not know until you meet the client personally?

It is impossible to know everything by heart - the important thing is to know how to find the information you need. You might like to search the web for further information of value to you.

Paricipants could start with these questions:

* How can I find out what rights my clients have to education, training and work?
* Where do I find information about my clients' countries of origin so that I can understand their educational and work background?
* What reasons are there for migration and who is likely to migrate to my country?
* How do I spot problems caused by torture and trauma, and what do I do about them?

# Material:

Computer, internet connection

# Methods:

Case study, discussion

# Source/Literature:

Modified and adapted from: Handbook Labour Office & Clients  
Improving the Communication Between Labour Office Advisers and Their Clients   
Úrad Práce, Dunajská Streda 2006