

## **NATIONAL WORKSHOP METHODOLOGY**

**Prepared by the Lawyers' Committee for Human  
Rights - YUCOM**

**DRIM**  
Danube Region

Information Platform for  
Economic Integration of  
Migrants

## **WORK PACKAGE 5 – STRATEGY**

### **NATIONAL WORKSHOP METHODOLOGY**

## *How to use the methodology*

This workshop methodology enables you, the moderator, to conduct a half-day workshop.

Whenever we refer to the moderator in our text, we refer to the person who is conducting the workshop, regardless of whether the participants are active themselves or the moderator who will train others afterwards.

The methodology sets out the preparation and background information for the moderator (the person conducting the workshop) on one side, and information to be shared and discussed with the group on the other side.

## *Who can conduct the workshop?*

Those who conduct the workshop need to know the methodology well and study the sections provided. The moderator should also know the group or at least the context in which the workshop takes place (e.g. general situation in the field of migration and migrant integration in the country), and should be in command of the local language, culture and traditions.

## *Who is this workshop for?*

The workshop is designed for decision-makers on local, regional, national level as well as the high representatives of sectorial agencies or individuals who directly/indirectly provide assistance to migrants, refugees, asylum seekers and other mobile individuals - foreign (exchange) students, expats, repatriates, interns, etc.

The selection of participants should be in some way harmonized with the Danube Compass. DC in the institution directory option provides information about all the institutions that are related with the content of the DC.

The selection of participants is important for the following reasons:

- Through the development of the Danube Compass, all the partners in the project should be familiar with the work and responsibilities structure of these institutions. This experience allows them to readily identify the strengths and shortcomings in their work and the availability and quality of the information they produce.
- The national workshop will be an opportunity to identify weaknesses and strengths in the current approach to the topic of access to information for migrants and other mobile individuals and to prepare a baseline foundation for country specific recommendations.
- Project partners will be able to verify the role of Danube Compass as a potential model for overcoming the problem of information accessibility.
- The participants in the national workshop will be able to share their thoughts through a discussion on pre-selected topics pertaining to migrant access to information. Such thoughts will include their personal experience in providing relevant information to migrants and mobile individuals, the experiences of the institutions they represent, and their ability in providing suggestions and recommendations for how these issues can be overcome in a systematic way.

Suggestion for workshop target group:

Obligatory list of institutions<sup>1</sup>:

- **Employment Agency**
- **Agency for migration/foreigners (depending on the country context)**
- **Ministry of Interior**

Other possible institutions (depending on the local/regional/national context):

Optional list of institutions:

- Ministry of Foreign Affairs
- Ministry of Health
- Ministry of /Family, Social Affairs
- Ministry of Labour

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<sup>1</sup> Every partner needs to have representatives of *closed list of institutions* at the workshop/focus group

- Ministry of Education
- Administrative units
- City Council senior representatives (Directors of units, mayors)
- Relevant International organizations (e.g. IOM, UNHCR)
- Adult education institutions/centres
- International student exchange offices
- Other relevant institutions at the local/regional levels

It is important to stress that the participants should ideally be decision-makers in their respective institutions, as we want to streamline the information provided by them to the level of the transnational strategy for info-sharing.

#### *Structure and Number of participants:*

The plan is to organize one national workshop in each of the 8 partner countries. The structure of the participants will be heterogeneous, which may pose a problem in formulating a questionnaire for the national workshop. Due to the nature of this workshop, it is pertinent that the questionnaire contains sufficient general questions that are focused on the availability of information and overcoming the problem. However, the questionnaires must also address responses describing the individual specificities of each of the institutions. The advantage of a heterogeneous composition is that the difference in the availability of information between institutions can be examined and that sometimes differing views can be expressed, which can be useful information for preparation of country specific recommendations.

The duration of the national workshop (focus group) should ideally not exceed 120 minutes. The suggested number of participants is about **8 for each country**. However, as it is very probable that all the invitees will not be able to attend the workshop, it is important to plan early, invite more possible participants and develop back-up plans.

#### *Guide for the moderator*

The most important thing is to have a guide with precise and well-structured questions. As the main objective is to obtain recommendations, the questionnaire should be closely related to the Methodology for country specific recommendations.

Important to know: In the context of national workshops, it is not good to ask suggestive questions that begin with "Is there?". The main reason is that the most common answer is in the form of YES / NO. Questions must be precise but open-minded so that they encourage discussion among participants. Suggestive questions create a situation with a specific question where the survey method would be more acceptable for this kind of issue than the focus group method.

Advantages of open form questions: A discussion develops among participants; shy participants feel more comfortable giving answers.

Possible problem: The national workshop conclusions will be based on dialogue and interactions within the group and there is a potential for the participants to influence one another. Therefore, it is important that the moderator directs the discussion in a direction that will not bring other events to the forefront (political, cultural, religious, topics that are not relevant to the research itself).

*Introduce basic principles and respect for human rights (optional, but do stress the right to information as enshrined in the most important documents in the area of human rights)*

Human rights are rights to which all human beings are entitled. International human rights treaties affirm that every individual has dignity and certain inalienable rights. The UN Universal Declaration of Human Rights (1948) states that recognition of these rights is the foundation of freedom, justice and peace.

‘Human rights’ standards refer both to the substantive rights that are defined and codified in international treaties, declarations and covenants, and mechanisms or institutions that operationalize and enforce those rights, for example by investigating claims that rights have been violated, clarifying the application and content of human rights principles, and ensuring that states comply with the obligations they assume when they sign human rights agreements.

In terms of the protection of rights, the utmost importance of safeguarding the right to information was recognized relatively early on. The right to information as an integral part of the

right of freedom of expression was enshrined by Resolution 59 by the UN General Assembly in 1946 and further defined in the Article 19 of the Universal Declaration of Human Rights two years later, in 1948. UNESCO most recently explicitly connected the access to information with people's empowerment (Maputo Declaration in 2010) and good governance (Dakar Declaration in 2005) (UNESCO, 2015). In 2015, UNESCO even proclaimed 28th September as the "International day for the Universal Access to information". In justification for such a proclamation, UNESCO emphasised that "access to information is the right to seek, access and receive information from public bodies and private bodies performing a public function and the duty of the State to provide such information" (UNESCO, 2015). Moreover, the document paves the way for a creation of the "international law" targeting specifically access to information by citing the ever-growing need of the public for transparency in public affairs (ibid.). Similarly, the Organisation for Security and Co-operation in Europe (OSCE) highlighted access to information as a key aspect of promoting public trust in governments in the 2010 Central Asia Media conference.

The International Covenant on Economic, Social and Cultural Rights (ICESCR) envisages that everyone has the right to work. The right to work is a foundation for the realization of other human rights and for life with dignity. It includes the opportunity to earn a livelihood by work freely chosen or accepted. In progressively realising this right, States are obliged to ensure the availability of technical and vocational guidance, and take appropriate measures to develop an enabling environment for productive employment opportunities. States must ensure non-discrimination in relation to all aspects of work. Forced labour is prohibited under international law.

The present national workshop should build on and be inspired by the human rights framework.

### *National workshop scenario*

The participants and moderators in this group have much in common. You all bring your own knowledge and experience. Some of this knowledge you may have shared with others, but some you may never have talked about before. When we discuss and reflect on providing information to migrants and other mobile individuals it is of very great value to share what we all know.

We think this process of exchange provides a foundation for mutual respect and understanding and creates many options for action and discussion. If everyone is to enjoy a good workshop

experience, it is important to create an environment in which you and every other member of the group feel encouraged to exchange experience.

#### Introducing the moderators

- Who are the moderators?
- Where do we all come from (institution/organization)?
- What experiences do we want to share?
- How did we enter this field and what hopes and ambitions do we have?
- What thoughts do we have about strengths and resources and problems that must be faced in the wake of information infrastructure?

Start the workshop in a warm manner. Thank the participants for their interest and engagement, their commitment to the issue, and their willingness to work together on this topic. Introduce yourself in a respectful and humble way.

Comment on the nature of the group. Say where we come from, and note that every member of the group directly or indirectly works in various ways with migrants and mobile individuals. Try to extract from the participants their ideas on how they actually provide information or aid to migrants and mobile individuals. Provide enough time for each member of the group, and underline that it is important to respect everyone's contribution and express the hope that participants will be inspired during the workshop to identify what they share with one another.

Present the overall objective of the workshop, making sure that participants understand its objectives and expected outcomes. Facilitate a brief discussion about these expectations and the expectations of participants. Tell the participants that some of their expectations will be met; if some stated expectations cannot be met, park them for the present. Present the DC in a very brief and concise way.

Emphasise that the workshop builds on experience and knowledge that the participants already have. We will explore together, and learn from one another.



## *Say aloud*

E.g. Possible introduction to the workshop - moderator says:

“I welcome you very warmly to [...]. Thank you for coming here and making it possible to be together for this day to develop your ability to understand problem with access to information for migrants and other mobile individuals.

I have some knowledge of the topic of migrants' access to information that I will share with you. But I want to stress from the very beginning that I will rely greatly on your participation, and the insights that you can bring to our thinking, using experience and knowledge that you have already.

You will make crucial contributions to this workshop, because you know about your situation and context, and you have thoughts and ideas about what could be different and better.

Before we start, I would like to introduce myself as the Moderator, and give you some practical information about the workshop.

During this workshop we will focus on the outputs of our almost two years work regarding the topic of migrants' access to information as well as your possible engagement.

The workshop will include practical work in the form of exercises such as discussion and brainstorming.

Practical information for the workshop:

- The workshop **should be filmed** in order to analyse the individual input more easily, please inform the participants about this already in the invitation letter. However, point out that all the information disclosed during the workshop will remain confidential and data will be anonymised. It is crucial to obtain all the permissions that comply with local, regional and national regulatory standards regarding privacy issues and the use of data beforehand. Do not forget to distribute attendance lists and evaluation forms.
- According to experiences, the organizer should create a welcoming environment by selecting a nice venue with appropriate catering that will stimulate friendly and smooth exchange of experiences and views.

## *Guideline Questions for Focus group discussion*

### Providing Information on the Services

#### Please introduce yourself, your institution and field of expertise (in a couple of sentences).

- How is the provision of information within your institution organized (here we are asking in general, not specifically for migrants and other mobile individuals)?
- Please describe the model (after probing, try, for example, special information centre, unique counter, call centre, etc.)
- In your opinion/experience, at what levels and in what ways (national, regional, local) has the provision or the availability of information been developed?

### Experience in Working with Foreigners / Migrants

- How is the system of information provision for migrants and other mobile individuals organised in your institution? More specifically? How does it function? Please describe the model.
- What is your experience in working with migrants and other mobile individuals in terms of providing information?
- In what ways does it differ from providing information to domestic citizens (language, sort of information asked for, cultural, religious and other issues, etc.)? – do not provide any ideas here, let the participants speak for themselves about the most important issues first, these are just some ideas how to stimulate the discussion)
- In which form is the information available to migrants and mobile individuals (if no response, try with advertisement tools, leaflets, website, bulletin boards, and platforms – try to find out about the digital and non-digital forms of providing information, also include personal contacts and the way these are conducted).
- How has information access been adapted for people who do not have access to digital communication channels and/or are computer illiterate? How has the system been

adapted to specific groups of migrants (e.g. women, uneducated migrants, professionals, etc.)?

- How do you cooperate with local, regional, national bodies and institutions in the field of providing migrants and mobile individuals with information? How would you evaluate such interagency cooperation (good, bad practices, etc.).

### Solutions for Improvement of Provision of Information on Services

- In your opinion / experience, what are the objective barriers for obtaining information that foreigners seek (in addition to what has already been said)?
- Possible issues to be discussed (after probing first for their views): language gap, insufficient horizontal and vertical communication between services, cultural and religious barriers, social and economic capital;
- More specifically, ask what is their view on providing migrants only with information in the local language and/or English, and on providing migrants with, if possible, access to information in their own language
- Please provide an example of good practice and describe how the problem of information access has been overcome, either in your work or any other practice you are aware of at local, regional, national, international/transnational levels).
- Do you think the institutions are bound to provide information for migrants by any kind of international or supranational or national documents/agreements/etc.?
- Did you ever and in what ways, discuss the issue of access to information a) internally at your institution, b) within intragovernmental cooperation/ bodies, c) with other national (e.g. diplomatic) or supranational bodies (ask separately)?
- What are your general recommendations for improving information access for migrants and mobile individuals (in addition to what has been said already)?
- How would such practices contribute to the development and maintenance of transparent public services?

### Danube Compass as the Methods of Overcoming the Problem of Information Access - presentation

- How do you think informational platforms like Danube Compass contribute to easier access to information for migrants and mobile individuals? In your opinion, what are the benefits

and shortcomings of this model of information platform (not only the DC, but also other platforms that you are aware of).

Any other important issues to be discussed. Ending the story (see next section).

## *Ending the story/evaluation*

### *Aim -To end the story in a good way*

It is important to talk together about how the story is brought to an end. Create the ending/conclusions together with the group and write it down. Invite the participants to make different suggestions but also try to reach a consensus in the group about the direction the story should take. Do this through discussion. Encourage the participants to consider different options, and explore obstacles and possibilities.

It is important to evaluate the workshop. Evaluation can help to identify weaknesses or omissions in the workshop materials. It can reveal whether participants are satisfied, whether the workshop is relevant to your region or culture, and what needs to change. For this reason, please take a few minutes before you start the workshop to think about your own experiences. When have you been successful? What good solutions have you found that work in your setting? Think too about the specific characteristics of your country, situation, and culture.

Here are some questions to consider before the workshop begins

- Can you measure the effect of your work? How?
- What indicators would help you to measure the effect of your work?
- What knowledge would be useful for your future work with migrants? Do you need to know more about any specific issues?
- What good solutions do you use already? What good practices have you developed?

Here are some questions to consider at the end of the workshop

- Name two things you have learned through the workshop that are specifically useful. Why are they useful?
- What is specifically challenging for you in your work?
- What would you like to know more about? What would be the best method for making this information accessible to you?

## Post-workshop evaluation questionnaire for the participants


Post-workshop evaluation questionnaire for the participants

### GENERAL

Are you:


Male?

Female?

Do you work directly with economic migrants? 

Yes

No

Did the workshop meet your expectations? Was it: 

Very helpful?

Helpful?

Quite helpful?

Not helpful?

Was the information communicated by the **training** relevant to your work? Was it:

Very relevant?

Relevant?

Quite relevant?

Not relevant?

What elements from the workshop will you use in your future work?

What elements from the workshop will you not use in your future work?

Was the composition of the participants appropriate?

Yes

No

Did you learn from the experience of other participants?

Yes

No

Did you feel the moderators communicated the workshop information well?

Yes

No

## DISCUSSIONS

Did you find the group discussions useful?

Yes

No

Which group discussions were most useful to you?

Which were less useful?

Were the discussions led in a helpful manner?

Yes

No

Should they be led differently?

Yes

No

If yes, how?

Would you have liked discussions to be:

Longer?

Shorter?

Did the workshop fail to explore certain areas of your work that you consider vital?

Yes

No

If yes, which areas?

LEARNING

What did you learn?

Do you think you can apply what you have learned in your own work?

Yes



No

If yes, what elements of the learning will you need to adapt?

If no, what changes would you introduce to make the workshop more applicable to your situation?

What areas did the workshop address well?

What areas did the training address less well?

Did the training fail to address certain important issues?

Yes

No

If yes, which ones?

TIMETABLE

Was the workshop:

Too short?

Too long?

About right?

FINAL COMMENTS

What final comments would you like to make?

Thank you.