Title: Creating a vision

Exercise Code SLQUALED005

|  |  |  |
| --- | --- | --- |
| Modules: | Group size: | Duration: |
| 2. Professional Ethics3. Personal Integrity4. Professional Integrity  | IndividualSmall groupLarge group | 180 min |

Purpose:

Creating a vision of organisational practice to meet the needs of clients with special needs (disabled people, refugees, asylum-seekers and migrants.

# Description:

Participants are working individually or in groups.

They are asked to use information taken from the clients, to assess the support needed by clients and compare it with the support offered by their organisation.

They are asked to identify areas where they do not match and write a proposal (3-5 A4 pages) on how the organisation could develop in order to serve this client group better.

They should include case studies of organisations that offer good models of practice.

# Material:

pen, paper / computer, flip chart

# Methods:

Learning by doing

# 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