



- Y a-t-il trop, ou trop peu, d'information? Manque-t-il quelque chose qu'on devrait pouvoir trouver dans cet avertissement aux voyageurs?
- Est-il facile à utiliser?
- Est-ce que vous consulteriez les avertissements au moment d'organiser votre prochain voyage international? Pourquoi / Pourquoi pas?

#### G. Bilan (5 minutes)

- Trouvez-vous qu'en général, vous et d'autres Canadiens avez suffisamment d'information sur les voyages internationaux?
- Parmi les sujets abordés ce soir, y a-t-il quelque chose qui vous a paru nouveau ou surprenant? Y a-t-il une chose dont nous avons discuté qui vous donne matière à réflexion et qui vous incitera peut-être à revoir votre manière d'aborder un prochain voyage à l'extérieur du Canada? Expliquez.

MERCI.

### 3. Travel Professionals – English

**Moderator's Guide**  
**Consular Services: Travelling Abroad**  
**Travel Professionals**

FINAL – Mar.1, 2018

#### Introduction (5 minutes):

- Introduce moderator and welcome participants to the focus group.
  - As we indicated during the recruiting process, we are conducting a focus group research project on behalf of the Government of Canada. Specifically, this discussion group is part of a larger research study that is being led by the group within the Government of Canada that provides services to Canadians, through its embassies, high commissions and consulates, who may need assistance while they are abroad. Out of interest, do you know what this group is called?
  - The purpose of today's discussion is to obtain your views on a broad range of topics related to international travel. In addition to discussion groups with travel professionals like yourselves, we are also conducting focus groups with people who travel internationally.
- The discussion will last approximately 2 hours. Feel free to excuse yourself during the session if necessary. The session is being videotaped for analysis purposes, in case we need to double-check the proceedings against our notes. We do not attribute comments to specific people. All your comments are confidential.
- Explanation re: one-way mirror and observers.
- Describe how a discussion group functions.
  - Discussion groups are designed to stimulate an open and honest discussion. My role as a moderator is to guide the discussion and encourage everyone to participate. Another function of the moderator is to ensure that the discussion stays on topic.
  - Your role is to answer questions and voice your opinions. We are looking for minority as well as majority opinion in a focus group, so don't hold back if you have a comment even if you feel your opinion may be different from others in the group. There may or may not be others who share your point of view. Everyone's opinion is important and should be respected. Some of the issues we will be discussing tonight may be very controversial and people may hold strong views one way or the other. It is important that we respect how others feel and allow them to explain their opinion.