



Si vous utilisez des lunettes de lecture, assurez-vous de les avoir avec vous le jour de la discussion, car vous pourriez devoir examiner des documents écrits. Nous vous prions d'être sur les lieux au moins 10 à 15 minutes avant la rencontre, afin que nous puissions respecter l'horaire prévu.

C. Moderator's Guide

1. Travelling Public – English

Moderator's Guide
Consular Services: Travelling Abroad
Travelling Public

FINAL – March 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.
- 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.
 - I would also like to stress that there are no right or wrong answers. We are simply looking for your opinions and attitudes. It was not a prerequisite coming into the groups that you be an authority on international affairs or foreign policy. This is not a test of your knowledge.
- The moderator is not an employee of the Government of Canada and may not be able to answer some of your questions.
- (Moderator introduces herself/himself). Participants should introduce themselves, using their first names only. Please tell us how frequently you travel and what the main reasons for your travel are (e.g. business, pleasure, visiting family or friends, etc.).

A. Common considerations when travelling (25 minutes):