

## Lesson 1: What are the Main Digital Challenges of Young Migrants? Results from Focus Groups Discussion with Young Migrants

Lesson Plan										
<b>Module</b>	<b>Module 1 – Lesson 1: What are the Main Digital Challenges of Young Migrants? Results from Focus Groups Discussion with Young Migrants</b>									
<b>Total Duration</b>	90 Minutes									
<b>Materials</b>	<ul style="list-style-type: none"> <li>Computer; computer projector; mobile phones; paper; Wi-Fi; Activity sheets (activity 1; Activity 2)</li> </ul>									
<b>Learning Outcome Matrix</b>	<table border="1"> <tr> <td>Knowledge</td> <td>Understanding of the main challenges and elements of resilience of young migrants in accessing reliable information online.</td> </tr> <tr> <td rowspan="2">Skills</td> <td>Understanding the common problems migrants face when accessing digital information's.</td> </tr> <tr> <td>Understanding the strategies that migrants can apply when facing some challenges.  Remembering: Learn and remember the strategies to overcome the barriers identified.</td> </tr> <tr> <td>Attitudes</td> <td>Applying: Be able to feel that young migrants are not alone in their problems.  Show resilience in overcoming resource limitations.</td> </tr> <tr> <td>Learning objectives</td> <td>Mapping of digital resources and needs of migrants.</td> </tr> </table>	Knowledge	Understanding of the main challenges and elements of resilience of young migrants in accessing reliable information online.	Skills	Understanding the common problems migrants face when accessing digital information's.	Understanding the strategies that migrants can apply when facing some challenges.  Remembering: Learn and remember the strategies to overcome the barriers identified.	Attitudes	Applying: Be able to feel that young migrants are not alone in their problems.  Show resilience in overcoming resource limitations.	Learning objectives	Mapping of digital resources and needs of migrants.
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<b>Introduction</b>	<p><b>Ice Breaker – Fun Fact (10 minutes)</b></p> <p>To get to know your audience and the group can know, feel familiar and comfortable with each other when developing the practical activities, the trainer can start the module with a “Fun fact”. In this adaption, the trainer encourages all participants to share in a post it an international/national relatively known event that occurred in their year of birth and two things about themselves, and then to fold them. The post-its are distributed randomly between participants and partners must try to guess who the facts belong to.</p>									
<b>Theoretical Contents</b>	<p><b>Theoretical Presentation (20 minutes)</b></p> <p>The trainer introduces the results of the focus groups done with young migrants, exploring their challenges and strategies to face them.</p> <p>The theoretical contents are explained in the additional resources document “Module 1 – Theoretical Contents”</p>									

<p><b>Learning Activities</b></p>	<p><b>Activity 1. Case Study (30 minutes)</b>  <i>Divide the group into six pairs or small teams to analyse the scenarios. Provide each pair with one of the scenarios. If in online format, create separate rooms for the pairs/teams discuss the scenarios. Each pair discuss with the whole group about their conclusions.</i></p> <p><i>Template for this activity above, in the activity sheet.</i></p> <p><b>Activity 2. Empathy Mapping (30 minutes)</b>  <i>Divide the group into s pairs or small teams to analyse the scenario. Provide the scenario to participants. If in online format, create separate rooms for the pairs/teams discuss the scenario. Each group should create an empathy map by thinking about what the young migrant might be feeling, seeing, hearing, saying, and doing. Additionally, they should discuss the motivations and barriers to migrants, and which strategies they could use to face these challenges.</i></p> <p><i>Template for this activity above, in the activity sheet.</i></p>
<p><b>Assessment</b></p>	<p><i>Self-reflective questions added to the activities; Final Quiz at the end of the module</i></p>
<p><b>Useful references and resources for further learning</b></p>	<ul style="list-style-type: none"> <li>• <b>Useful Reading:</b>  <i>- Interventions Targeting the Wellbeing of Migrant Youths: A Systematic Review of the Literature: <a href="https://journals.sagepub.com/doi/full/10.1177/21582440211046942">https://journals.sagepub.com/doi/full/10.1177/21582440211046942</a></i></li> <li>• <b>Useful Reading:</b>  <i>- Participatory Methods: Principles, Approaches, and Reflections: <a href="https://www.tandfonline.com/journals/cwse20/collections/participatory-methods">https://www.tandfonline.com/journals/cwse20/collections/participatory-methods</a></i></li> </ul>

### Activity 1. Learning Activity: Case Studies - Analysing possible scenarios

<p><b>Learning Activity 1</b></p>	<p><b>Case Studies - Analysing possible scenarios</b></p>
<p><b>Learning Outcome</b></p>	<p><i>Understanding the common problems migrants face when accessing digital information's.</i></p> <p><i>Understanding the strategies that migrants can apply when facing some challenges.</i></p>

### Scenarios and reflection questions

#### Scenario 1: Navigating Immigration Requirements

Situation: A young migrant wants to apply for a visa extension in a new country. They search online but find contradictory information on different websites.

#### Reflection questions:

- How can you identify whether an online source is trustworthy or official?

- Have you ever used forums or social media for important information? How did you verify its accuracy?
- What strategies can you use to cross-check information from different sources?

### **Scenario 2: Finding Housing Safely**

Situation: A young migrant is looking for affordable housing and comes across several listings on social media. Some seem suspiciously cheap, and one asks for a deposit without showing the property.

- What are some red flags to watch for when searching for housing online?
- How can you use online tools to verify the legitimacy of a rental listing?
- Have you experienced or heard of housing scams? What did you learn from them?

### **Scenario 3: Accessing Healthcare Information**

Situation: A young migrant needs a doctor for a health issue but doesn't know how the healthcare system works in the new country. They search for free clinics and encounter outdated information.

- What steps can you take to ensure the healthcare information you find is current and accurate?
- How can language barriers impact your ability to find reliable healthcare resources?
- What resources or organizations can migrants turn to for help with healthcare access?

### **Scenario 4: Education and Credential Recognition**

Situation: A young migrant wants to continue their education or find work but aren't sure how to get their foreign qualifications recognized. He finds conflicting advice in online forums.

- How can you identify the correct authority for credential recognition?
- What challenges might arise when relying on advice from online forums or peers?
- What role do official websites and webinars play in helping migrants navigate educational systems?

### **Scenario 5: Legal or Work Exploitation Concerns**

Situation: The young migrant is offered a job but is unsure of the contract terms and labor rights. They find online legal advice, but it's overwhelming.

- How can you learn about your labor rights in a new country?
- What online resources or communities might help you assess whether a job offer is fair?
- What precautions can you take before signing a contract or agreeing to a job?

### **Scenario 6: Social and Cultural Integration**

Situation: The young migrant wants to make friends and learn about cultural norms but encounter websites promoting stereotypes or biased views.

- How can online communities support your integration into a new culture?
- What steps can you take to avoid biased or stereotypical views found online?
- How might virtual events or cultural groups help you build a sense of belonging?

## Activity 2. Learning Activity: Empathy Mapping

<b>Learning Activity 1</b>	<i>Empathy Mapping</i>
<b>Learning Outcome</b>	<i>Understanding the strategies that migrants can apply when facing some challenges.</i> <i>Be able to feel that young migrants are not alone in their problems.</i> <i>Show resilience in overcoming resource limitations.</i>

### Empathy Mapping

Empathy mapping is a tool that helps to better understand the thoughts, feelings, and experiences of a person by organizing insights into different categories. For the scenarios, we can break them down into six quadrants — **What the person thinks and feels (mindset and emotions), What the person sees (environment and influences), What the person hears (social messages), What the person says and does (actions and communications), What the person gains (motivations), and What the person fears (barriers).**

Please read the following case and fill in the empathy mapping:

**Maria, a 25-year-old migrant from Brazil, recently moved to Germany seeking better job opportunities and a safer environment for her young child. While excited about the possibilities, she quickly found that navigating a new country came with significant challenges, particularly when it came to finding reliable information.**

**Language barriers made it difficult for her to access key resources, such as healthcare services, childcare facilities, and job listings. Without a strong network, Maria often felt isolated and unsure of where to turn for help. She struggled to understand complex administrative processes, such as registering for residency, enrolling her child in school, and applying for work permits.**

**Additionally, cultural differences added another layer of complexity. Maria worried about integrating into German society while maintaining her Brazilian heritage and ensuring her child had a sense of belonging. Financial pressures also loomed large, as her savings were quickly depleting, leaving her anxious about securing a stable job to provide for her family.**

**Maria's resilience and optimism kept her moving forward, but she knew she needed practical strategies and a support network to truly thrive in her new environment.**

<b>Mindset and emotions</b> What Maria thinks and feels	<b>Environment and Influences</b> What Maria sees
<b>Social Messages</b> What Maria hears	<b>Actions and communication</b> What Maria says and does
<b>Motivations</b> What Maria gains	<b>Barriers</b> What Maria fears

If you were Maria, which strategies do you think you could use to face these challenges?

