

Abstract

The master's thesis focuses on conducting counseling interviews with the target group of foreigners. The aim of the thesis was to identify the specifics of counseling interviews encountered by social workers in their practice. Specifically, the procedures, methods, and techniques used by social workers, obstacles complicating communication with the client, and the support provided to the social worker to help overcome these obstacles are mapped out. The theoretical part of the thesis initially presents the topic of migration and the integration of foreigners in the Czech Republic. Then, greater attention is given to the role of the social worker and the competencies required in professional social counseling with foreigners. Following this are insights into the counseling process with a focus on conducting counseling interviews with foreigners. The empirical part of the thesis introduces a qualitative study conducted through semi-structured interviews with social workers from professional social counseling services provided to foreigners. The data were analyzed using thematic analysis. Key findings included manifestations of the influence of language barrier and cultural differences in the interviews. Both factors are reflected in the selected approaches, methods, and techniques of the social worker, causing further obstacles in the interview and determining the necessary competencies of the worker. The research also identified possibilities for supporting the social worker in overcoming barriers.