

SUMMARY

This thesis has a theoretical and empirical nature of the study. Its aim is to determine whether methodological material (DVD model and control the form of interviews) focused on management consultancy interview with clients is applicable for field workers villages in the Ústí Region. The first chapter of this thesis is focused on putting in the current issue of municipal field workers in the Usti region. It deals with the functions of the Government Council for Roma minority, personalities coordinator of field staff and its functions. Furthermore, given the qualifying assumptions and education outreach worker, his work include and description of activities. The second chapter deals with the typology of clients, traits of clients from socially excluded localities, the analysis of socially excluded localities in the Ústí region and represents the work of the Agency for Social Inclusion. The third chapter describes and discusses the stages of the counseling inter view, including his methodological elaboration. Other chapters describe the application of methodical materials, dedicated to the analysis of its use in practice, formulate recommendations for working with clients through discussion and suggest other options considering the theme.