



Communicating with Asylum-Seekers

1. Recalling the purpose of communicating at the border
2. Access to interpreters
3. Access to legal counsel
4. Confidentiality
5. Self-awareness on barriers to communication
6. Active listening
7. Respectful and professional attitude
8. Appropriate body language
9. Sensitivity to gender, age and diversity factors affecting communication
10. Psychological and emotional needs of asylum-seekers and migrants
11. Asking appropriate questions