



# REPORT MEDIATOR PROGRAM THE FUTURE OF EDUCATION ENGLISH LANGUAGE



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FRSP DIALOG



AUTPOST ACADEMY

In today's rapidly globalizing world, where people are increasingly mobile, mass migration and advances in communication technologies, cultures from different backgrounds inevitably come into contact in social, family and professional settings. It is important to recognize that cultural diversity exists not only between different countries, but also within one country where different ethnic, religious, regional, social and subcultural groups coexist. Therefore, the concept of "cultural differences" should be understood broadly, taking into account differences resulting from different upbringing and contact with various environments.

The presence of multiculturalism can be observed in various aspects of life such as education, business, work environment, and most importantly, in the family. In such a reality, conflicts inevitably arise from a lack of understanding and appreciation of culturally different behaviors and values.

Intercultural conflict occurs when individuals from different cultures do not understand each other's points of view, norms, values and behaviors, resulting in disputes or escalation of existing conflicts. The solution is mediation, one of the alternative dispute resolution methods (ADR). It involves the participation of a neutral third party, called a mediator, who facilitates the conversation between the conflicting parties. The role of the mediator is to promote effective communication and support mutual understanding, leading the parties to a mutually satisfactory solution (win-win). Mediation is a voluntary, confidential, impartial and neutral process.

It must be acknowledged that conflicts are a common part of everyday life and occur in a variety of environments such as work, school, family, friendships, offices, and even random encounters with strangers on the street, in stores, or while waiting in line at a doctor's office. In such situations, we often unconsciously use mediation techniques such as empathetic or active listening, asking open questions, looking for common ground and searching for solutions acceptable to both parties. Hence, the thesis that we engage in mediation almost every minute of our lives seems justified. While not everyone becomes a mediator in the strictest sense, we all use similar techniques and tools to varying degrees in resolving the problems and conflicts that naturally arise.

There is no doubt that mediation is also an effective tool for resolving multicultural conflicts. In cross-cultural disputes, it should be the preferred choice for parties seeking an effective and quick resolution to conflicts between individuals from different cultures.

Preventing and resolving intercultural conflict requires increased awareness of different cultures, traditions, lifestyles and communication styles in our own country and around the world. Multicultural mediation remains an area that is often overlooked, both in academic research and in the practices of mediation professionals. There is a paucity of literature and other resources providing theoretical and practical knowledge about the unique aspects of multicultural mediation and the role of the multicultural mediator. This topic undoubtedly deserves further exploration and wider dissemination among mediators.

As we now live in a globalized and multicultural world, the mixing of cultures is an unstoppable trend that cannot be ignored. Therefore, there is an urgent need to educate individuals in multicultural competences and the ability to resolve conflicts that arise from cultural differences. In the future, the demand for well-educated multicultural mediators will increase.

The MEDIATOR PROGRAM, co-financed by the European Union, is an innovative project focusing on multicultural mediation in the European Union. As part of this project, conducted by the Foundation for Social Development and Prevention DIALOG (FRSP DIALOG) in Poland and in cooperation with AUTPOST LIMITED in Ireland, an in-depth study of information sources on multicultural mediation and the profession of a multicultural mediator in the European Union was carried out.

The results of this research are presented in this report, along with the conclusions and recommendations resulting from the research results.

The project is aimed at people who already have qualifications to practice as a mediator, but lack the competences necessary to conduct multicultural mediation. The recommendations, ethical principles and standards for educating multicultural mediators developed as part of this project, as well as the universal and innovative program, are intended to contribute to the popularization of multicultural mediation. It will be considered a highly ethical, effective, modern and desirable method of resolving multicultural conflicts.

THE MEDIATOR PROGRAM aims to meet the growing demand for multicultural mediators in a globalized and multicultural world. The project, co-financed by the European Union, aims to educate people who are already qualified as mediators, but lack the specific competences required in multicultural mediation.

The project is run by the Foundation for Social Development and Prevention DIALOG (FRSP DIALOG) in Poland in cooperation with AUTPOST LIMITED in Ireland. They carried out extensive research into sources of information on multicultural mediation and the multicultural mediator profession in the European Union, as presented in the report.

The report not only presents the research results, but also presents conclusions and recommendations resulting from the research results. These recommendations, ethical principles and standards for educating multicultural mediators are aimed at promoting multicultural mediation as an ethical, effective, modern and desirable method of resolving conflicts resulting from cultural differences.

By implementing a universal and innovative program, the project aims to popularize multicultural mediation and contribute to the development of a well-educated and competent team of multicultural mediators. This will help meet the growing demand for specialists who can effectively resolve conflicts in multicultural environments.

Overall, the MEDIATOR PROGRAM aims to equip individuals with the skills and knowledge necessary to navigate complex multicultural conflicts, promoting understanding, communication and problem solving in our globalized world.

Experience as a Multicultural Mediator – To be considered a certified multicultural mediator, an individual must have significant experience in the field. This typically requires at least 200 hours of multicultural mediation work, which must be documented in a portfolio.

Based on thorough research and analysis, our report provides recommendations on the competencies and skills required for multicultural mediators to effectively perform their professional duties and conduct multicultural mediation sessions. This report was created as a result of desk research, occupational research and answers to questions contained in questionnaires collected by the Foundation for Social Development and Prevention "DIALOG" Polska and AUTPOST LIMITED Ireland as part of the MEDIATOR PROGRAM - an initiative co-financed by the European Union.

These minimum standards have been established to ensure that certified multicultural mediators have the necessary qualifications and expertise to meet the demands of their profession.

The field of multicultural mediation requires individuals to have a unique set of skills and knowledge to effectively navigate and resolve conflicts in various cultural contexts.

In our report, we delve deeper into these requirements to provide a comprehensive understanding of the competencies and skills necessary to be a successful multicultural mediator.

One of the key aspects highlighted in the report is the importance of experience. To become certified as a multicultural mediator, you must accumulate significant experience in the field. This usually involves committing at least 200 hours to multicultural mediation, which must be documented in a portfolio. This requirement ensures that mediators have a working knowledge of the complexities and nuances of conflict mediation across cultures.

Furthermore, the report highlights the need for a solid knowledge base in the theory and practice of multicultural mediation. Specialization in this field requires a deep understanding of the principles and approaches that facilitate effective mediation in multicultural contexts. Various assessment methods can be used to assess this knowledge, such as written tests, essays, reports, theses, and interviews. These assessments ensure that multicultural mediators have the necessary theoretical foundations that underpin their practice.

Additionally, the report highlights the importance of proficiency in mediation techniques specific to multicultural environments. Multicultural mediators must demonstrate the ability to effectively manage the mediation process and use techniques that are sensitive to cultural differences.

Assessments for these skills may include role play scenarios, live action assessments, or even pre-recorded or online assessments such as web dramas. Additionally, self-assessments, interviews, peer reviews, user feedback and other assessments of practical skills contribute to assessing the mediator's competence in this area.

It should be noted that the report is the result of extensive research into information sources, occupational research and responses to questionnaires conducted by the Foundation for Social Development and Prevention "DIALOG" Polska and AUTPOST LIMITED Ireland. These organizations cooperated under the MEDIATOR PROGRAM, which is co-financed by the European Union. The aim of this program is to strengthen the future of mediation education.

By establishing these minimum standards for certified multicultural mediators, the report ensures that professionals in this field have the necessary qualifications and expertise to effectively mediate conflicts in culturally diverse environments. This contributes to the overall development of the profession and improves the quality of multicultural mediation sessions.

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