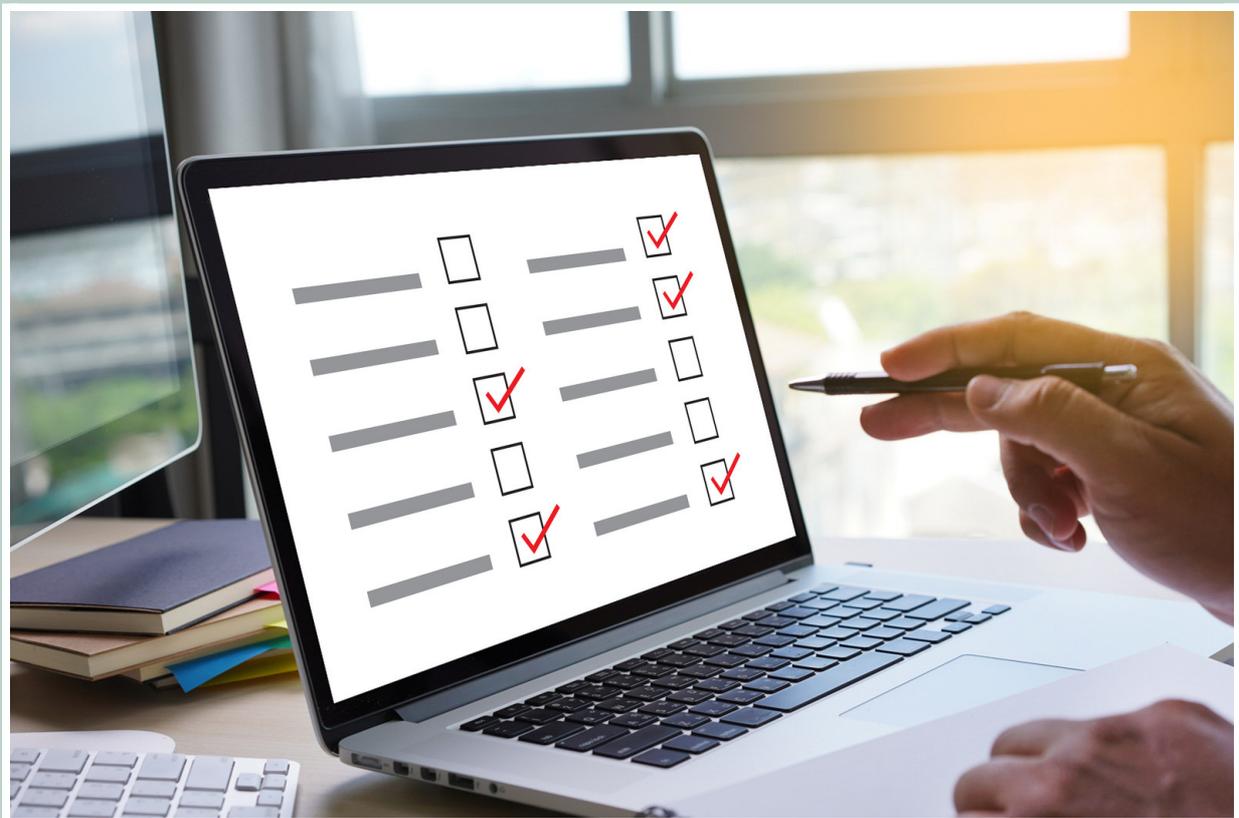




# MULTICULTURAL MEDIATOR DESCRIPTION OF PROFESSION AND COMPETENCES



Co-funded by  
the European Union

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Knowledge of mediation in multicultural contexts – specializing in multicultural mediation requires a strong understanding of both the theory and practice of the field.

Multicultural mediators must demonstrate effectiveness in using the mediation process and techniques specific to multicultural contexts. Assessment of knowledge and competencies can be carried out through role-playing scenarios.

Additional work measures may include self-assessment, interviews, peer reviews, user feedback and other assessments of practical skills, inter-views, supervisions.

### **Here are selected competences in the profession of a multicultural mediator:**

1. **Cultural competence:** Multicultural mediators must develop a high level of cultural competence. This includes understanding and appreciating different cultural norms, values, communication styles and worldviews. They must be able to navigate cultural complexities and avoid making assumptions or judgments based on their own cultural background.

2. **Language skills:** Knowledge of multiple languages is often advantageous for multicultural mediators. The ability to communicate effectively in the languages spoken by the parties involved in the mediation process can help build relationships and facilitate better understanding. Language skills also help you accurately interpret cultural nuances and expressions that may arise during mediation.

3. **Flexibility and adaptability:** Multicultural mediators must be flexible and adaptable in their approach. They must be able to modify their techniques and strategies based on the unique cultural dynamics present in each mediation case. This may include adapting their communication style, considering alternative methods of resolving disputes, or incorporating culturally appropriate practices into the process.

4. **Awareness of dynamics and advantages:** Multicultural mediators must be aware of power imbalances in cultural contexts and address them appropriately. This includes recognizing the influence of gender, age, social status or other factors that may influence conflict dynamics. Mediators should strive to create a safe and inclusive environment where all parties feel heard and respected.

5. **Emotional intelligence:** Emotional intelligence is a key skill for multicultural mediators. They must be able to understand and manage their own emotions, as well as recognize and empathize with the emotions of those involved. This skill helps mediators defuse tensions, build trust and lead participants towards a solution that satisfies both parties.

6. Continuous professional development: Multicultural mediators should engage in continuous learning and professional development to stay current with the latest practices and research in the field. This may include attending workshops, conferences or seminars, as well as seeking supervision or mentoring from experienced multicultural mediators.

Multicultural mediation is a specialized field that requires mediators to have a unique combination of skills, knowledge and cultural sensitivity. By meeting high standards and continually improving their practice, multicultural mediators contribute to fostering understanding, promoting equality and resolving conflict in diverse and multicultural societies.

One important aspect of cultural competence that multicultural mediators must develop is the ability to understand and appreciate different cultural norms, values, communication styles and worldviews. This requires mediators to approach conflict with an open mind and without judgment, recognizing that cultural differences can significantly influence how individuals perceive and respond to conflict.

By developing cultural competence, mediators can better navigate the complexities of multicultural disputes. They can communicate effectively with parties from diverse backgrounds, adapt their strategies to be consistent with cultural norms, and facilitate a more inclusive and respectful mediation process.

Cultural competence is crucial for multicultural mediators because it enables them to create an environment of trust, understanding and respect for all parties involved.

Some key aspects of cultural competence that multicultural mediators need to develop include:

**1. Self-awareness: Mediators must develop an understanding of their own cultural values,** prejudices and assumptions. This self-awareness helps them recognize how their own cultural background may influence their approach to mediation and allows them to challenge any potential biases that may hinder them from remaining neutral and impartial.

**2. Knowledge of diverse cultures: Mediators should strive to acquire knowledge and understanding of cultures,** with whom they work. This includes learning about cultural norms, values, communication styles and worldviews. Having this knowledge allows mediators to better understand and appreciate the point of view of the parties involved in the mediation process.

**3. Effective communication: Multicultural mediators need to develop strong skills** communication that can fill cultural gaps. This includes the ability to adapt the communication style to the cultural preferences of the parties, such as awareness of different levels of formality, directness or indirectness in communication.

**4. Respect for diversity:** Mediators must approach conflicts with deep respect for the diversity of cultures and perspectives involved. This means appreciating and appreciating cultural differences, not judging or dismissing them. Mediators should create an inclusive environment where all parties feel heard and respected.

**5. Conflict resolution strategies:** Multicultural mediators should develop a range of conflict resolution strategies that can be adapted to the specific cultural context. This may include incorporating traditional dispute resolution methods or cultural practices into the mediation process, if appropriate and agreed by all parties.

By developing these key aspects of cultural competence, multicultural mediators can effectively navigate the complexities of multicultural conflicts and facilitate a more inclusive and understanding mediation process.

Multicultural mediation is a process in which a mediator helps resolve conflicts and disputes between people or groups of different cultures. The main trends related to multicultural mediation include:

**1. Increased interest:** With globalization and the increase in cultural diversity, multicultural mediation is becoming more and more important. People increasingly need tools and techniques that will help them cope with cultural differences and resolve conflicts through dialogue and understanding.

**2. Recognition of cultural differences:** Multicultural mediation is based on recognition and respect for cultural differences. Mediators strive to understand and appreciate the uniqueness of each culture, which allows them to more effectively resolve conflicts and build understanding.

**3. Technological innovations:** Modern technologies such as teleconferencing, online mediation platforms and online translations enable multicultural mediators to work remotely and communicate effectively with people of different cultures.

**4. Increased need for mediation in the context of migration:** The increase in the number of migrants and refugees around the world poses new challenges for multicultural mediation. Mediators must deal with conflicts and tensions arising from cultural differences and the integration of migrants into host societies.

These trends in multicultural mediation aim to promote understanding, dialogue and build bridges between different cultures.

Knowledge of multicultural mediation can have a positive impact on resolving conflicts between Poles and Ukrainians in Poland. Here are some ways that multicultural mediation can help resolve these conflicts:

**1. Building understanding:** Multicultural mediation focuses on building understanding and finding common points of view between different cultures. By facilitating dialogue and empathetic listening, mediators can help Poles and Ukrainians understand each other and find solutions that take into account the needs of both parties.

**2. Maintaining dialogue:** Conflicts between Poles and Ukrainians often result from cultural, historical and social differences. Multicultural mediation can help maintain dialogue between these groups to better understand each party's perspectives and experiences. By continuing the dialogue and getting to know each other, it is possible to find common solutions.

**3. Education and cultural awareness:** Multicultural mediation can contribute to increasing cultural awareness in society. By organizing workshops, training and educational campaigns, mediators can help Poles and Ukrainians better understand each other, avoid stereotypes and prejudices, and build greater tolerance and respect.

**4. Social integration:** Multicultural mediation can support the process of social integration of migrants and immigrants, including Ukrainians, in Poland. By working with various social groups and organizations, mediators can help resolve conflicts and tensions arising from cultural differences, as well as promote mutual understanding and acceptance.

**5. Resolving conflicts at the local level:** Multicultural mediation can be particularly effective in resolving conflicts at the local level, where Poles and Ukrainians often live side by side. By engaging local mediators who know the specifics of the local community and culture, it is possible to effectively resolve conflicts and create harmonious relationships between various groups.

The introduction of multicultural mediation as a tool for resolving conflicts between Poles and Ukrainians may contribute to building greater understanding, mutual respect and harmonious relations between these two groups.