MEDIATOR PROGRAM
THE FUTURE OF EDUCATION

BUILDING KNOWLEDGE IN THE CONTEXT OF MULTICULTURALISM AND VULNERABILITY

SCENARIO   MULTICULTURAL CONFLICT RESOLUTION

1. INFORMATION

- Duration of the workshop
- Recipients of the workshop
- Number of participants
- Working methods
- Materials needed for the workshop
- Aim of the workshop

2. WORKSHOP OUTLINE

- Introduction to the workshop
- Introducing the workshop leader/s
- Ice breaker: Group integration
- Establishing group rules

3. SUBSTANTIVE CONTENT

- Mini- lecture
- Presentation
- Infographics
- Worksheets

4. END OF WORKSHOP

5. EVALUATION QUESTIONNAIRE

6. CERTIFICATE TEMPLATE

1. INTRODUCTION

Duration of workshop:

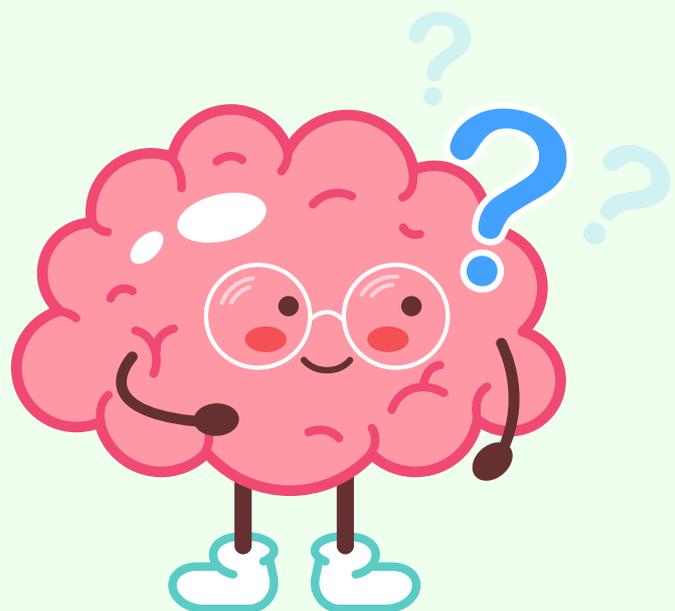4 clock hours

Workshop recipients:

The recipients of the workshop are qualified mediators who wish to develop and increase their knowledge on the topic of multicultural conflict, communication and as well as cultural values within society.

Number of participants:

A group of 10 people. It is also possible to conduct the workshop in a smaller group of at least 8 people or a larger group of 12 people depending on the premises.

Proposed working methods:

- Brainstorming
- Active methods of conducting the workshop: individual work
- Active methods of conducting the workshop: work in groups
- Individual work
- Relaxation techniques
- Psychoeducation
- Mini lecture

- Work cards
- Felt tip pens
- Crayons
- Markers
- Sticky notes
- Flip chart
- A4 sheets
- Pens
- Laptop/computer
- Projector
- Speakers
- Certificates
- Evaluation questionnaire

Aim of the workshop:

The main goal is to equip participants with the necessary knowledge about multicultural conflict, verbal and non-verbal communication.

The workshop aims to provide participants with skills needed to successfully understand multicultural conflict and the key terms surrounding it.

Furthermore, this workshop aims to provide participants with the necessary knowledge about how multicultural conflict is formed, conflict resolution techniques and sources of multicultural conflict.

2. WORKSHOP OUTLINE

1. Welcome – Introduction of the workshop leader(5 min)

√   Full name
√   Education
√   Professional experience
√   Interests

2. Ice breaker – introduction of workshop participants (20 min)

The workshop leader writes down the sentences on a flipchart and asks participants to take turns in answering them:
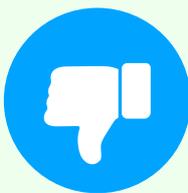
Hello my name is...

I like...

I don't like...

I feel confident in...

Today I would like to...

My favourite meal is...

My favourite colour is...

The workshop leader distributes two sticky notes to the participants and asks the participants to write down on one of them what we do and on the other what we don't do during the workshop to ensure a nice and safe atmosphere.

The leader gives participants 2 minutes for this task.

What we do

- We are kind to each other
- We respect each other
- We communicate when we need breaks

What we don't do

- We don't criticise each other
- We don't use mobile phones
- We don't judge other people's opinions

TThe workshop leader collects the sticky notes, reads them aloud, asks if everyone agrees to the presented rules and sticks them in a visible place.

The leader then asks participants to write their name on another sticky note and stick it in a visible place on their chest.

The workshop leader distributes one sticky note to the participants and asks them to write down their expectations in relation to the workshop and gives 3 minutes for this task.

The sticky notes are collected, and the workshop leader reads the questions/statements and discusses them.

Garage - (5 min)

The workshop leader takes out a previously prepared A4 sheet / flipchart with the title "GARAGE" and a marker and informs the participants what the "Garage" is.
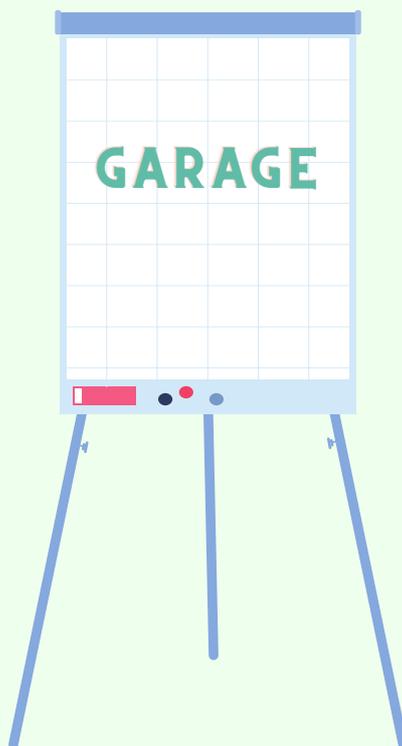
"Garage" - during breaks in the garage, each participant can anonymously write down a question about the content and the workshop. The questions will be answered after the break.

Mini – Lecture (30 min)

Diversity and inclusion in an organisation

Diversity is any characteristic that may be utilised to set one group or individual apart from another. It essentially involves empowering individuals by recognising and appreciating their differences, including those related to age, gender, race, religion, disability, sexual orientation, education, and country origin.

The examination of these distinctions is made possible by diversity in a supportive, encouraging, and safe atmosphere. It entails going beyond basic tolerance to guarantee that individuals respect one another's diversity. This enables us to appreciate diversity in the society and in the workplace while also embracing and celebrating the rich diversity that everyone possesses.

Each employee at a company contributes a variety of viewpoints, professional and personal experiences, as well as varying religious and cultural practises. When we acknowledge these distinctions and learn to appreciate and value every person regardless of their background, the potential of diversity can only be unlocked, and its advantages may be realised.

When diverse groups or individuals with different origins are accepted and welcomed on a social and cultural level, this is known as inclusion. These differences may be obvious, like those related to nationality, age, race and ethnicity, religion or belief, gender, marital status, and socioeconomic status, or they may be more ingrained, like those related to educational background, training, industry experience, organisational tenure, or even personality, like introverts and extroverts.

People who live in inclusive cultures feel appreciated and cherished for who they are as individuals or members of a community. Individuals see a degree of devotion and energy on the part of others to help them in doing their best job. Inclusion frequently entails a mindset and cultural shift inside an organisation that has tangible implications, such as participation in meetings, the physical layout of offices, or access to certain resources or information.

The inclusion process involves each person and helps them feel important and appreciated as part of the organization's success. People perform at their highest level and feel a part of the organization's goal when they feel appreciated, according to research. Higher performing organisations with soaring motivation and morale result from this culture transformation.

Making sure that everyone in an organisation feels secure at work is a key component of a successful business culture. Given that 61 percent of workers have either encountered or observed prejudice, it is obvious that effective implementation of inclusive policies is crucial.

When the phrase "diversity" is employed, it describes a work environment that is inclusive of its employees' many qualities and is strengthened by their viewpoints. This promotes an environment at work where everyone feels like they are equally heard and engaged.

Inclusion, on the other hand, refers to all laws and practises that allow people of different genders, sexual orientations, and abilities to access opportunities and resources. It is about eliminating prejudice and granting everyone access to opportunities.

Having a plan to promote diversity and inclusion not only enhances the atmosphere at work, but also provides advantages like:

- improved comprehension of the consumer.
- selection from a bigger pool of applicants.
- increased output from your teams at work.
- exceeded sales projections.
- improved creativity within your workforce.
- optimal resolution of issues.

When examining job chances, millennials and members of Generation Z are thought to appreciate diversity by 67 percent. You can access and capitalise on their abilities by integrating diversity and inclusion into your business.

Also, most workers want to work for organisations that values diversity and inclusion. In fact, 57 percent of respondents to a recent study said they wanted their organisation to be more diverse.

You may use the following tactics to build an inclusive and diverse workplace:

Acknowledge the religious and cultural holidays of each group.

Typically, businesses observe the national holidays in the regions in which they conduct business. Having a company-wide calendar that incorporates significant dates for your workers' various ancestries and religions will make them feel more at home.

Your other employees will also learn about and be interested in these holidays, which will increase everyone on your team's sense of belonging.

Create a training programme for diversity and inclusion.

This will set the tone for how your staff interacts with one another. It is advised that this programme be a part of your onboarding procedure and that it be very clear about the penalties for acts of violence or prejudice.

Also, you will encourage empathy, respect, and equality in this way. Ultimately, your business will gain from training your workforce on these concerns. For instance, a research by Deloitte found that inclusive businesses are twice as likely to reach or surpass financial goals, three times more likely to have high performance levels, and eight times more likely to have superior economic results.

Be receptive to your employees' feedback

Employees feel valued when you stay in touch with them and show that you care about how they perform and how they enjoy their jobs. This is more crucial than ever since, according to Zippia, 66% of workers would quit their jobs if they didn't feel valued.

Keep in mind that part of being more diverse and inclusive is paying attention to what your workers want from you as a business and how they want to see change occur. Regular feedback encourages 85 percent of your workforce to take more initiative, which boosts output and enhances the working atmosphere.

You may effect the changes you desire in your firm by holding weekly meetings and an annual performance assessment. Also, this raises engagement, and highly involved workers are 87 percent less likely to quit their employment. You may get assistance from tools like Slack, Jira, or Notion in this process.

Keep in mind that problems like diversity and inclusion will only gain importance going forward. Different nations, faiths, races, genders, and orientations coexist naturally when working in organisations with international staff. This is a good chance for your staff to learn from one another and will enhance their experience working for your business. Also, you will improve your company's reputation and serve as an example for others in your sector.

TASK

TASK 1:

You are in charge of an onboarding process of a new employee from India.

Create an onboarding plan which takes into account the cultural values of the new employee as well as what they might need to know about your organisation as well as the city it is based in.

TASK 2

You are in charge of an onboarding process of a new employee from India.
He has been in your organisation for a week however, he has been late every day to work and struggles with time keeping. This has created tension in the team as well as the new employee being called to the director's office.

A conflict has arisen.

How are you planning to solve this conflict?

Think about:

- What type of conflict this is (give reasons for your answer)
- What mediation techniques you will use
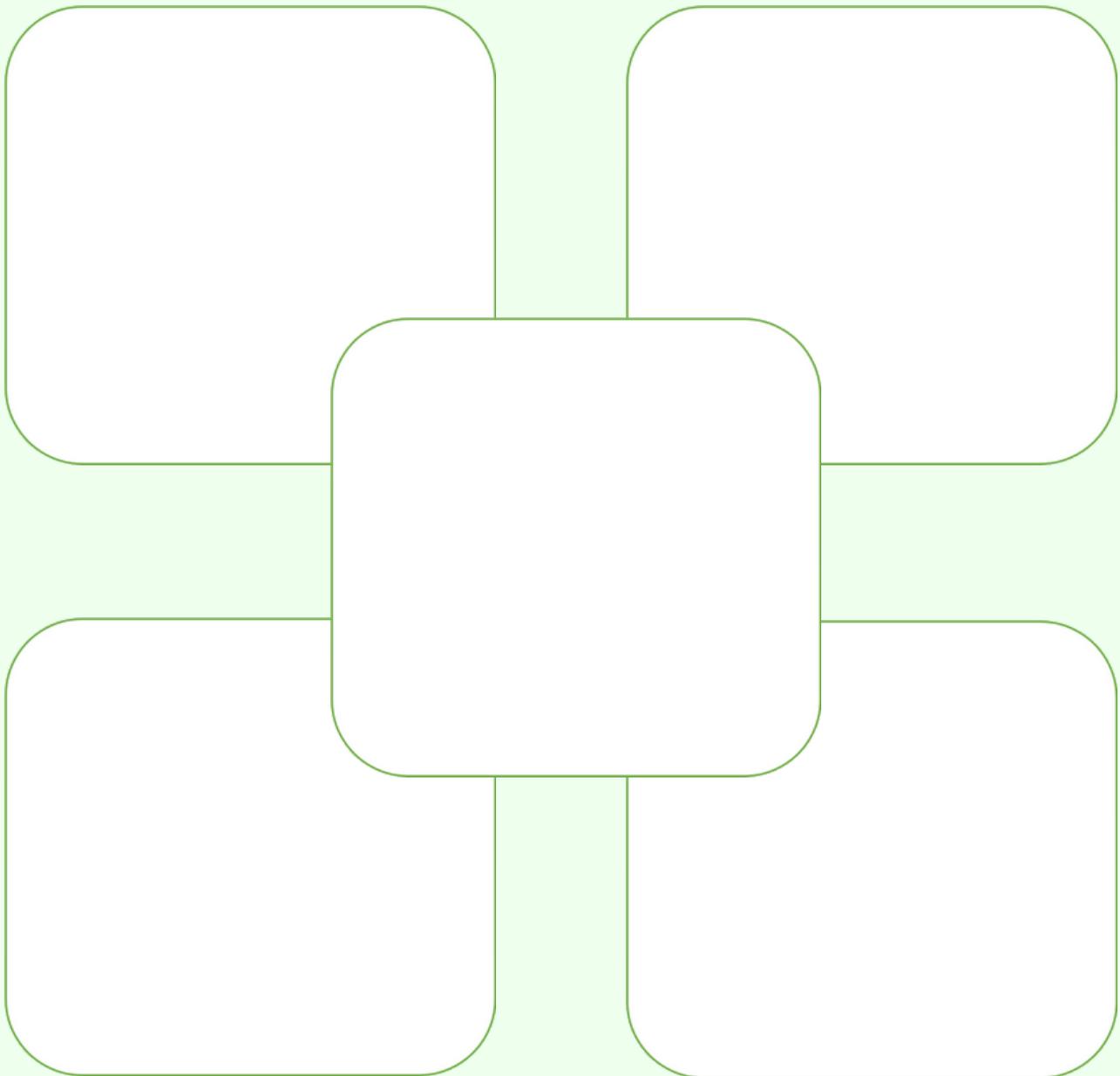
What solutions can you propose in this scenario?

TASK 3

Design 5 slides describing multicultural conflict.

Think about what content you would like to pass on to others so that they understand multicultural conflict in more depth.

Make sure you give examples of where multicultural conflict can arise.

TASK

TASK 4

Describe how body language can lead to multicultural conflict

Describe how multicultural conflict can arise in families

Describe how multicultural conflict can arise in marriages.

Give examples of multicultural conflict resolution.

End of workshop - (10 min.)

The workshop leader asks the participants to sit in a circle and each answer the question:
- What did you like the most?
- What knowledge will you apply when working with your clients?
- What will you take away for yourself?

When all participants are finished with answering the questions, the workshop leader thanks them for their participation and says that the workshop will be finished with a relaxation exercise.

Relaxation exercise

This exercise involves using imagery as a way to focus the mind.

Ask the participants to close their eyes and say:

In your mind think about your perfect place to relax. It can be:

- real or imaginary
- somewhere you will find restful, calming, safe and happy
- a place you would want to return to whenever you feel the need to relax

Imagine it in as much detail as you can – use your senses to make it as real as possible – and see yourself comfortably enjoying this place.

Now close your eyes and take a slow, regular breath in through your nose. Become aware of your breathing. Focus on your relaxation place in all its detail and breathe out through your mouth.
Repeat the breathing at least 5 times.

Allow participants as much time as they need and say that when they feel ready and relaxed they can open their eyes.