



BUILDING KNOWLEDGE IN THE CONTEXT OF MULTICULTURALISM AND VULNERABILITY

SCENARIO 5: MULTICULTURAL MEDIATION TYPES
SCENARIO WITH TIPS FOR THE WORKSHOP LEADER – 4 WORKSHOP HOURS



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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



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1. INTRODUCTION



Duration of workshop:

4 clock hours

Workshop recipients:

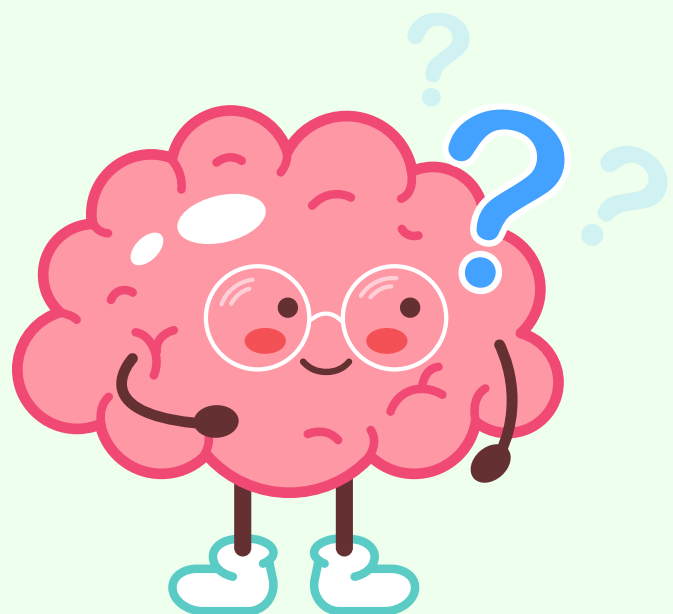
The recipients of the workshop are qualified mediators who wish to develop and increase their knowledge on the topic of the concept of mediation, ethical standards and multicultural conflict within the society.

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 pairs
- Individual work
- Relaxation techniques
- Psychoeducation
- Mini lecture



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Example materials needed for the workshop:

- 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 the concept of mediation, key terms associated with it as well as the role of a mediator.

The workshop aims to provide participants with skills needed to successfully conduct mediation sessions, get to know the ethical standards and skills needed to resolve conflict. Furthermore, this workshop aims to bring down barriers, re-educate and refresh the participants knowledge about mediation.

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...



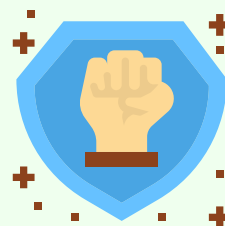
I like...



I don't like...



I feel confident in...



Today I would like to...



My favourite meal is...



My favourite colour is...



3. Group rules - (15 min.)

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

The 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.

Verification of expectations - (10 min)

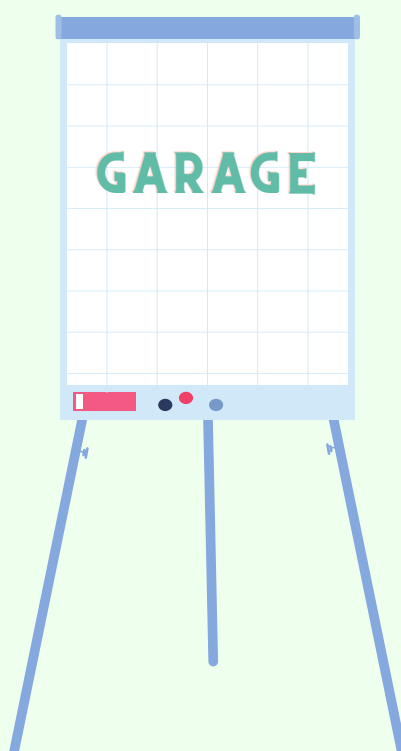
The workshop leader distributes one sticky note to the participants and asks them to write down their expectations in relation to the workshop and gives 3 minutes for this task.

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.

3. SUBSTANTIVE CONTENT

Mini – Lecture (30 min)

Understanding multicultural conflict

Each civilisation will inevitably have cultural differences, which can lead to multicultural conflicts. It is crucial to realise that although appearing politically or emotionally charged, conflict situations are frequently merely unconscious bias concerning differing cultural values between the contending parties.

They aren't necessarily about nationality or ethnicity. Both parties need to grasp this and strive towards a solution for there to be an understanding.

Understanding the nature of conflict must come before we develop our mediation skills and techniques.

Conflicts arise from disagreements. Disagreement is not a bad thing; rather, it shows how unique each person is.

Cultural conflicts result from variations in the values and social expectations of individuals from other cultures. A person behaves in accordance with the standards and ideals of his or her culture; but someone with a different worldview may evaluate that person's actions differently. This breeds miscommunication and raises the possibility of confrontation.

Conflict between cultures has three aspects. Cultural conflict adds a third dimension, "a collision of cultural values," to the two dimensions that every dispute already has (content and relationship). As it affects personal identity, this third dimension serves as the conflict's fundamental element.

5 STAGES OF CONFLICT

STAGE 1: BEGINNING - Different aims and goals arise and cause an open or covert conflict. Tension starts to be noticed in this stage.

STAGE 2: EARLY GROWTH – confrontation begins. Parties start to seek allies and there is a polarisation of positions.

STAGE 3: DEADLOCK – In this stage conflict is at its peak. Parties often cease communication and blame is apportioned.

STAGE 4: LOOKING FOR A WAY OUT – Parties accept that the conflict needs resolving, communication starts to improve, and parties begin to look for ways of resolving the conflict together.

STAGE 5: WORKING TOGETHER FOR A SOLUTION – This is where there is collaboration, consensus and cooperation between the parties as they look for a solution together to end the conflict.

Conflict is constructive when it:

- Improves the sincerity of communication.
- Aids in problem-solving.
- Increases cohesion
- Releases anxiety

Conflict is deconstructive when it:

- Intensifies the differences in values and principles
- Separates people and opinions
- Creates a hostile environment
- Destroys self esteem

Typical sources of multicultural conflict can include:

- Competition
- Dissatisfaction or frustration
- Introduction of change
- Clashes between values
- Clashes between cultural values and principles
- Cultural influences
- Misinformation, assumptions, and expectations
- Misunderstanding information
- Role overlaps
- Power imbalance
- Family breakdown
- Friendship group conflict
- Peer relationships

Source: CIPD (Chartered Institute of Personnel and Development)

TASK

TASK 1:

Describe 5 stages of conflict and what happens in each stage.

TASK

TASK 2

Explain how a multicultural conflict can arise in a chosen institution you know of e.g council, social care, school etc.

What can be done to avoid that type of conflict in the future?

What specific ethical standards do you need to follow when dealing with multicultural conflict?

TASK

TASK 3

List 5 skills essential to the work of the mediator and why you think they are essential.

TASK

TASK 4

Describe the benefits of multicultural mediation.

Describe when multicultural mediation can prove to be ineffective.

What would you do in a situation where you believe that the parties you are mediating between will not reach an agreement during multicultural mediation?

TASK

Task 5

In groups of 3 prepare a multicultural mediation simulation.

Remember the issues you are mediating must be focused on an area of multiculturalism.

4. END OF WORKSHOP

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.

EVALUATION QUESTIONNAIRE

**Workshop titled:
"CONCEPT OF MULTICULTURAL MEDIATION"**



Dear participant,

We hope that today's workshop was interesting for you, and you could learn a lot of interesting things that will help you succeed in your professional and private life.

We are committed to receiving feedback from you, so we will be very grateful if you take the time to complete the evaluation questionnaire below.

The statements are rated on a scale of 1-5.

1 = 'Definitely don't agree

5 = Definitely agree

Please tick the rating you agree with next to each statement.

The questionnaire is anonymous.



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No.	STATEMENT	1	2	3	4	5
1.	The workshop provided me with an in-depth knowledge surrounding the concept of multicultural mediation and the area surrounding it.					
2.	The workshop allowed me to get answers to the questions that have arisen in my professional and private life.					
3.	The workshop provided me with useful tips and skills of working in a multicultural setting.					
4.	The workshop provided me with knowledge and skills of in the area of multicultural conflict.					
5.	The workshop has made me feel more prepared to undertake the role of a multicultural mediator.					
6.	Which part of the workshop did you like the most and why?					
7.	Would you take part in other thematic workshops? YES ☐ NO ☐					
8.	If yes, please write down the topics that would interest you.					
9.	Additional comment					

Thank you for completing the questionnaire!



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CERTIFICATE

This is to certify that

Took part in workshop titled:

"CONCEPT OF MULTICULTURAL MEDIATION"

Project No:

Institution/ Company:

Workshop leader:

Date:

Place:



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