



MULTICULTURAL MEDIATOR - DESK RESEARCH ANSWERS



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FRSP DIALOG

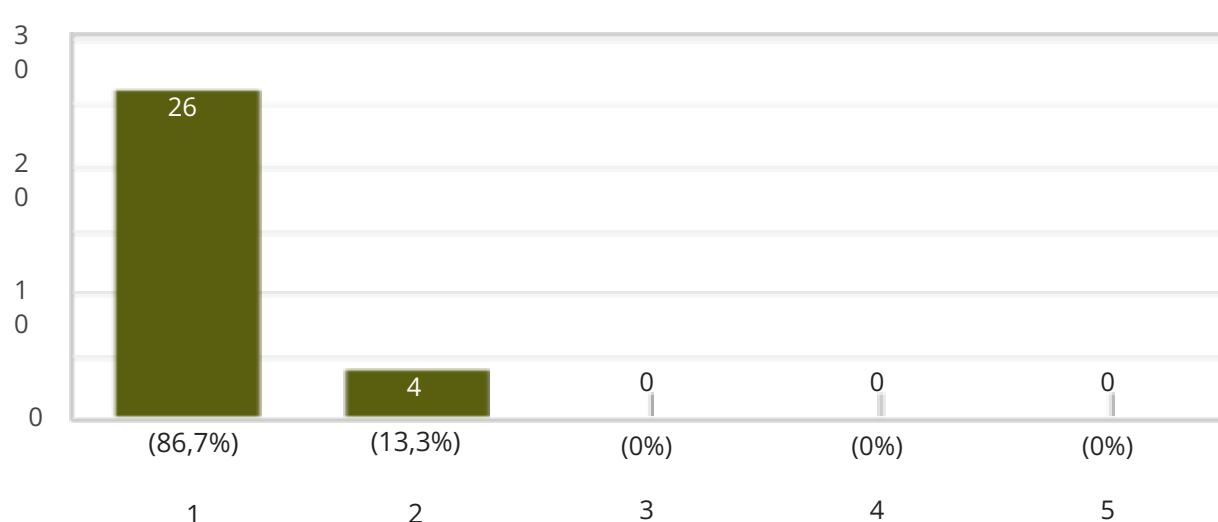


AUTPOST ACADEMY

Multicultural Mediator - Desk Research

1. Please rate your level of knowledge about the mediation type of multicultural mediation.

(Please rate on a scale of 1-5, where 1 - Slight, 5 - Expert)



RESULTS

In the study, 26 respondents indicated that they had a negligible level of knowledge in the field of multicultural mediation. Four people declared low level of knowledge.

CONCLUSIONS

The level of knowledge about multicultural mediation among respondents is negligible or very low.

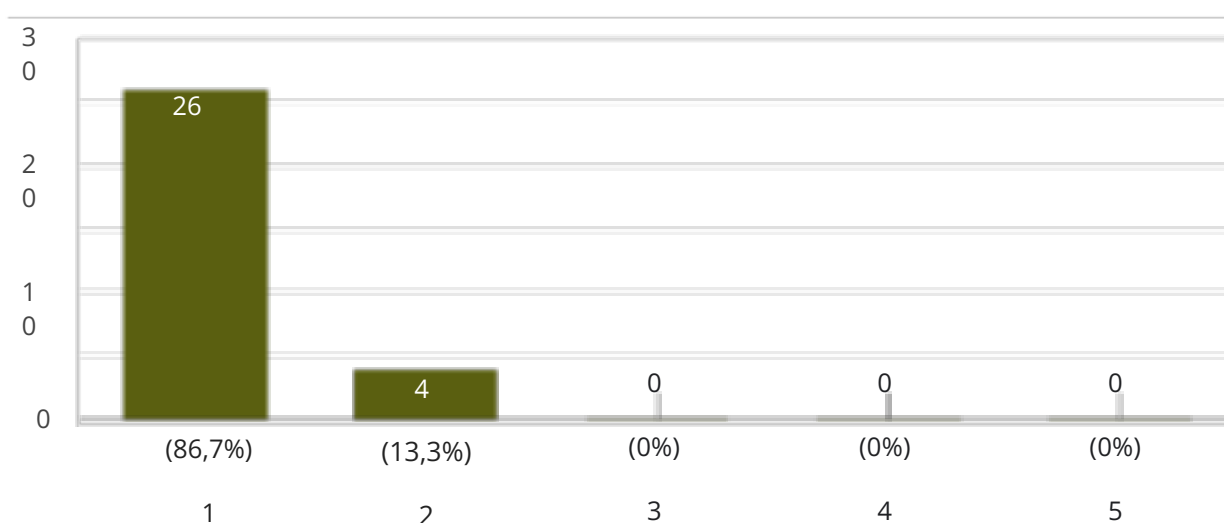
RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the field of multicultural mediation. It is necessary to conduct workshops for mediators in the series of design thinking workshops and webinars disseminating the materials developed in Task 2.

Multicultural Mediator - Desk Research

2. Please assess your level of knowledge about the competences of a multicultural mediator and the subject of their work.

(Please rate on a scale of 1-5, where 1 - Slight, 5 - Expert)



RESULTS

In the study, 26 respondents indicated that they had a negligible level of knowledge regarding the competences of a multicultural mediator and the subject of their work. Four people declared low level of knowledge.

CONCLUSIONS

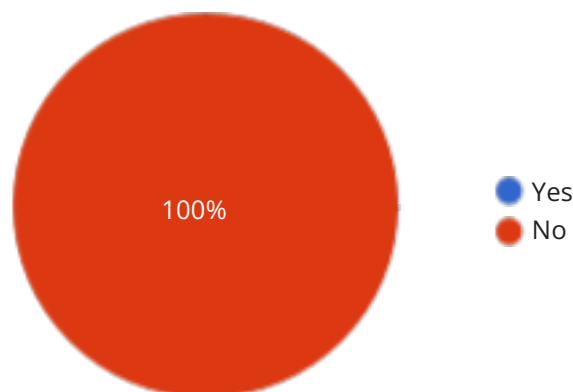
The level of knowledge among respondents about the competences of a multicultural mediator and the subject of his work is negligible or very low.

RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of his work. It is necessary to conduct workshops for mediators in the series of design thinking workshops and webinars disseminating the materials developed in Task 2.

Multicultural Mediator - Desk Research

3. In your opinion, is the profession of a multicultural mediator known in the Opole Voivodeship?



RESULTS

In the study, 100% of respondents (30 people) indicate that, in their opinion, the profession of a multicultural mediator is not known in the Opole Voivodeship.

CONCLUSIONS

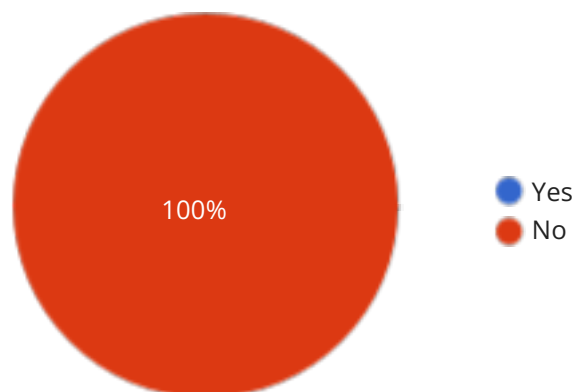
The respondents did not demonstrate knowledge of the profession of a multicultural mediator or multicultural mediators in the Opole Voivodeship.

RECOMMENDATIONS

Mapping and networking as well as webinars with a networking element are recommended in order to exchange the experiences of ordinary mediators in the field of multicultural mediation and look at their competences in this area.

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4. Do you know a mediation centre where you can access the services of a multicultural mediator?



RESULTS

In the study, 100% of respondents (30 people) indicate that they do not know where in the Opole Voivodeship they can use the services of a multicultural mediator.

CONCLUSIONS

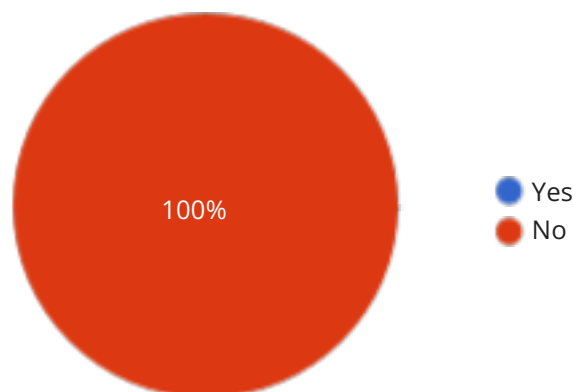
The respondents did not demonstrate knowledge of where in the Opole Voivodeship they could use the services of a multicultural mediator.

RECOMMENDATIONS

Mapping and networking as well as webinars with a networking element are recommended in order to exchange the experiences of ordinary mediators regarding arrangements where (and if) there are multicultural mediators working at multicultural mediation centres within the Voivodeship.

Multicultural Mediator - Desk Research

5. Do you know where in the Voivodeship you can acquire the competence to perform the profession of a multicultural mediator within the Opole Province?



RESULTS

In the study, 100% of respondents (30 people) indicate that they do not know where in the Opole Voivodeship they can receive training in the profession of a multicultural mediator and acquire competences to perform this profession.

CONCLUSIONS

The respondents did not demonstrate knowledge of where in the Opole Voivodeship one can receive training in the profession of a multicultural mediator and acquire competences to perform this profession.

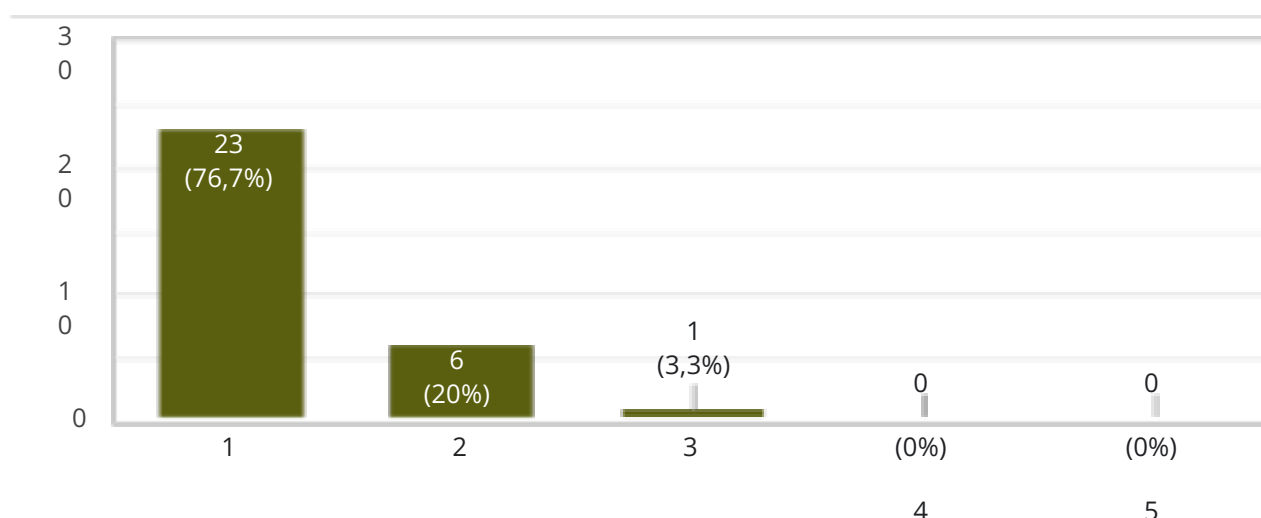
RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of their work.

6. Can you describe the differences between a mediator who does not specialize in multicultural mediation and one who has completed specialized training for multicultural mediators?

(Please rate on a scale of 1-5, where 1 - I do not know the difference, and 5 - I can name a lot of differences, at least 10)

30 replies



RESULTS

In the study, 23 respondents indicate that they do not know the differences between a mediator who does not specialize in multicultural mediation and one who has completed specialized training for multicultural mediators. six people indicated that their knowledge on this topic was low. One person indicated a moderate level of knowledge in the above-mentioned area.

CONCLUSIONS

The level of knowledge about the differences between a mediator who does not specialize in multicultural mediation and one who has completed specialized training for multicultural mediators is low.

RECOMMENDATIONS

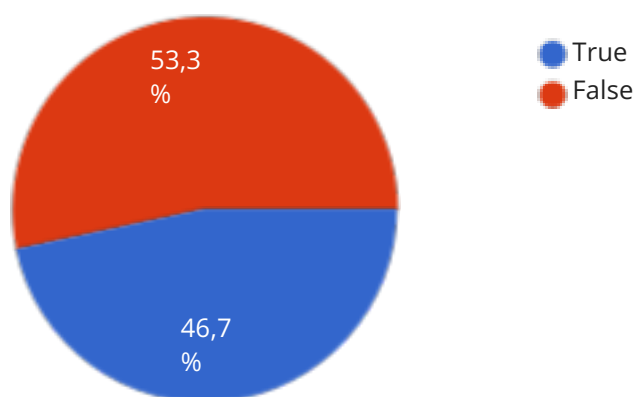
It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of their work. It is necessary to conduct workshops for mediators in the series of design thinking workshops and webinars disseminating the materials developed in Task 2.

7. Please rate the truthfulness of the following sentence:

"A multicultural mediator is an intermediary between parties who cannot communicate with each other due to a language barrier.

A multicultural mediator helps in resolving conflicts between different nations and also acts as a mediator in the event of a language barrier.

They must be fluent in the language of the mediation parties"



RESULTS

"A multicultural mediator is an intermediary between parties who cannot communicate with each other due to a language barrier. A multicultural mediator helps in resolving conflicts between different nations and also acts as a mediator in the event of a language barrier. They must be fluent in the language of the mediation parties" - Sixteen people found the statement to be true. Fourteen people found the statement false.

CONCLUSIONS

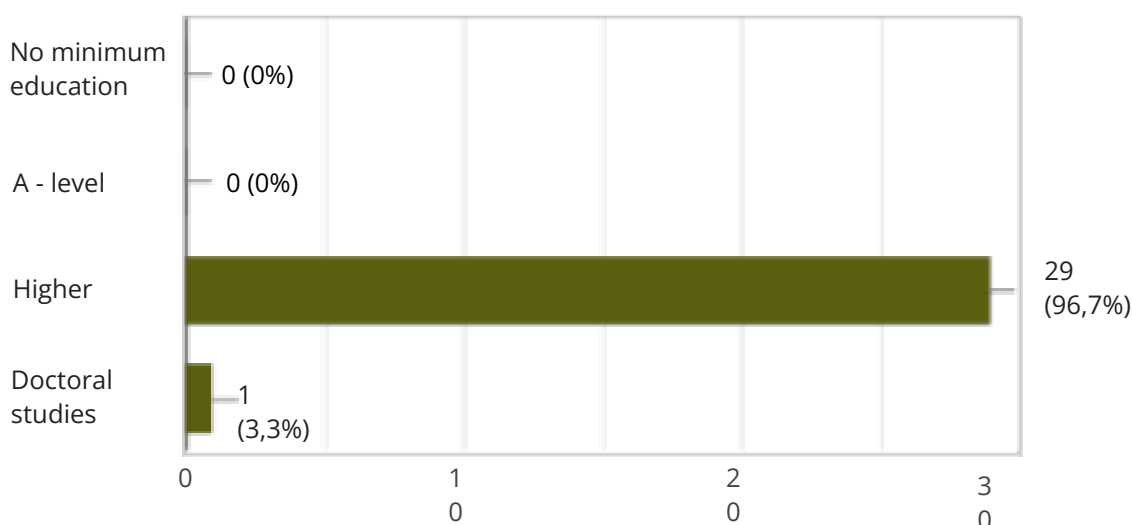
The respondents answered the question almost equally, which indicates the lack of a specific field of knowledge in the scope of the tasks of a multicultural mediator.

RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of their work. It is necessary to conduct workshops for mediators in the series of design thinking workshops and webinars disseminating the materials developed in Task 2.

Multicultural Mediator - Desk Research

8. What do you think is the minimum education required for a multicultural mediator?



RESULTS

In the study, 29 respondents indicated that a multicultural mediator should have higher education. One person believed that the mediator should have a PhD.

CONCLUSIONS

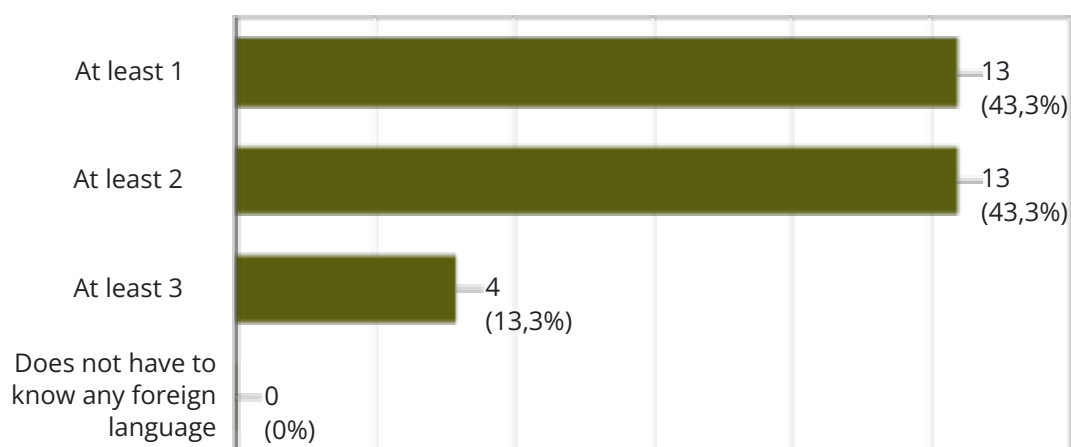
Most respondents believe that the lowest educational qualification for a multicultural mediator is higher education. This may result from the belief that higher education provides better preparation for the profession, higher competences and gives the mediator's profession the status of a profession of social trust.

RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of his work. As the profession of mediator is not a regulated profession, anyone can become a mediator regardless of their level of education. Myths regarding the regulation of the mediator's profession and the requirements placed on them need to be debunked.

Multicultural Mediator - Desk Research

9. How many foreign languages should a mediator speak?



RESULTS

In the study, 13 respondents indicated that a multicultural mediator should know at least 1 foreign language. Thirteen people indicated that he should know at least 2 languages. Four people indicated the need for a multicultural mediator to know at least 3 foreign languages.

CONCLUSIONS

The multicultural mediator's knowledge of the need for the mediator to know foreign languages is low. Knowledge of foreign languages is not required from the mediator, and mediation can be conducted in their native language with the participation of an interpreter.

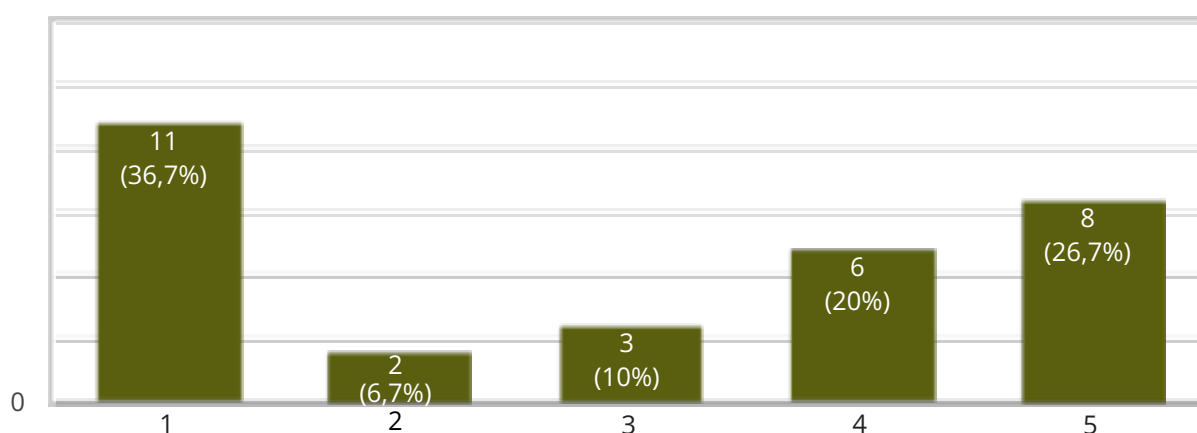
RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of their work.

Multicultural Mediator - Desk Research

10. In your opinion, to what extent does knowledge of the cultures of people participating in mediation influence the outcome of mediation?

(Please rate on a scale of 1-5, where 1 - Has no impact, 5 - Has a significant impact)



RESULTS

Eight respondents strongly believe that knowledge of the cultures of people participating in mediation has a significant impact on the outcome of mediation. Six people believe that knowledge of other cultures influences the outcome of mediation. Three people remained neutral in their assessment. Two people think it may have no effect. Eleven people believe that knowledge of the cultures of people participating in mediation has no impact.

CONCLUSIONS

Opinions are divided. There is no prevailing answer, which may indicate ignorance of the profession of a multicultural mediator and the requirements that are placed on them, for example mediation in a Muslim environment requires rules of respect for other cultures, for example through clothing.

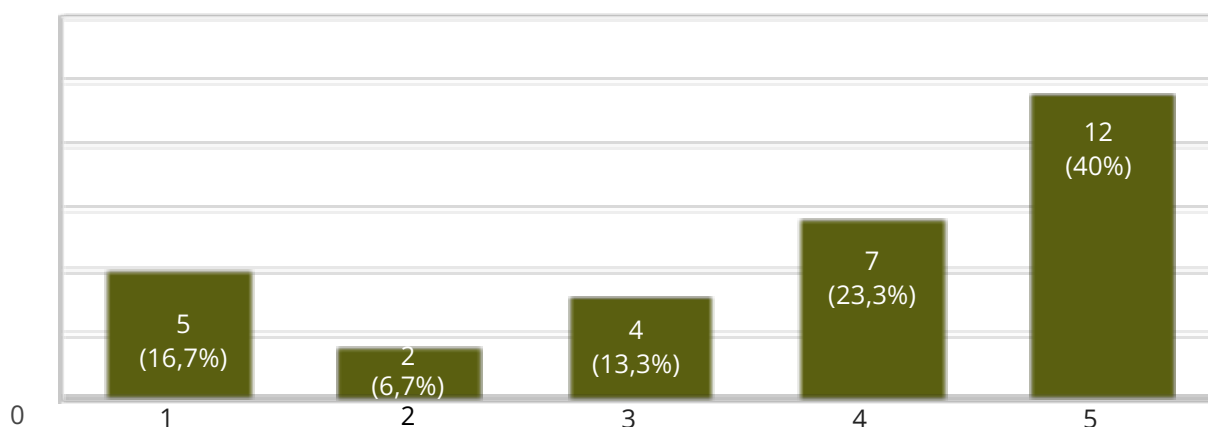
RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of their work.

Multicultural Mediator - Desk Research

11. In your opinion, should the training program for multicultural mediators include training in the field of legal provisions regulating the aspect of granting citizenship, consent to the issuance of an identity document, including a passport, and alternating care?

(Please rate on a scale of 1-5, where 1 - No, it is not important, 5 - Yes, definitely)



RESULTS

Twelve respondents strongly agree that the training program for multicultural mediators should include training in the legal provisions regulating the aspect of granting citizenship, consent to the issuance of an identity document, including a passport, and alternating care. Seven people agree that this topic is important. Four people remain neutral in expressing their opinion. Two people do not think this topic is important. Five people definitely do not consider this topic important.

CONCLUSIONS

For most respondents, the topic of legal provisions regulating the aspect of granting citizenship, consent to issuing an identity document including a passport, and alternate care seems to be an important topic.

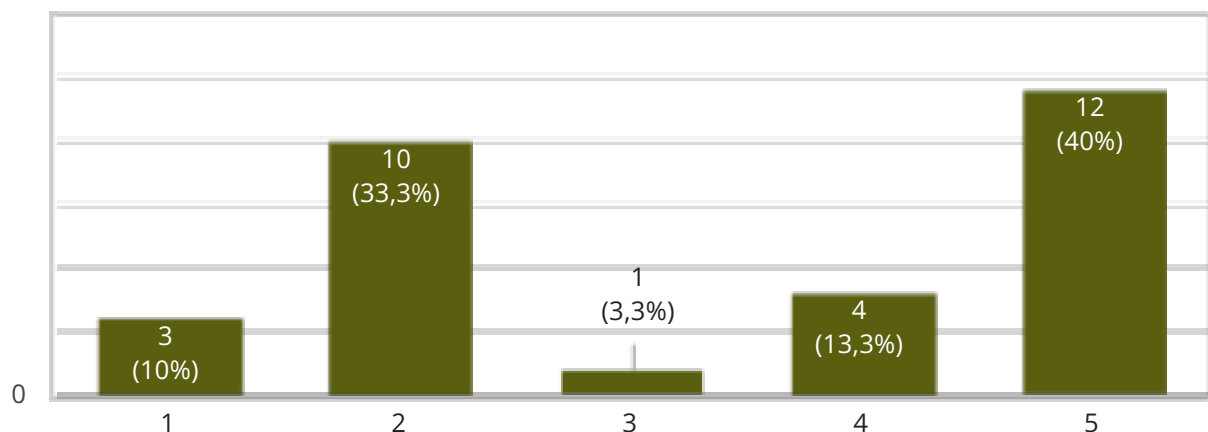
RECOMMENDATIONS

The issues of including legal provisions regulating the aspect of granting citizenship, consent to issuing an identity document including a passport, and alternate care should be included in the materials for mediators and the training plan.

Multicultural Mediator - Desk Research

12. Do you think that mediators who want to be multicultural mediators should undergo specialized training to perform the profession of a multicultural mediator?

(Please rate on a scale of 1-5, where 1 - Strongly disagree 5 - Strongly agree)



RESULTS

Twelve respondents strongly agree that mediators who want to be multicultural mediators should undergo specialized training to practice as a multicultural mediator. Four people agree with this statement. One person is neutral, ten people disagree with this statement. Three people strongly disagree.

CONCLUSIONS

Opinions regarding the above-mentioned statement are divided. This indicates that some people see the need for specialized training, and some do not. This may be due to the lack of willingness to use this type of training.

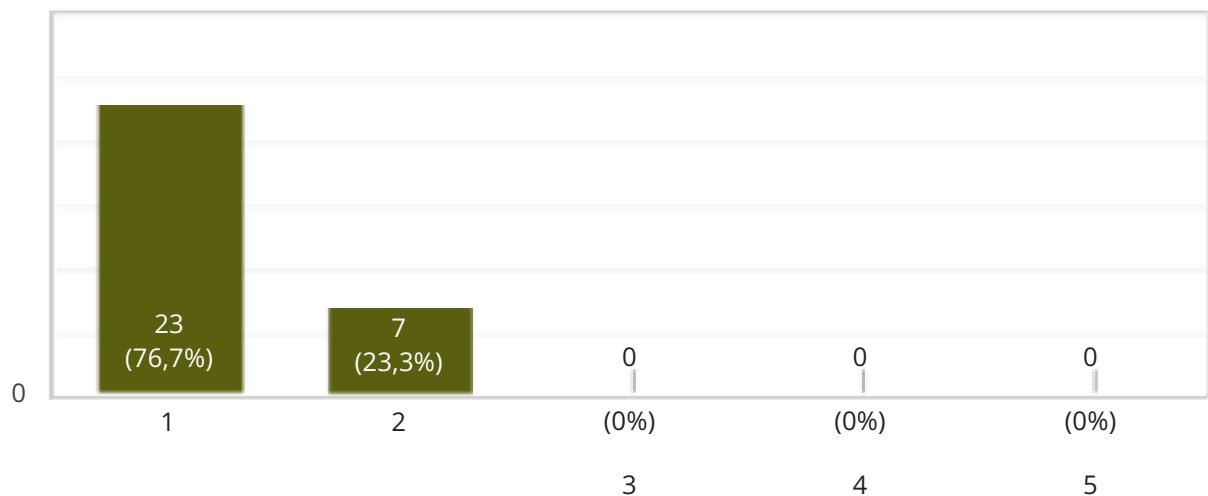
RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the field of multicultural mediator competences. However, people should be given a choice as to whether they want to take advantage from dedicated training or choose to use the results that will be developed in Tasks 2 for independent learning.

Multicultural Mediator - Desk Research

13. Please rate your level of knowledge about the Child Alert system and the Hague Convention?

(Please rate on a scale of 1-5, where 1 - I have no knowledge on this topic; 5 - Expert)



RESULTS

In the study, 23 respondents indicated that they had no knowledge about the Child Alert system and the Hague Convention. Seven respondents indicated that their knowledge on this topic was low.

CONCLUSIONS

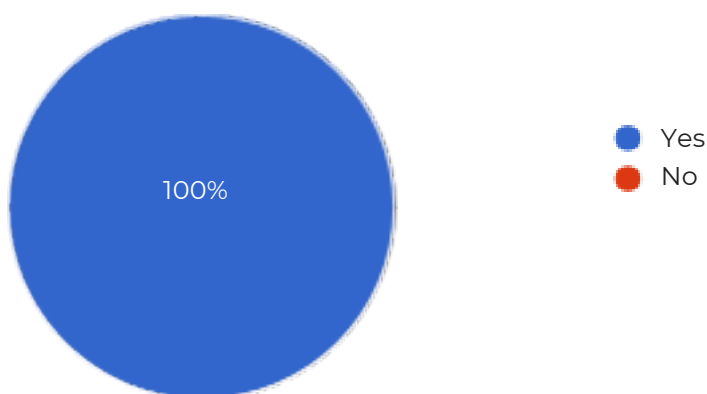
The level of knowledge about the Child Alert system and the Hague Convention is low.

RECOMMENDATIONS

It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators regarding the competences of a multicultural mediator and the subject of their work, including the subject of Child Alert, parental kidnapping and the Hague Convention

Multicultural Mediator - Desk Research

14. Have you completed mediation training and are you a mediator by profession?



RESULTS

The answers provided show that 30 mediators responded, completed the training of, and perform the profession of mediator.

CONCLUSIONS

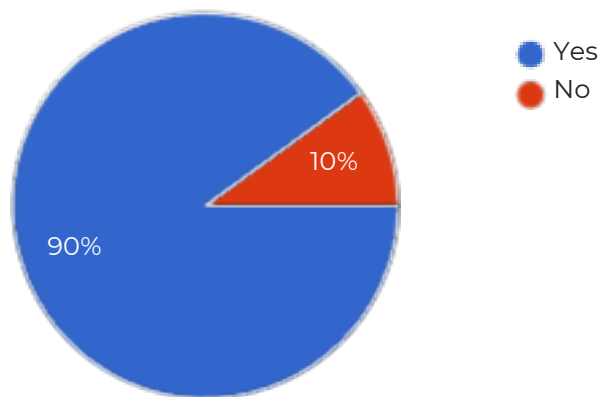
The respondents are a potential training group training in scope of multicultural mediation

RECOMMENDATIONS

It is recommended to improve the competences of mediators with specializations other than the multicultural mediator and take part in dedicated training in the field of multicultural mediation. It is recommended to download materials from our website, developed as part of the project, to expand knowledge.

Multicultural Mediator - Desk Research

15. If you had the opportunity to take part in a multicultural mediation training, would you be willing to do so?



RESULTS

The answers provided show that 27 people declare their willingness to take part in training on multicultural mediation. Three people did not declare such interest.

CONCLUSIONS

The topic of multiculturalism is an important topic for mediators. This indicates the mediators' willingness to improve their competences.

RECOMMENDATIONS

The topic of multiculturalism is an important topic for mediators. This indicates the mediators' willingness to improve their competences. It is recommended to prepare dedicated training, information and educational materials, expert opinions, audio materials, infographics and to create a knowledge base based on a comprehensive program for mediators in the scope of the competences of a multicultural mediator and the subject of their work.