

# RECOMMENDATIONS

## MEDIATOR PROGRAM - the future of education

MULTICULTURAL MEDIATORS



Co-funded by  
the European Union



The main recommendation is to expand mediators' knowledge by working with the needs and the basis of the conflict based not on the needs, but on the strategies by which these needs are met.

### NEEDS AND CONFLICT

Conflict is an inherent element of human life. It often results from differences in needs and ways of satisfying them. There are many strategies that can be used to meet the same needs.

#### Competition

One of the most common strategies used to meet needs is competition. In this strategy, people compete with each other to obtain resources or achieve goals. Competition can create conflict as people compete for the same resources. This may lead to increased tension and problems between the parties.

#### Compromise

Another strategy that can be used to meet needs and avoid conflict is compromise. It involves finding a solution that is acceptable to both parties. Compromise can be an effective strategy in situations where both parties are willing to give up some of their needs in order to reach an agreement. However, compromise can also lead to compromises that are not satisfactory to either party.

#### Cooperation

Collaboration is a strategy that assumes that both parties work together to achieve a common goal. Cooperation requires openness, trust and the ability to listen and understand the other party. This strategy can lead to conflict resolution as both parties try to find a win-win solution. However, collaboration takes time and effort, which may be difficult to achieve in some situations.

#### Avoidance

Avoidance is a strategy of avoiding conflict or avoiding problem solving.

People use this strategy when they do not want to engage in a conflict or when they believe that there is no chance of reaching an agreement. Avoidance can lead to conflict escalation as problems remain unresolved and may escalate. Furthermore, avoidance can lead to frustration and lack of satisfaction in meeting needs.

**Competition in the context of meeting needs may have various consequences. Multicultural mediators should have knowledge in the following aspects:**

### **Conflicts arising**

Competition often creates conflict because different parties compete for the same resources or to achieve the same goals. Conflict can lead to tension, increased emotions and difficulties in communication between the parties.

### **Divisions and antagonism**

Competition can lead to divisions and antagonisms between the parties. In competitive situations, there is often a feeling of "us against them" and a lack of cooperation. This may lead to deterioration of relations between the parties and make it difficult to find a satisfactory solution.

### **Lack of trust**

Competition can also lead to a lack of trust between parties. Competition for the same resources or goals can create an atmosphere of suspicion and suspicion. Lack of trust can make cooperation and negotiations difficult, which in turn makes it harder to meet needs.

### **No mutual benefit**

In a competitive approach, one often wins and the other loses. This means that one party may have their needs met, but the other party may remain dissatisfied. Competition does not always lead to a solution that benefits all parties involved.

### **Emotional consequences**

Competition can trigger strong emotions such as frustration, anger, feeling threatened and stress. These emotions can negatively affect the relationship between the parties and hinder constructive communication. Competition can also have positive consequences, such as motivation to achieve goals, skill development, and performance. However, in the context of meeting needs, competition often leads to negative consequences that make it difficult to resolve conflict and build harmonious relationships.

**Competition in the context of meeting needs can affect many different areas of life and relationships between people. You should expand your knowledge with the following components:**

### **the economy**

Competition is an integral part of the economic system. Companies compete with each other in the market to acquire customers and increase their profits. Competition can lead to innovation, lower prices and improved quality of products and services. However, excessive competition can lead to monopolistic practices, exclusion of smaller companies and economic inequality.

### **Society**

Competition can influence the dynamics of society. In a competitive society, there is often pressure to achieve and outperform others. This can lead to competition, jealousy and feelings of low self-esteem in people who do not achieve the same results. At the same time, competition can also stimulate social development and growth.

### **Education**

Education systems often promote competition through assessments, rankings and competitions. Competition can motivate students to perform better, but it can also lead to stress, pressure and inequality. Introducing healthy competition in education can be beneficial, but excessive competition can lead to negative effects, such as excessive pressure for performance and lack of cooperation between parties.

### **Interpersonal relationships**

Competition can affect relationships between people. In competitive situations where we strive to achieve the same goals or obtain the same resources, a sense of competition and conflict may arise. However, healthy competition can also stimulate personal growth and development and foster cooperation and mutual motivation.

### **Mental and emotional health**

Excessive competition can have a negative impact on mental and emotional health. The stress of competition, feeling threatened and pressured can lead to health problems such as anxiety disorders, depression and fatigue. It's important to strike a balance between healthy competition and taking care of your own emotional well-being.

Competition can have both positive and negative consequences in terms of meeting needs. It is important to consider both the benefits and potential negative effects of competition and strive to find a balance that promotes harmonious relationships and meets the needs of all parties involved.

### **Pyramid of needs according to Abraham Maslow**

The pyramid of needs according to Abraham Maslow is a theory of the hierarchy of human needs. According to Maslow, there are five main types of needs that are arranged in a hierarchy, with lower-level needs needing to be met before higher-level ones.

**Here is a description of each level of need:**

#### **Physiological needs**

These are basic needs related to survival and physiological functions of the body, such as eating, drinking, sleeping, breathing, shelter and sex. Meeting these needs is crucial for an individual's survival.

#### **Security needs**

After satisfying physiological needs, a person strives for a sense of security and stability. These include the need for a safe and stable environment, protection from physical and emotional risks, job security, financial stability and health.

#### **The needs of belonging and love**

After satisfying the needs for safety, a person strives to establish social relationships, love, friendship and acceptance. These include the need for belonging to a group, romantic love, family bonds and friendship.

#### **Needs for recognition and respect**

After satisfying the needs for belonging and love, a person strives to gain recognition and respect from others. It is about the need for self-esteem and respect of others, recognition of achievements, social position, prestige and social respect.

### Self-actualization needs

After meeting the needs of the previous levels, a person strives to realize his or her full potential and achieve the highest level of development. It's about developing your talents, passions, creativity, self-improvement and achieving personal fulfilment. Different people may have different priorities and values, which influence which needs are most important to them.

Moreover, satisfying one need does not automatically mean moving to the next level - the needs of different levels may overlap and influence each other. When we say that needs are arranged in a hierarchy, it means that Maslow believed that some needs are more important than others and must be met before lower-level ones. According to Maslow's theory, a person first seeks to satisfy lower-level needs and only then focuses on satisfying higher-level needs.

At the lowest level of the hierarchy are physiological needs such as eating, drinking and sleeping. These are the basic needs needed for survival. Until these needs are met, other needs are less important. When physiological needs are met, a person moves to the next level, which is safety needs. It's about a sense of security, protection against threats and stability of the environment. Only when these needs are met can a person focus on higher level needs.

### **The next level of the hierarchy is the needs of belonging and love.**

People strive to establish social relationships, love, friendship and acceptance. Only when these needs are met does a person move to the next level. After satisfying the needs of belonging and love, a person strives to gain recognition and respect. It is about the need for self- and other-respect, recognition of achievements, social position and prestige.

### **At the top of the hierarchy are self-actualization needs.**

These are needs related to personal development, realizing one's full potential, creativity and achieving personal fulfillment. Maslow's hierarchical structure of needs means that a person focuses on satisfying lower-level needs before higher-level ones. However, it is worth noting that in reality it is not always a purely linear process, and the needs of different levels may influence and overlap each other. Different strategies for meeting the same needs have different consequences for conflict. Competition can lead to conflict and tension between the parties. Compromise can be an effective way to avoid conflict, but it is not always satisfactory to all parties. Collaboration can resolve conflict and achieve a common goal, but it takes time and effort. Avoidance can lead to escalation of conflict and dissatisfaction of need satisfaction. It is important to choose an appropriate needs satisfaction strategy that takes into account the context and goals of all parties.

### **Based on the research results, we recommend the following innovative training program for multicultural mediators:**