



MEDIATOR PROGRAM

MEDIATOR PROGRAM - the future of education

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MODULE I - INTRODUCTION TO MULTICULTURAL MEDIATION

1. Models and theories of mediation
2. What is multicultural mediation?
3. Introduction to multiculturalism
4. Introduction to diversity
5. Multicultural and diverse families
6. Sensitive groups - characteristics
7. Understanding multicultural conflict
8. Forms of conflict resolution

MODULE II - CONTEXT OF MULTICULTURAL MEDIATION

1. Multicultural peer mediation
2. Multicultural family mediation
3. Multicultural mediation in the workplace
4. Immigration mediation
5. Cross-border mediation

MODULE III - PRACTICE OF MULTICULTURAL MEDIATION

1. Principles of effective multicultural mediation
2. Styles of conflict management
3. Conflict management styles - questionnaire
4. Personality colors and customer personality types
5. Competences and skills of a multicultural mediator
6. Multicultural communication

MODULE IV - ETHICS AND TOOLS OF A MULTICULTURAL MEDIATOR

1. Burnout. How to prevent it?
2. Self-improvement and self-reflection
3. EU Code of Ethics
4. Preparation of documents in multicultural mediation

MODULE V - LAW

1. EU directives:

Legal issues of immigrants in the EU are regulated, among others, by: the following directives:

- 2003/86/EC on the right to family reunification
- 2003/109/EC on the status of resident third-country nationals long-term
- 2004/114/EC on the admission of students
- 2005/71/EC on facilitating the admission of researchers to the EU
- 2008/115/EC on the return of illegally staying citizens
- 2009/50/EC on the admission of highly skilled migrants.

2. Additional sources of knowledge

- Hague Convention Child Alert
- Act on passports - parental consent.
- Citizenship Act