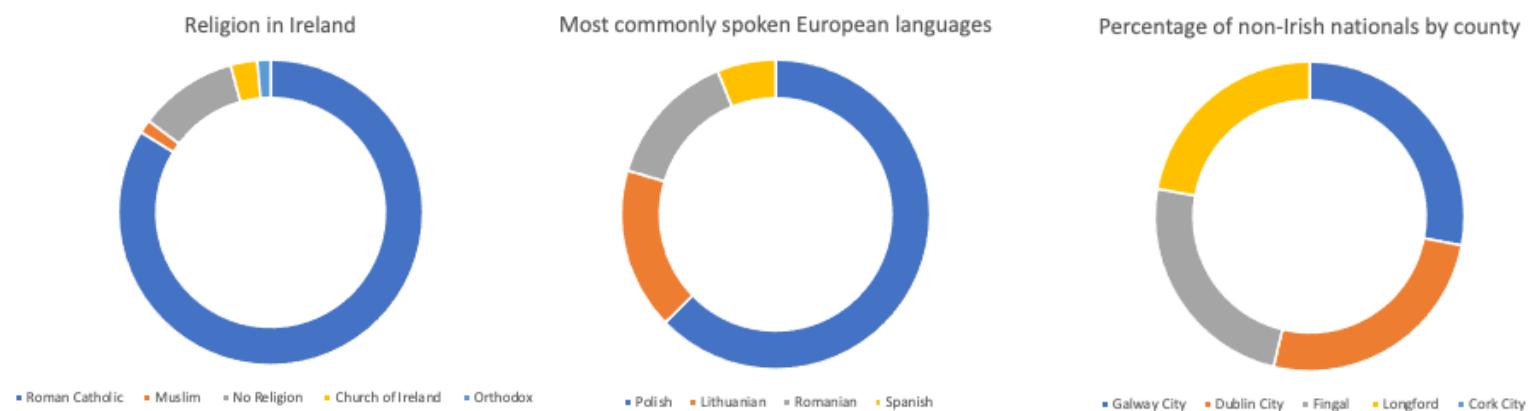
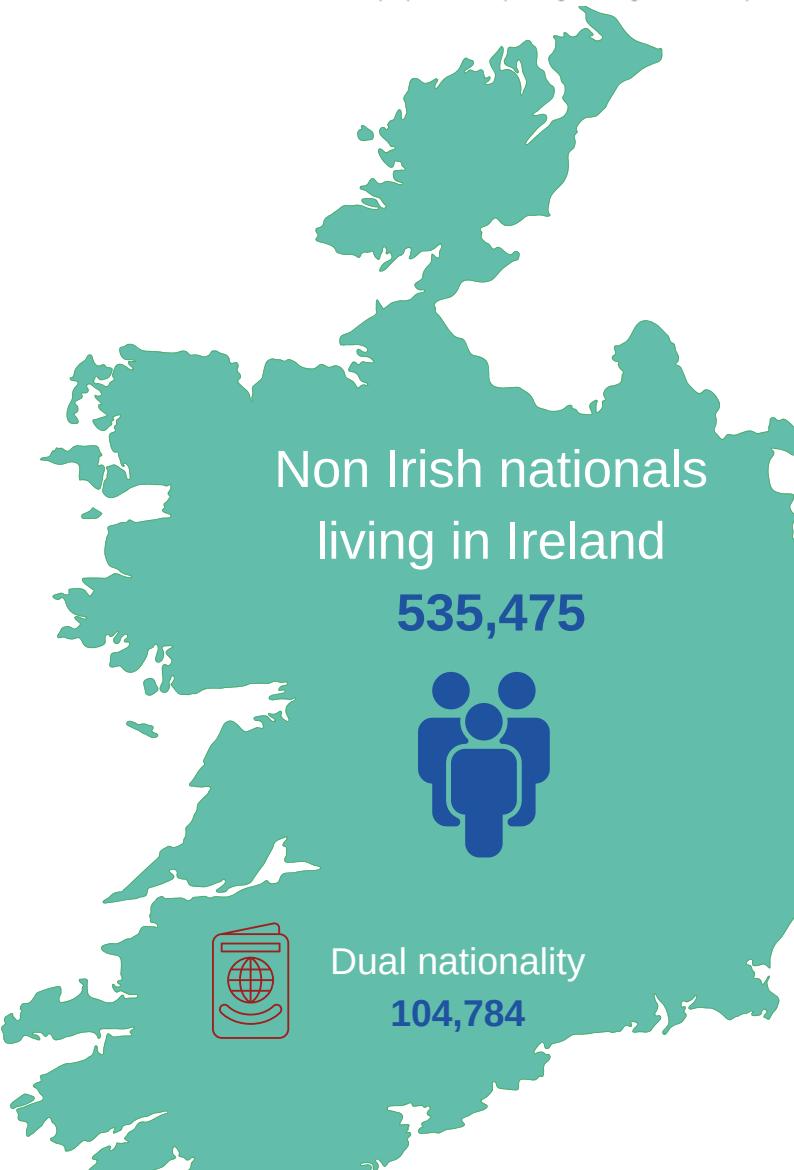
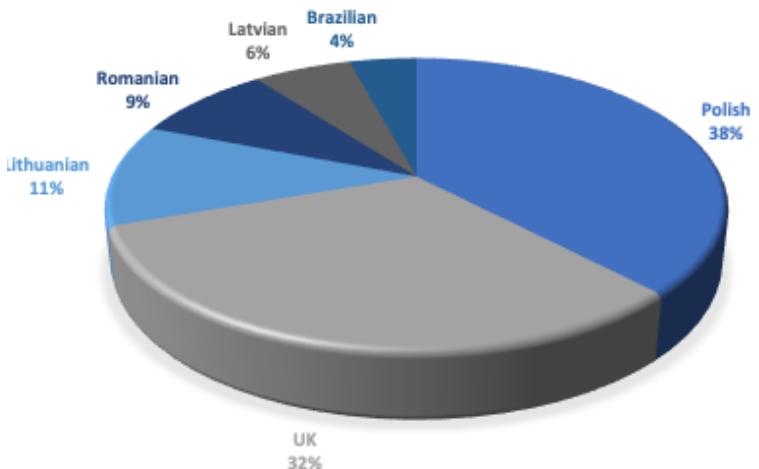


DEMOGRAPHICS : IRELAND



Top nationalities in Ireland



*Developed on the basis of Census of Population 2016



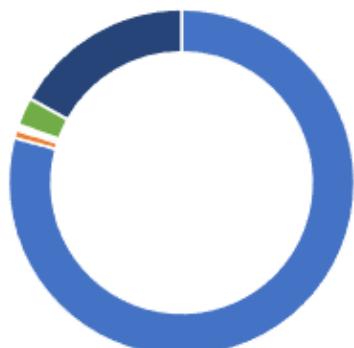
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DEMOGRAPHICS : POLAND

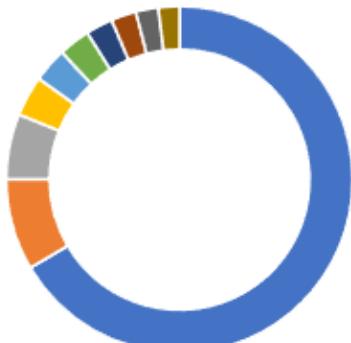


Religious denominations in Poland



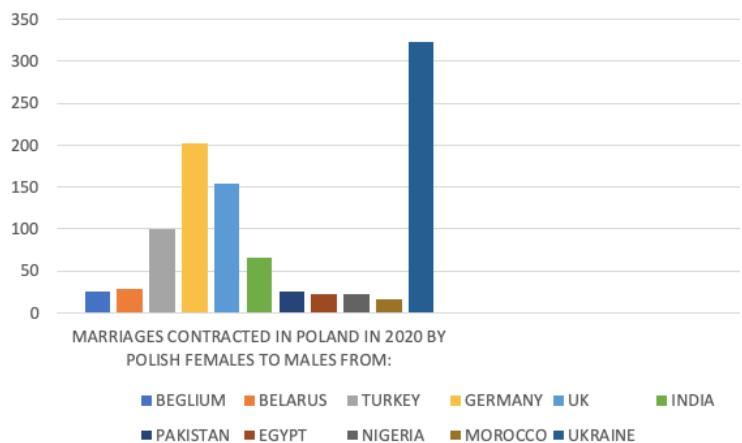
■ Roman Catholic ■ Orthodox ■ Protestant ■ Jehovah's witness ■ Greek Catholic ■ No Religion ■ Other

Top nationalities living in Poland



■ Ukraine ■ Belarus ■ Germany ■ Russia ■ Vietnam ■ India ■ Italy ■ Georgia ■ China ■ United Kingdom

Multicultural marriages: Polish Female statistics

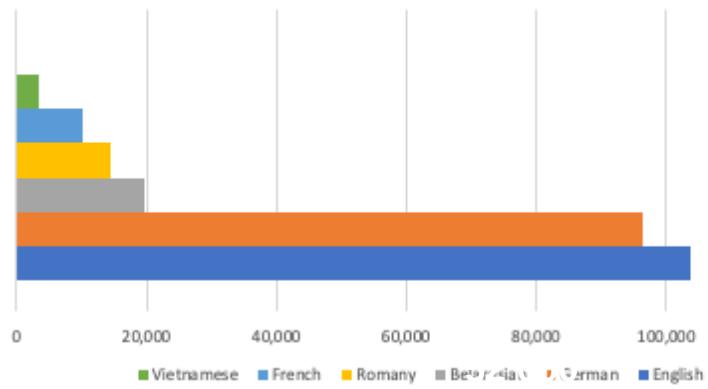


Multicultural marriages: Polish Male statistics



Most commonly spoken languages in Poland

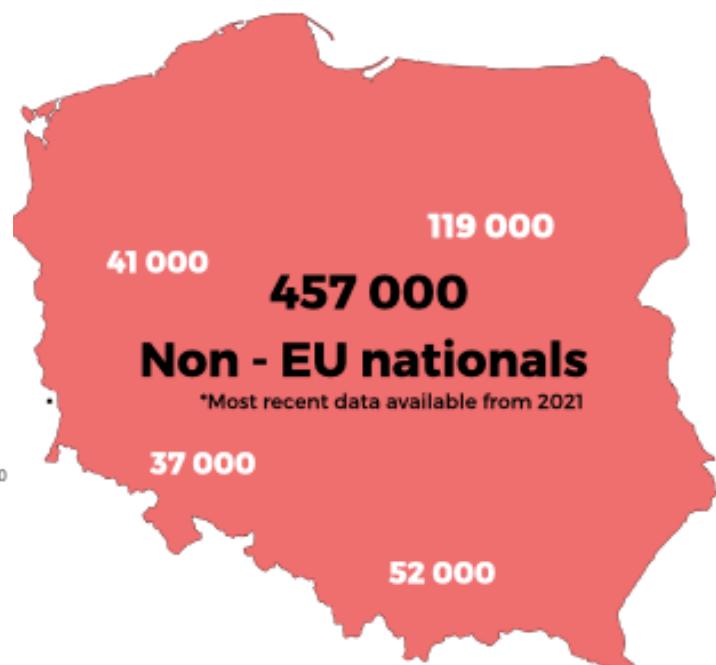
*Not including Polish and Ukrainian



*Due to the situation in Ukraine it is estimated that there is around 1 103 325 Ukrainian citizens who are registered in Poland.

The number is constantly changing.

*Developed on the basis of data from GUS 2020-2021



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DISCRIMINATION DEMOGRAPHICS : EUROPEAN UNION



446 828 803

EU population

5.23 million women
reported feeling they were being
discriminated against at work

87

Ethnic groups

24

Official languages



10 out of 27

EU countries where Hate Crime is not
incorporated in the general crime
recording system

15%

Of new immigrants felt discriminated against
in Poland.
The highest % in EU.

1 in 5

Roma faces discrimination



1 in 3

Black people experience
racial harrasment

4

Member states collect Hate Crime data
but do not publish it

119

Antisemitic hate crimes reported in Poland in
2020

*Infographic developed on the data available from <https://fra.europa.eu/en/>



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MANAGING CONFLICT

WHAT IS CULTURAL CONFLICT?

A conflict is a serious disagreement which may last a long time. It may be an argument, clash of opinions, beliefs or principles between people. Parties may feel like their needs, goals or principles are incompatible. Conflict may be a situation or a type of exhibited behaviour. Cultural conflict takes place when contrasting cultural values, beliefs or activities collide. Each party may feel that their principle is non-negotiable due to their culture and cultural expectations.



STAGES OF CONFLICT



BEGINNING – Different aims and goals arise and cause an open or covert conflict often with tension

EARLY GROWTH – Confrontation may arise, with parties seeking allies highlighting a division

DEADLOCK – Conflict is at its peak. Parties often cease communication and assign blame

LOOKING FOR A WAY OUT – Parties admit conflict needs resolving, resulting in improved communication

WORKING TOGETHER FOR A SOLUTION – Collaboration, consensus and cooperation between parties aiming to end the conflict



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MULTICULTURAL MEDIATION SCENARIOS

In what situations and places may multicultural mediation be needed?



CULTURAL COMPETENCE IN
PUBLIC HEALTH CARE



DESEGREGATION OF
NEIGHBOURHOODS



INTERCULTURAL
URBAN PLANNING



INCLUSIVE PUBLIC
TRANSPORT



DAYS OFF FOR
CULTURAL ACTIVITIES



MULTICULTURAL
FAMILIES



INTEGRATION OF REFUGEES
AND ASYLUM SEEKERS



IDENTITY DOCUMENTS
VISA PERMITS



SOCIAL AND
ELDERLY CARE



INTERPRETATION OR
MULTILINGUAL MEDIATION



EQUITABLE SAFETY AND
PROTECTION FROM HARM



MULTICULTURAL
POLITICAL ASSEMBLIES



AWARENESS OF LAWS,
POLICIES OR INFORMATION



EDUCATIONAL
INSTITUTIONS



MULTICULTURAL
EMPLOYMENT DISPUTES



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CROSS-CULTURAL CONFLICT GENERATING AWARENESS

WHAT IS CROSS-CULTURAL CONFLICT?

When conflict occurs between people who are divided by cultural barriers it is referred to as 'cross-cultural conflict' due to a clash of cultures.

This conflict is often paired with:

- The wrong or poor communication style
- Lack of education of the other culture
- Lack of cultural awareness
- Application of cultural stereotypes
- Ethnocentrism (ideology that one's culture and way of life are always correct)

SOURCES OF CROSS-CULTURAL CONFLICT



LANGUAGE



VALUES



TRADITIONS



BELIEFS



BACKGROUND



RELIGION



POLITICS

CROSS-CULTURAL CONFLICT RESOLUTION

RECOGNISE

Analyse the situation to see if the conflict has a cultural element and establish perspectives of both parties. Hear out both sides and find understanding

EDUCATE

Learn from the other person and continue your journey of life-long cultural learning. Read, listen and conduct meaningful conversations

CHANGE

Gain a new perspective and dismiss your cultural stereotypes. Challenge organisational procedures and systems which create cross-cultural conflict



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PROVIDING A CULTURALLY INCLUSIVE WORKPLACE



DIVERSE RECRUITMENT



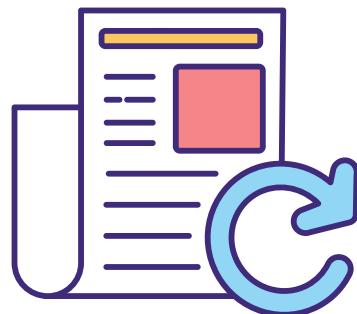
PRAYER ROOMS



COMMUNICATE AND LISTEN WELL



PROVIDE A SAFE SPACE



UPDATE AND REVIEW WORK POLICIES



PROVIDE TIME OFF FOR CULTURAL HOLIDAYS



ALLOW STAFF SUGGESTIONS TO ENHANCE INCLUSION



ENCOURAGE DISCUSSION AND INTERACTION



EDUCATE YOURSELF AND YOUR STAFF



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MULTICULTURALISM

WHY CAN IT BE DIFFICULT TO MEDIATE BETWEEN DIFFERENT, AS WELL AS SIMILAR OR THE SAME CULTURES?



Each person represents a variety of cultural perspectives, behaviours, attitudes, and contributions. Ethnic minorities are “a group of people that share a cultural tradition, religion, etc.), living in a country where the main ethnic group is different” - one family, group, or workplace can have ethnic minority members. Due to globalisation and migration, cultures of some individuals have changed, as well as new cultures emerging within the same social communities.

Even if two people share the same nationality, they may hold different ethnic identities.

Nationality relates to the country of birth or residence, while ethnicity recognises cultural and ancestral aspects of ones identity.

People of the same culture can still differ in terms of physical and social characteristics, which can create differences.

ONE FAMILY CAN ...

HAVE DIFFERENT COLOURS OF SKIN

BE PART OF DIFFERENT RELIGIONS

HAVE A MEMBER
REFRAIN FROM EATING CERTAIN FOODS



SPEAK DIFFERENT LANGUAGES

CARRY OUT INDIVIDUAL CHILD REARING METHODS

HOLD SEPERATE NATIONALITIES, PLACES OF BIRTH OR RESIDENCE

... HAVE INDIVIDUAL IDENTITIES



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Children Allert and Hask Convention: A Path to Protecting the Rights of Children

UNC - UNITED NATIONS CONVENTION

- The Children Allert and Hask Convention, also known as the United Nations Convention on the Rights of the Child (UNCRC), is an international treaty that sets out the civil, political, economic, social, and cultural rights of children.
- Adopted by the United Nations General Assembly in 1989, the convention has been ratified by almost every country in the world. This essay will explore the significance of the UNCRC in safeguarding the rights of children and its impact on global child protection efforts.
- The UNCRC has raised awareness about child rights issues and mobilized global advocacy efforts. It has empowered children and their advocates to demand their rights and hold governments

UNCRC



HISTORICAL CONTEXT

AWARENESS AND ADVOCACY

INTERNATIONAL COOPERATION

CORE PRINCIPLES OF UNCRC

NON DISCRIMINATION

Every child has the right to be treated equally and to have access to their rights without any form of discrimination

BEST INTEREST OF A CHILD

The best interests of the child should be the primary consideration in all actions and decisions that affect them

RIGHT TO LIFE, SURVIVAL AND DEVELOPMENT

Every child has the inherent right to life and to enjoy a safe and healthy environment. They also have the right to develop to their fullest potential



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For children's rights, the principle of non-discrimination means:

The principle of non-discrimination is essential for upholding children's rights, promoting social justice, and creating a world where every child is valued, respected, and given the same opportunities to thrive.



Promoting non-discrimination is not only a legal obligation but also a moral imperative. It contributes to building inclusive and equitable societies where every child has the opportunity to reach their full potential, irrespective of their background or characteristics. By upholding the principle of non-discrimination, we create a world that embraces diversity, respects human rights, and values the inherent worth and dignity of every child.

The goal of mediation is to facilitate a fair and balanced process where all parties feel heard and respected.

By actively addressing and working on your bias, you can ensure that you are providing a neutral and unbiased environment for effective mediation.

Self-awareness allows mediators to acknowledge and understand their own biases.

Self-awareness plays a crucial role in addressing bias towards parties

Self-awareness enables mediators to be consciously aware of their own biases during mediation sessions



By recognising their own biases, mediators can better understand the perspectives, emotions, and concerns of each party.

This understanding facilitates effective communication and helps mediators navigate potential conflicts that may arise due to bias.



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Self-awareness plays a crucial role in maintaining neutrality and impartiality during mediation sessions.



MONITORING EMOTIONS AND REACTIONS



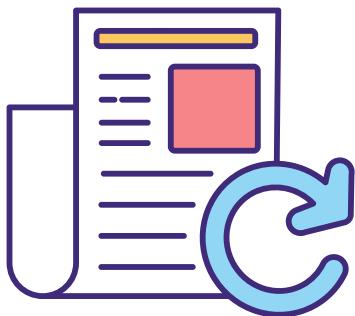
RECOGNISING PERSONAL BIASES



SEEKING FEEDBACK AND REFLECTION



ENHANCING UNDERSTANDING



PROMOTING FAIRNESS AND EQUALITY



CHALLENGING ASSUMPTIONS AND BELIEFS



MAINTAINING FOCUS ON THE PARTIES' NEEDS



ENCOURAGING OPEN-MINDEDNESS



BUILDING TRUST AND SUPPORT



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ENHANCING THE ROLE OF MULTICULTURAL MEDIATORS

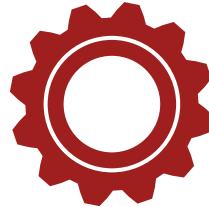


ACTIVE LISTENING AND EMPATHY

Active Listening and Empathy:
Active listening and empathy are indispensable skills for multicultural mediators.

By actively listening, mediators demonstrate respect and create a safe space for all parties to express their concerns and perspectives. Furthermore, practicing empathy enables mediators to connect emotionally with the individuals involved, facilitating a deeper understanding of their experiences and motivations.

This empathetic approach encourages trust and openness, which are vital for effective conflict resolution.



AVOIDING CULTURAL BIAS AND STEREOTYPING

Multicultural mediators must be vigilant in avoiding cultural bias and stereotyping.

It is crucial to recognize that cultural differences should not be viewed as inherently negative or superior. Instead, mediators should approach conflicts with an open mind, free from preconceived notions or biases.

By treating each individual or group as unique entities, mediators can foster an environment that encourages mutual respect, appreciation, and collaboration.



PROMOTING INCLUSIVE COMMUNICATION

Effective communication lies at the heart of conflict resolution.

Multicultural mediators should facilitate inclusive communication that considers linguistic, cultural, and contextual factors.

This involves utilizing culturally appropriate language, promoting active participation from all parties, and ensuring that communication channels are accessible to everyone involved.

By creating an inclusive communication environment, mediators can bridge gaps and foster understanding between conflicting parties.



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Aspects to consider when working with and supporting the Roma and Travellers community in the EU



KEY ASPECTS

01

Historical Context

The Roma and Travellers community has a long history of migration and persecution.

02

Intersectionality

It is important to approach their needs holistically, taking into account these intersecting identities.

03

Housing and Infrastructure

Many Roma and Travellers live in informal settlements or substandard housing conditions

04

Empowerment and Participation

Supporting the Roma and Travellers involves empowering individuals and promoting their active participation in society



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ADDITIONAL ASPECTS TO CONSIDER WHEN WORKING WITH AND SUPPORTING THE ROMA AND TRAVELLERS COMMUNITY IN THE EU



KEY INFORMATION

Combating Stereotypes and Prejudice



01

Negative stereotypes and prejudice against the Roma and Travellers community persist in society. It is important to challenge and dismantle these stereotypes through education, awareness campaigns, and promoting positive narratives that highlight the contributions and achievements of Roma and Traveller individuals.



02

Legal Protection and Human Rights

Ensuring the protection of the human rights of the Roma and Travellers community is crucial. This includes addressing issues such as discrimination, hate crimes, and access to justice. Strengthening legal frameworks and promoting accountability for human rights violations are important steps in this regard.

International Cooperation

Supporting the Roma and Travellers community requires collaboration at the regional, national, and international levels. Sharing best practices, exchanging knowledge, and coordinating efforts can contribute to more effective policies and programs aimed at supporting the community.



03



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HUMAN NEEDS

01

CONFLICT

Conflict arises based on strategies filling needs, as needs are universal for every human being. Understanding the various needs that people have is crucial in navigating conflicts and finding resolutions

02

WIDE RANGE OF NEEDS

Human beings have a wide range of needs, both physical and psychological, which drive their actions and interactions with others. These needs can be categorised into several overarching categories, including physiological, safety, belongingness, esteem, and self-actualisation needs.

03

CONFLICT BASED ON STRATEGIES

Conflict arises based on strategies filling needs, as needs are universal for every human being. By understanding and acknowledging the various needs that individuals possess, we can better comprehend the root causes of conflicts and work towards finding effective resolutions.



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EXAMPLES OF COGNITIVE NEEDS INCLUDE



Curiosity and exploration: Humans have a natural curiosity and desire to explore their environment, ask questions, and seek new experiences.



Learning and education: Access to quality education and lifelong learning opportunities are essential for individuals to develop their intellectual abilities and reach their full potential.



Problem-solving and critical thinking: Cognitive needs also involve the ability to analyze and solve problems, think critically, and make informed decisions.



Intellectual stimulation: Engaging in intellectually stimulating activities such as reading, engaging in philosophical discussions, or pursuing creative endeavors can help satisfy cognitive needs



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EU EQUALITY



KEY INFORMATION

Equality and diversity are fundamental principles that underpin the values of the European Union (EU). The EU has long recognized the importance of promoting equality and diversity within its member states, and has implemented various regulations and policies to ensure the protection of these principles. This essay aims to explore the equality and diversity regulations in the European Union, highlighting their significance and impact.

**02**

LEGAL FRAMEWORK

The EU has a comprehensive legal framework that addresses equality and diversity issues. The Treaty on the Functioning of the European Union (TFEU) explicitly prohibits discrimination based on various grounds, including sex, race, ethnic origin, religion or belief, disability, age, and sexual orientation. This legal framework ensures that individuals are protected from any form of discrimination and promotes equal opportunities for all.

Equality and diversity regulations in the European Union are crucial for promoting a fair and inclusive society. The EU's legal framework ensures that individuals are protected from discrimination and have equal opportunities. By addressing issues such as gender inequality, racial and ethnic discrimination, and disability rights, the EU strives to create a society where diversity is celebrated and everyone can fully participate.

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SOME WAYS IN WHICH MEDIATION CAN BE COMPLIANT WITH EU LAW



01

MEDIATION DIRECTIVE

The EU Directive 2008/52/EC promotes the use of mediation in civil and commercial matters. It sets out certain principles and requirements for mediation, including the voluntary nature of participation, impartiality of mediators, confidentiality, and enforceability of settlement agreements reached through mediation.

02

DATA PROTECTION

Mediation processes involving the collection and processing of personal data should comply with the EU General Data Protection Regulation (GDPR). Mediators must handle personal data in a lawful, fair, and transparent manner, ensuring the rights and privacy of the parties involved.

03

MEDIATION AND EU PRINCIPLES

While mediation itself is not directly regulated by EU law, it should be conducted in a manner consistent with EU principles, fundamental rights, and relevant regulations. It is important for mediators, parties involved, and mediation service providers to be familiar with these legal frameworks and ensure compliance throughout the mediation process.



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