

WORK CARD 1



Provide a summary of your Work Experience

1

Provide a summary of your Professional Qualifications.

2

Write down 5 of your:

- Skills
- Qualities
- Strengths

3



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WORK CARD 2



Based on the information you have written down in WORK CARD 1 write a short bio on yourself.

Think that this bio will be what is available to your future clients when they look to choose a multicultural mediator for their dispute.

Max 350 words.



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WORK CARD 3



Write down your own definition of multicultural mediation.

1

Write down what you understand through the term
'ethical standards'.

2

Write down what you understand through the term
'Code of Conduct'.

3



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WORK CARD 4



Create your own Code of Conduct for practice as a multicultural mediator.

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WORK CARD 5



Give 3 examples of constructive conflict. - 300 words

Give 3 examples of deconstructive conflict. - 300 words



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WORK CARD 6



Give 3 examples of contexts where multicultural mediation can apply.

Provide examples for each context that you write down.

Max 500 words

1

2

3



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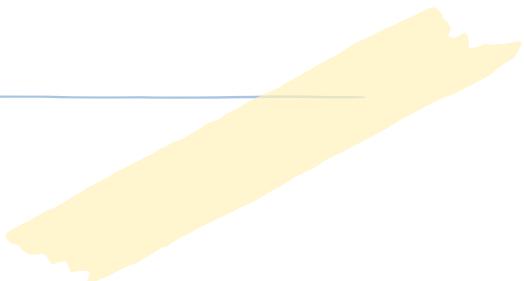
WORK CARD 7



Assess the importance of confidentiality, impartiality and non-verbal communication to your practice as a multicultural mediator.

500 words





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WORK CARD 8



Think back to a conflict situation that you are familiar with.
Do not identify any personal details.

Task 1

Describe the background and the participants involved in the conflict.
350 words

Task 2

Describe the constructive and deconstructive behaviours
of both parties during the conflict.
300 words



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WORK CARD 9



Think back to a conflict situation that you are familiar with.
Do not identify any personal details.

Task1

Describe the background and the participants involved in the conflict.
350 words

Task 2

Describe the constructive and deconstructive behaviours
of both parties during the conflict.
300 words



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WORK CARD 10



Outline 5 key competences that an intercultural mediator in your opinion needs the most. Give reasons for your answers.

500 words

1

2

3

4

5



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WORK CARD 11

MULTICULTURAL MEDIATION SESSION SUMMARY EXAMPLE TEMPLATE

Date:	
Time:	
Place:	
Disputants:	
Mediator:	

Session summary

The parties reached an agreement on the following points during the multicultural mediation session:

Areas of disagreement that remain to be solved by the parties:

Next steps to be taken:

Date of next multicultural mediation meeting:

SIGANTURE OF MEDIATOR

DISPUTANT 1

DISPUTANT 2

.....



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WORK CARD 12

MULTICULTURAL MEDIATION LEARNING LOG

This learning log can be used a tool for professional growth a development. As a multicultural mediator you can log your learnings from mediation cases that you take on and reflect on your multicultural mediation practice.



CASE DESCRIPTION



MEDIATION TECHNIQUES USED



FURTHER NOTES ON THE SESSION



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WORK CARD 13

MULTICULTURAL MEDIATION LEARNING LOG

This learning log can be used a tool for professional growth a development. As a multicultural mediator you can log your learnings from mediation cases that you take on and reflect on your multicultural mediation practice.

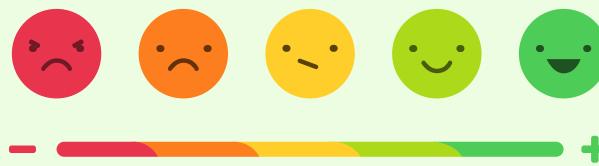
What worked well during the intercultural mediation session?

What difficulties were encountered during the intercultural mediation session?

What would you do differently next time ?

Did you receive any feedback from the parties/ colleagues/ supervisor ?

In reflection to what you have written in this case learning log, what areas of further learning/development have you identified for yourself?



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WORK CARD 14

Define the following key words:

Multiculturalism



Ethnicity



Ethnic minority



Race



Diversity



Discrimination



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WORK CARD 15

**Have you ever lived in a different city in a country you live in now?
If yes, where?**

Have you ever emigrated? If yes, where?

**Has anyone from your family or friends ever emigrated?
If yes, where?**

What languages can you speak?

**Do you think the place you live in now is aware of multiculturalism?
Give examples why you think so.**



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WORK CARD 16

Ethnic minority - a group within a community which has different national or cultural traditions from the main population.

Ethnic group - a community or population made up of people who share a common cultural background or descent.

Think about an ethnic minority group you are aware of (don't choose the ethnic group that you identify as, think outside the box)

What ethnic minority have you chosen?

What are the traditional foods associated with the ethnic minority you have chosen?

What is the language that this ethnic minority speaks?

What are some of the traditions you know of that are associated with this ethnic minority?

What holidays does this ethnic minority celebrate?



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WORK CARD 17

MY CULTURE AND TRADITIONS

Fill out the boxes below.

LANGUAGES THAT ARE SPOKEN IN MY FAMILY

MY CULTURAL VALUES

INTERESTING FACT



MY FAVOURITE TRADITION

MY FAVOURITE FOOD TO EAT

HOLIDAYS CELEBRATED IN MY CULTURE



WORK CARD 18

Define the key term 'stereotype'



Give an example of a stereotype associated with a particular ethnic group.



Give 5 benefits of living in a multicultural society.



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WORK CARD 19

What are the vulnerable groups in your country?



Why are they classed as vulnerable?



What are the risk factors do you associate with vulnerability?



What are the provisions that vulnerable people can access that you are aware of?



How do you think we can help those who are vulnerable?



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WORK CARD 20

What are protected characteristics?

List all protected characteristics you can think of

What can we do to protect the protected characteristics of others?

Are there any laws in your country that protect you from discrimination?

List them.



Do you think there needs to be more laws and regulations that protect people from discrimination in your country?
Give reasons for your answer.



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WORK CARD 21

There are 6 images.

What do you think of when you look at each one?

Write down your thoughts next to each one.



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WORK CARD 22

Think about your future work as a multicultural mediator.

What do you think you will have the most difficulty with?



What do you think you will find easy?



What skills can you transfer from your current work
to the work of a multicultural mediator?



What good practices can you bring to your work as a multicultural mediator?



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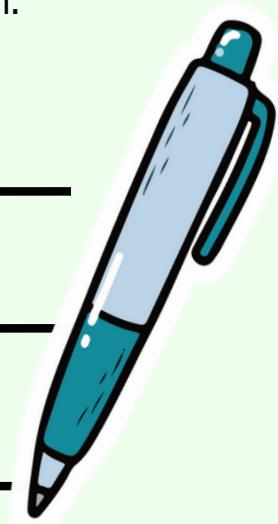


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WORK CARD 23

Working with a multicultural client.

Write down 10 rules of working with a multicultural client so that they feel safe and respected when you are working with them.



SAMPLE MEDIATION AGREEMENT

Date:	
Time:	
Place:	
Mediator:	
Disputants:	



Agreement

The parties hereby agree to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Disputant 1

Full name in BLOCK CAPITAL LETTERS:

Signature

Disputant 2

Full name in BLOCK CAPITAL LETTERS:

Signature

Mediator

Full name in BLOCK CAPITAL LETTERS:

Signature



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WORK CARD 25

STAGES OF CONFLICT

Name and describe 5 stages of conflict and highlight what happens in each stage.



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WORK CARD 26

CONFLICT

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?



WORK CARD 27

ESSENTIAL MEDIATOR SKILLS

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



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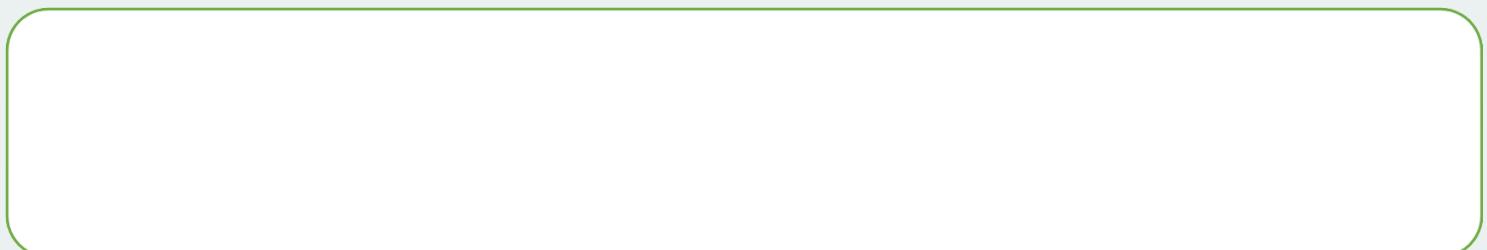
WORK CARD 28

MULTICULTURAL MEDIATION

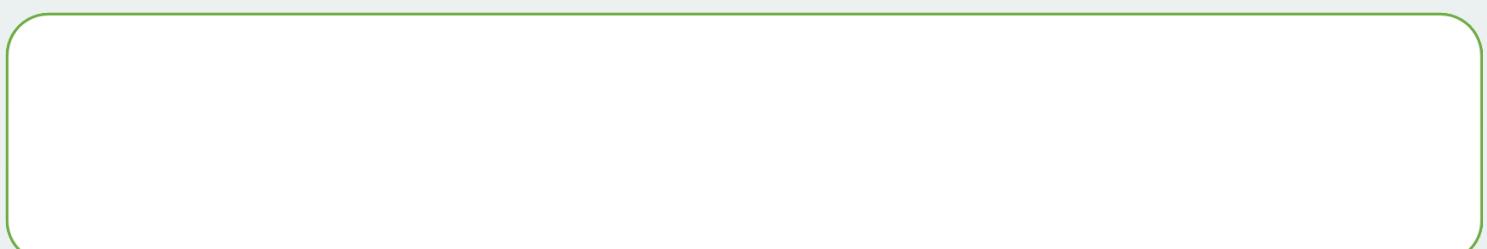
Describe three benefits of multicultural mediation.



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?



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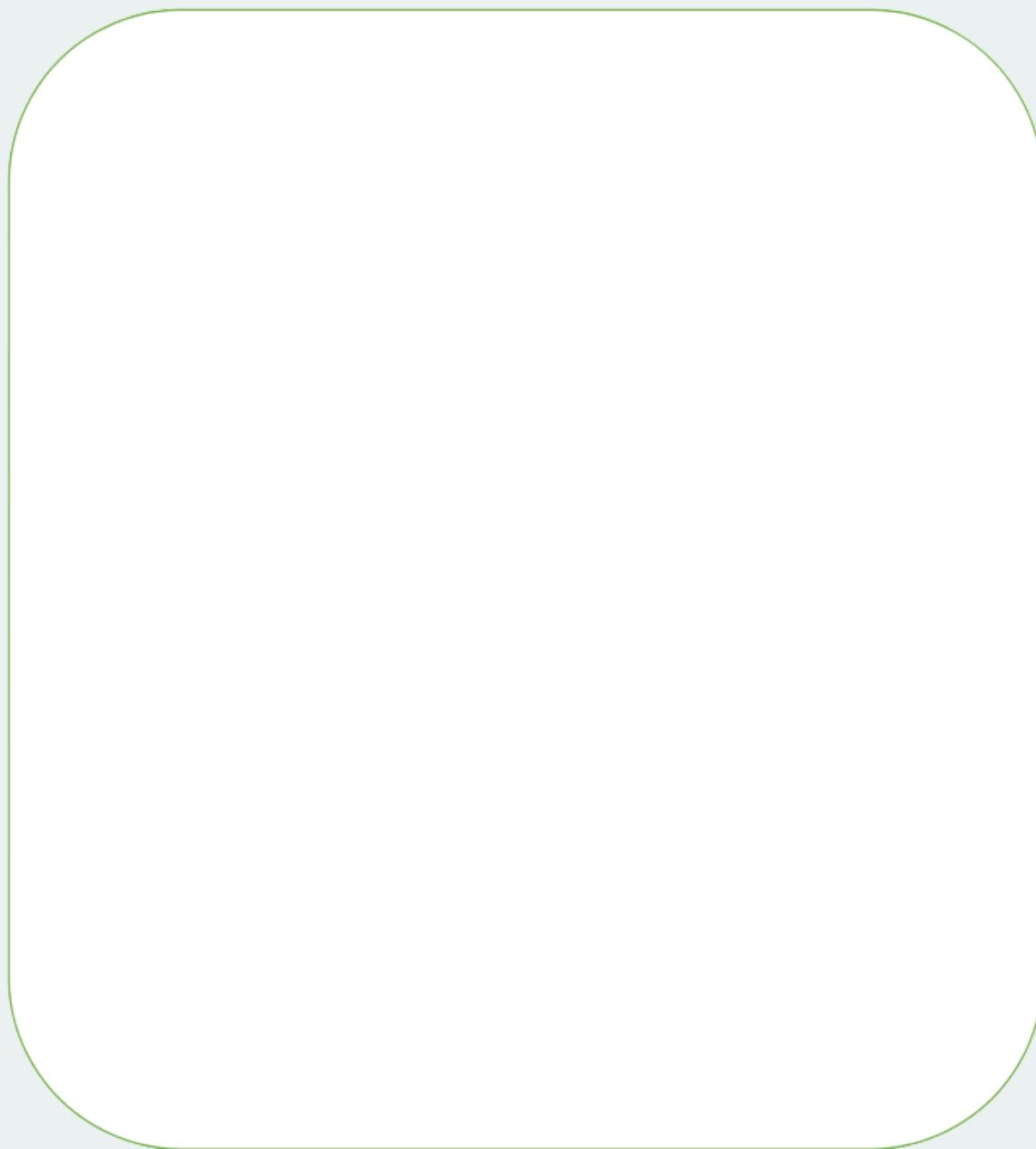
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WORK CARD 29

ROLE PLAY SIMULATION - GROUP TASK

In groups of 3 (IF POSSIBLE) prepare a multicultural mediation simulation. Write your script or key notes below. Include aspects of conflict, resolution, and other aspects of mediation.

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



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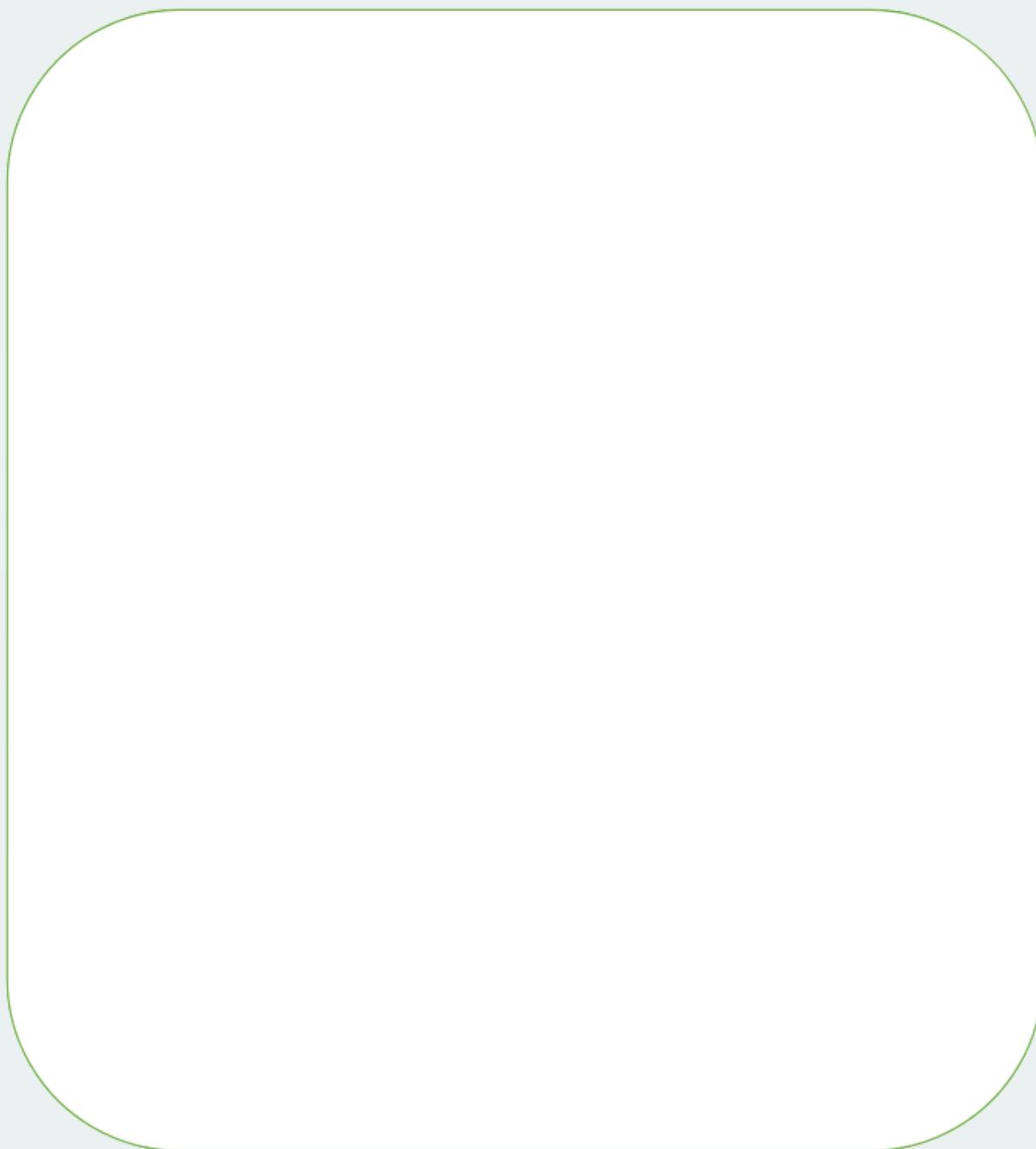


WORK CARD 30

ROLE PLAY SIMULATION - GROUP TASK

In groups of 3 (IF POSSIBLE) prepare a multicultural family mediation simulation.

Think about what challenges a multicultural family may face and what model of mediation you would use and why. You may refer to other materials such as infographics.



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WORK CARD 31

Define the key words below. Use the internet, your peers, or resources to help you.

Give an example of when you would use each of these in multicultural mediation.

FACILITATIVE MEDIATION

EVALUATIVE MEDIATION

TRANSFORMATIVE MEDIATION



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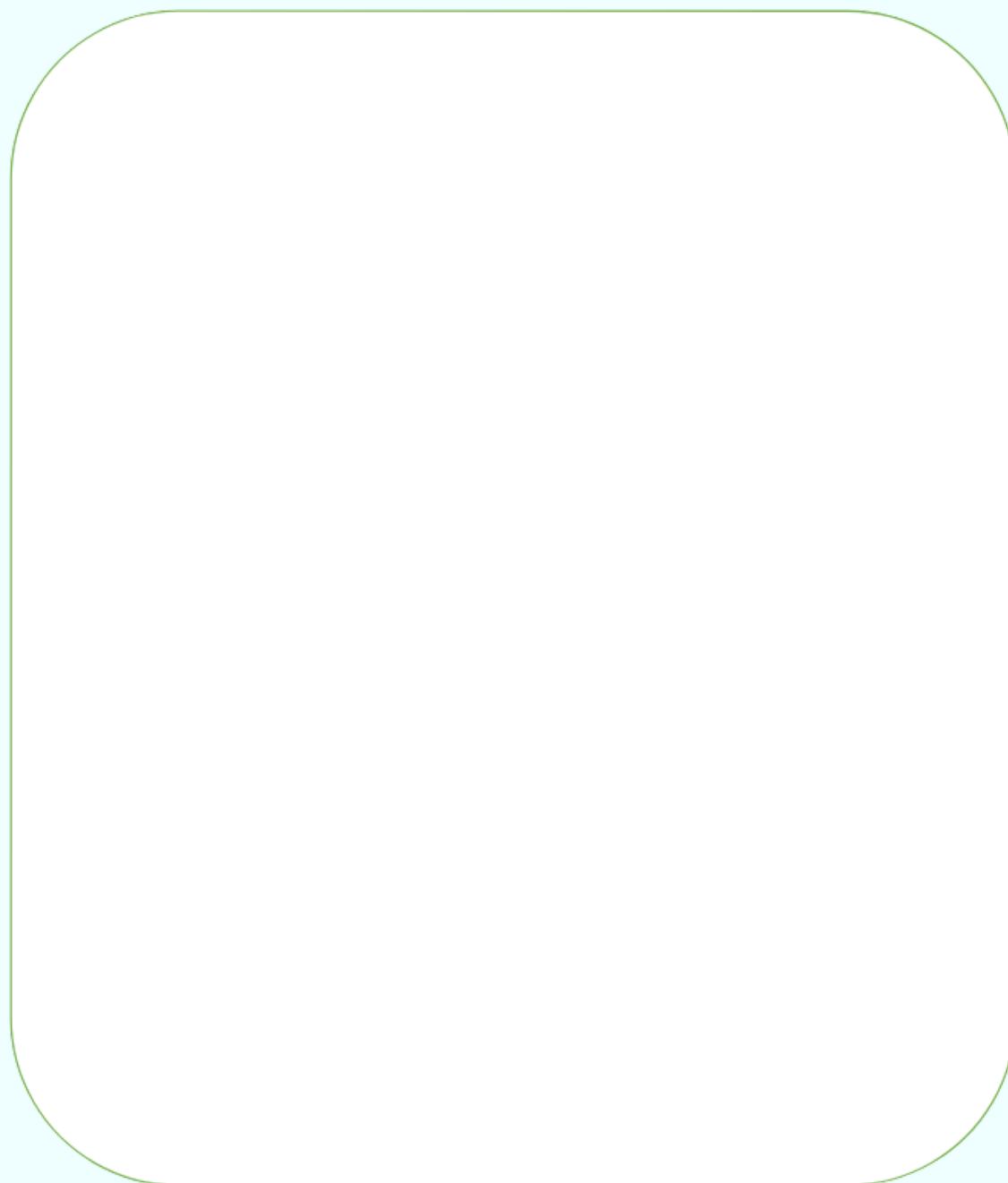


WORK CARD 32

You are giving a short presentation about what multicultural mediation is to a group of students at the local school (aged 12+).

Prepare your speech, think about active ways of engaging your audience and how you will explain the concept of multicultural mediation in a way where everyone will understand it.

Try give some examples of what conflicts students may face in their daily lives, and why multicultural mediation can help.



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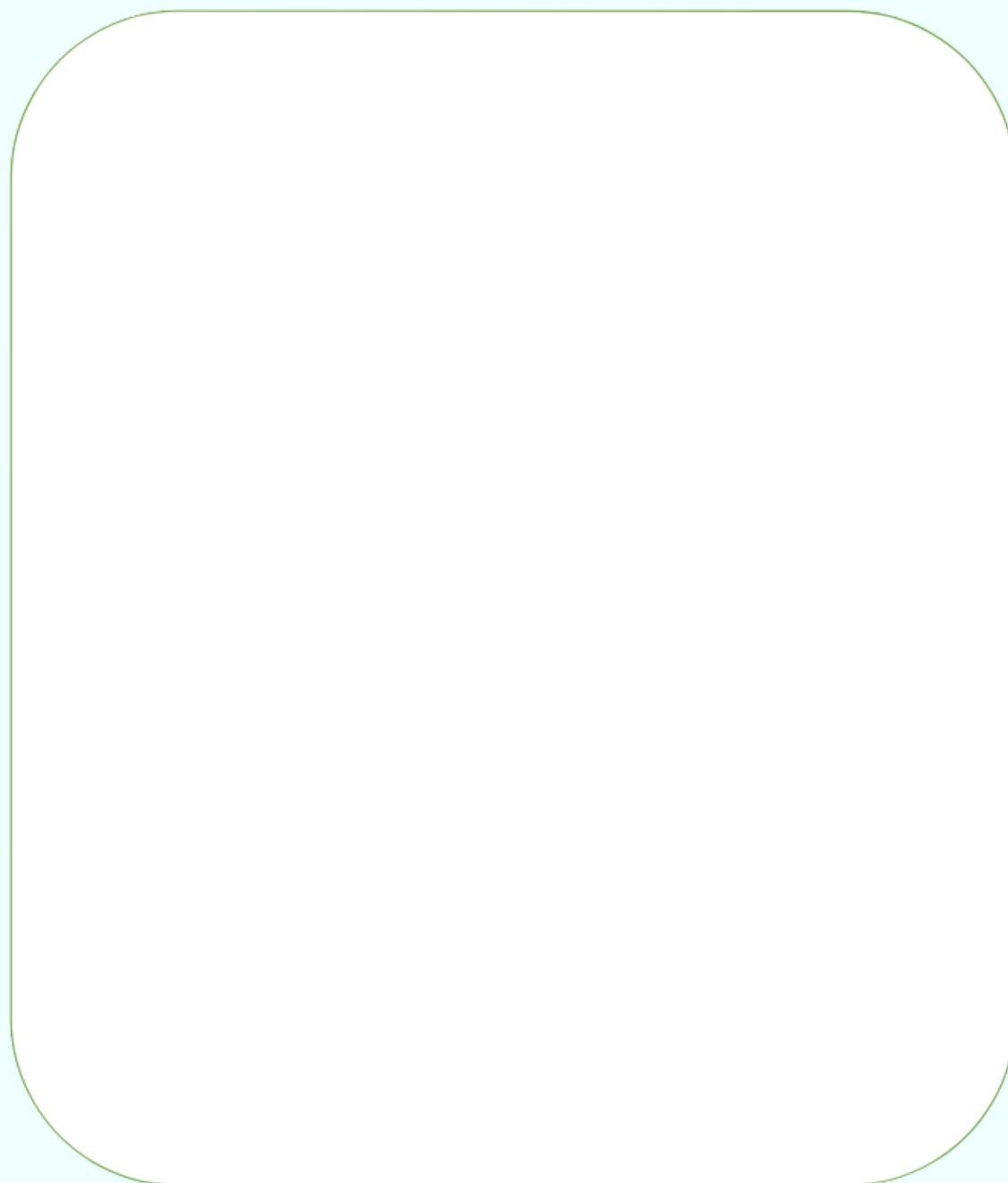
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WORK CARD 33

You are mediating a family case.

One parent is Roman Catholic and the other is Muslim. Both parents would like to keep their family and religious holiday traditions; however, they cannot seem to find common ground. Using your mediation knowledge, what solution would you propose in this case?

Think about: Your knowledge about both religions, mediation techniques and models, multiculturalism, cultural values, and family mediation.



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WORK CARD 34

You are in charge of an onboarding process of a new employee from India.

The new employee is a 32 year old man, religious (Hindu), with a wife and two daughters aged 4 and 5.

Create an onboarding plan which takes into account the cultural values of the new employee as well as what they might need to know about your organisation, as well as the city and country it is based in to help assimilate him and his family into the new environment.



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WORK CARD 35

You are in charge of an onboarding process of a new employee from India.

The new employee is a 32 year old man, religious (Hindu), with a wife and two daughters aged 4 and 5. He has been in your organisation for a week however, he has been late every day to work and struggles with time keeping. This has created tension in the team as well as the new employee being called to the director's office.

A conflict has arisen.



How are you planning to solve this conflict?

Think about:

- What type of conflict this is (give reasons for your answer)
- What mediation techniques you will use
- What solutions can you propose in this scenario?



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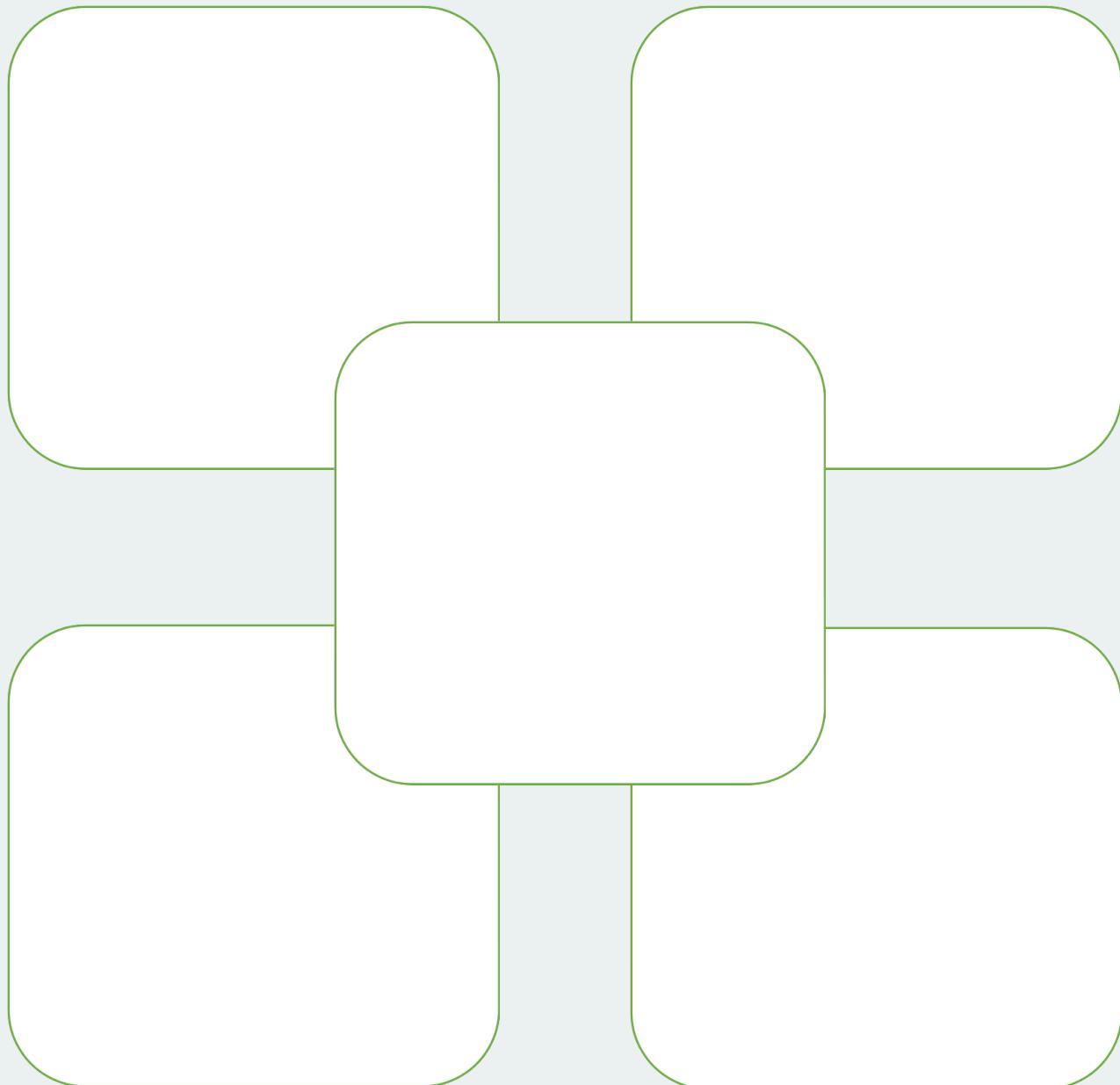
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WORK CARD 36

Presentation

Design 5 slides describing multicultural conflict.

- Think about what content you would like to pass on to others so that they understand multicultural conflict in more depth.
- Make sure you give examples of where multicultural conflict can arise.
- Try and make your content easy to understand for as many audiences as possible.



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WORK CARD 37

Fill out the boxes below using the appropriate description.

We recommend discussing your answers before/after you have written them down.

Name and explain four ways body language can lead to multicultural conflict.



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WORK CARD 38

Fill out the boxes below using the appropriate description.

We recommend discussing your answers before/after you have written them down.

Name and explain four ways multicultural conflict can arise in families.



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WORK CARD 39

Fill out the boxes below using the appropriate description.

We recommend discussing your answers before/after you have written them down.

Name and explain four ways multicultural conflict can arise in marriages.



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WORK CARD 40

Fill out the boxes below using the appropriate description.

We recommend discussing your answers before/after you have written them down.

Name and explain four ways of multicultural conflict resolution, and places/situations where it would be used.



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WORK CARD 41

Being a mediator

Write down 5 things you do to take care of your mental health and explain how they help.



A graphic of a brain with the words "EAT healthy" written on it, with green leaves on either side.

A large, light blue rectangular area with a green border, divided into five sections for writing. The sections are arranged in a grid: two columns on top, one column in the middle, and two columns on the bottom. The leftmost section of the middle column contains the "EAT healthy" graphic.

WORK CARD 42

Dealing with stressful situations.

Identify a stressor in your life and fill out the boxes below.

STRESSOR

HOW IS IT CURRENTLY?

HOW DO I WANT IT TO BE?

WHAT CAN I DO FOR IT TO BE THE WAY, I WANT IT TO BE?



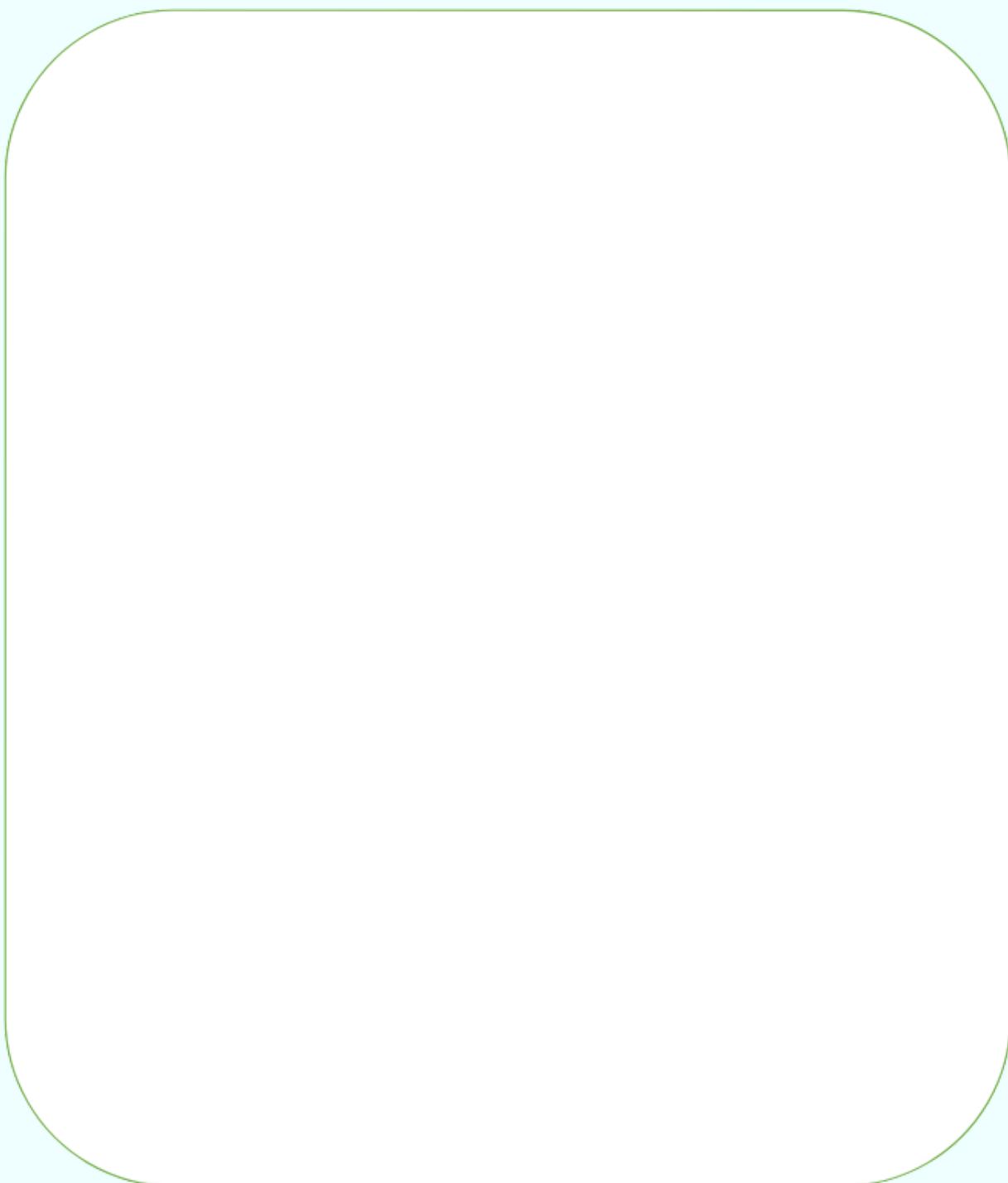
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WORK CARD 43

In pairs, design a workplace mental health policy that will help multicultural mediators to manage workplace and case stress.

Think about what you would like to have in an organisation where you work at, what your stressors are, and possible solutions.



A large, light blue, rounded rectangular area with a thin green border, designed for participants to write their responses to the task.



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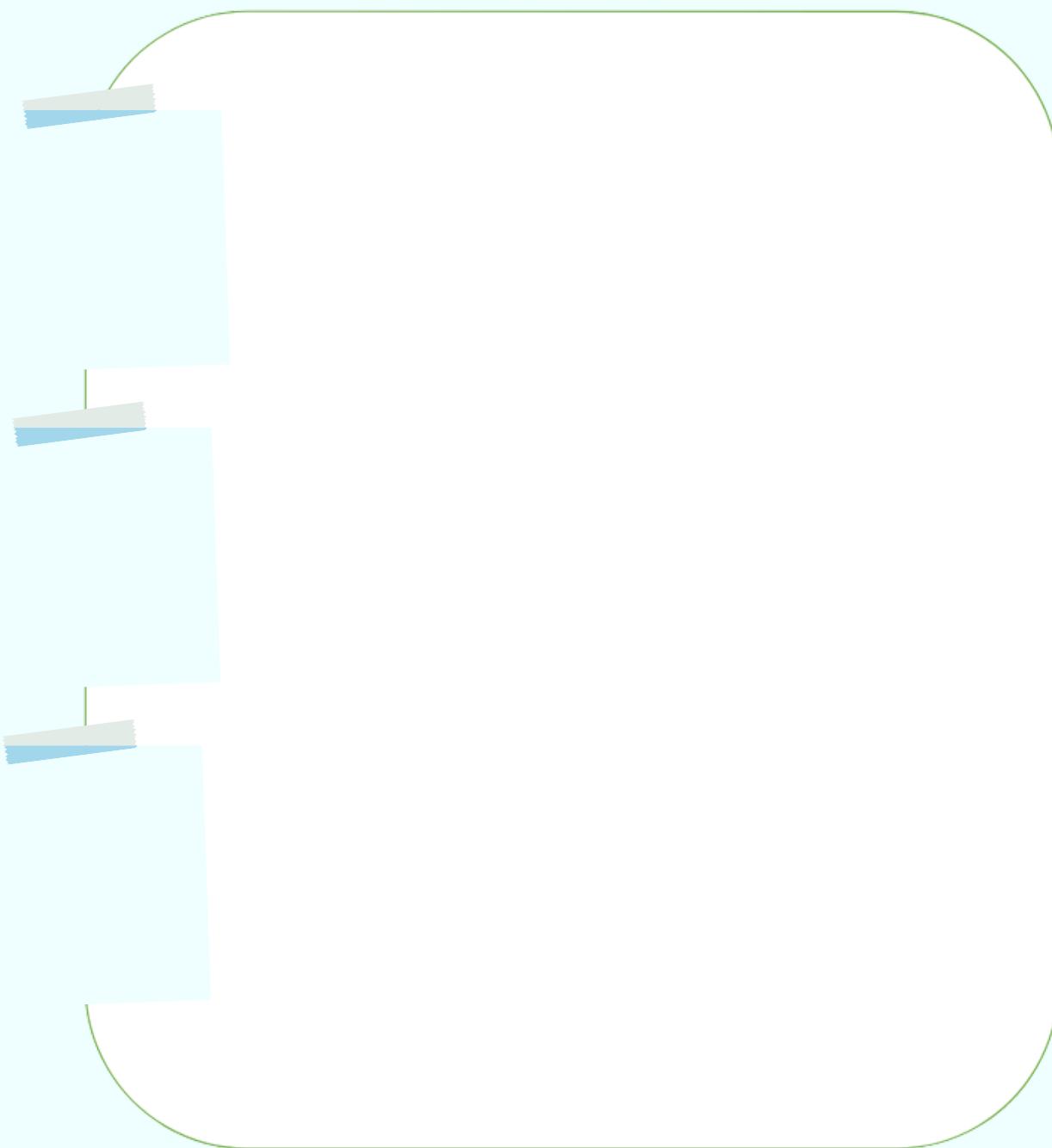


WORK CARD 44

Self-reflection

Plan how you will self-reflect before each multicultural mediation session you mediate.

Think about the tools you can use in order to look after your mental health and avoid compassion fatigue.



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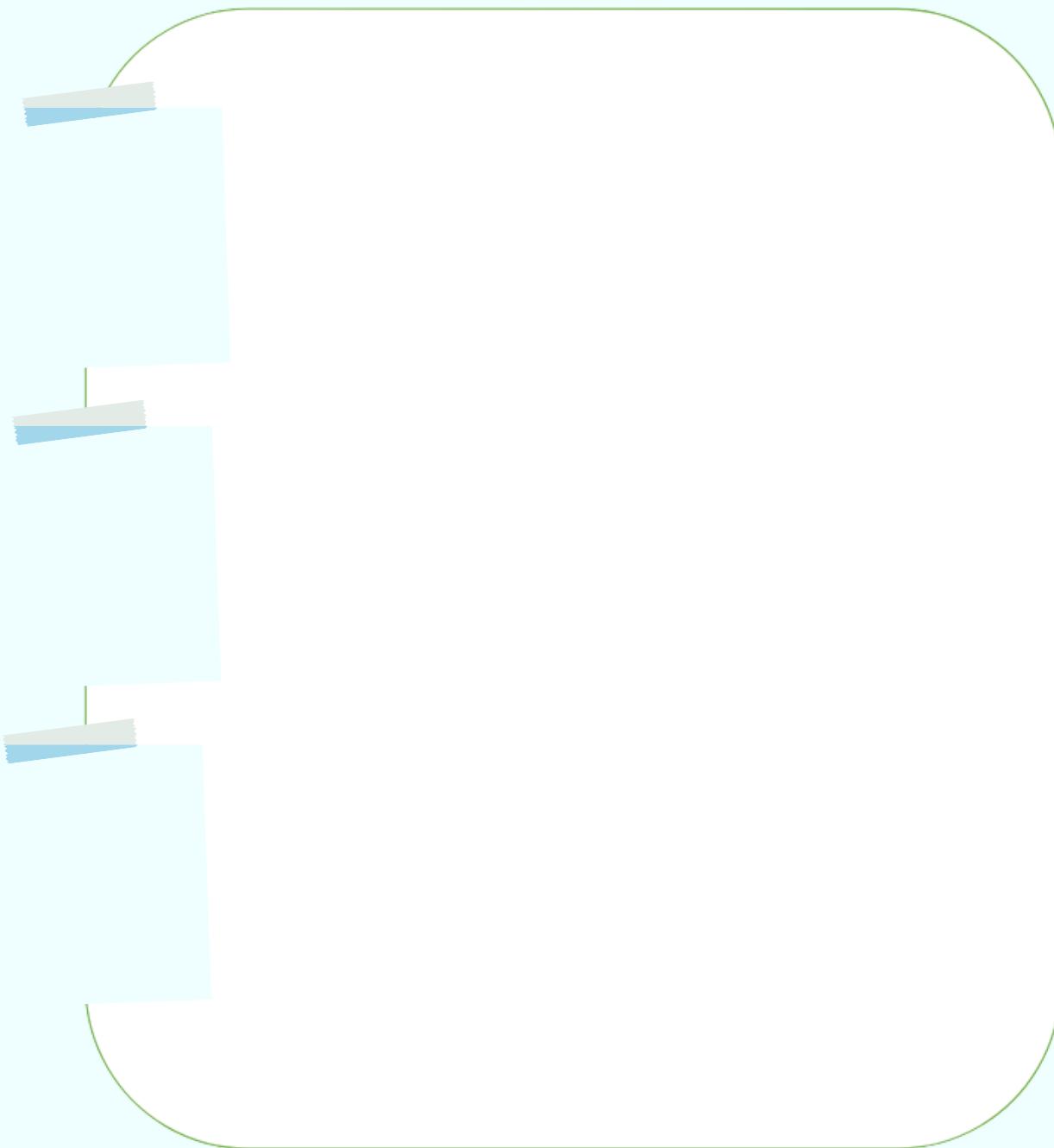


WORK CARD 45

Self-reflection

Plan how you will self-reflect after each multicultural mediation session you mediate.

Think about the tools you can use in order to look after your mental health and avoid compassion fatigue.



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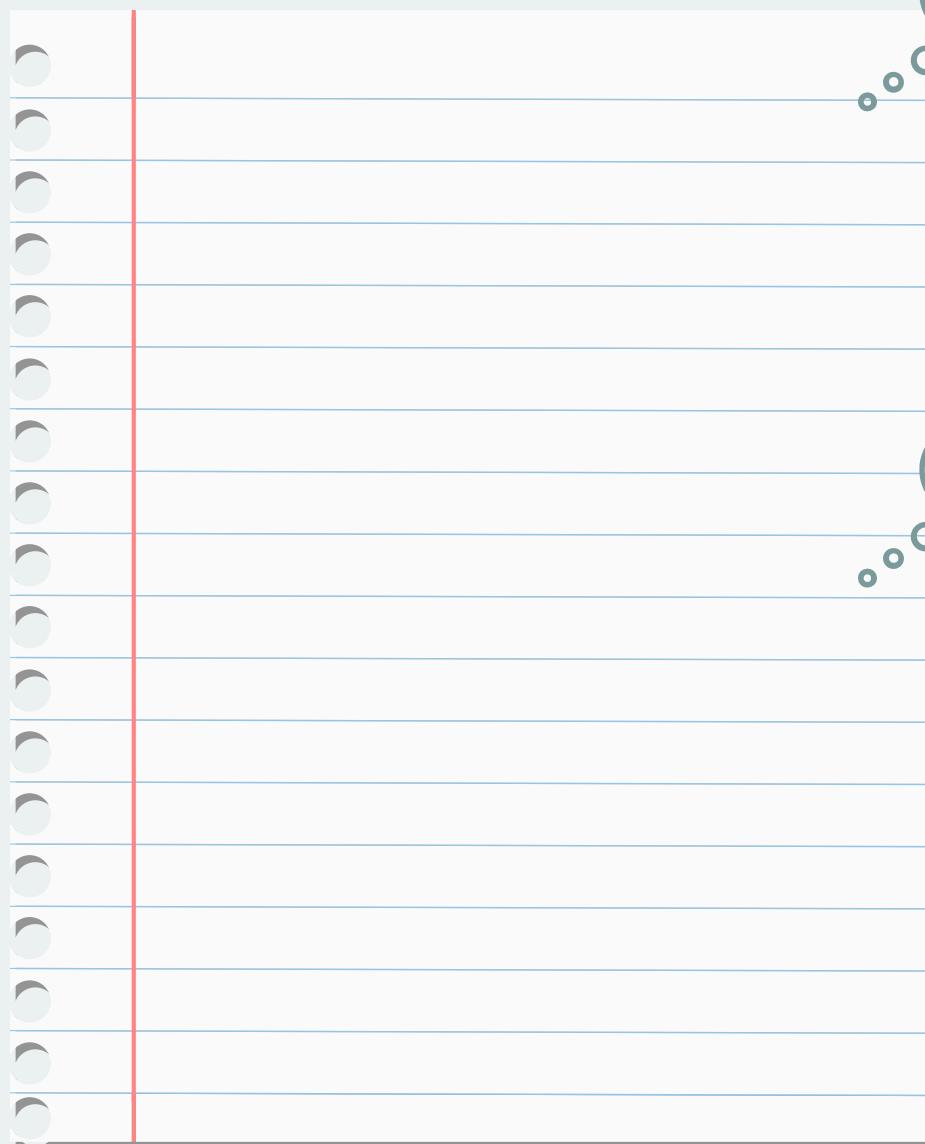


WORK CARD 46

Group role play scenario

In this scenario, there are four family members. The mother is a strong Roman Catholic, and so is her extended family, while the father is atheist. They are expecting the birth of their child soon, with the mother wishing to baptise the child, while the father strongly disagrees. The elder daughter is baptised, but like her father she is also now atheist. For the past month, they cannot seem to come to an agreement.

- As a multicultural mediator, how would you approach this scenario?
- What key questions would you ask?
- How would you resolve this conflict?



A vertical column of 15 small, light blue circles, each with a dark blue outline, arranged vertically along the left edge of a lined writing area. The writing area consists of a vertical red line on the left and a series of horizontal blue lines for writing on the right. There are two large, light blue cloud-like shapes on the right side of the page, one above and one below the writing area.



WORK CARD 47

Individual scenario

In this scenario, there are three family members. The mother is native in Spanish and fluent in English, and the father is native in Arabic and can speak standard level English: they are both fluent in French which is the language they use to communicate. Their child is starting school in England, speaking fluent English and understanding French. Both parents wish for their child to become fluent in their respective native languages, however the Sunday school lessons are both on at the same time. They cannot seem to come to an agreement on which class to send their child to.

- As a multicultural mediator, how would you approach this scenario?
- What key questions would you ask?
- How would you resolve this conflict?



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WORK CARD 48

Individual scenario

In this scenario, there are two students of different cultural backgrounds. They have been teasing each other about what the other is wearing in terms of their cultural clothes on the photos they have posted on social media. A teacher noticed how they got into a verbal fight during their maths lesson. Parents have been called into school to talk with the students and head teacher. You have been called in to help facilitate the mediation process between the students, parents, and the school.

- As a multicultural mediator, how would you approach this scenario?
- What key questions would you ask?
- How would you resolve this conflict?



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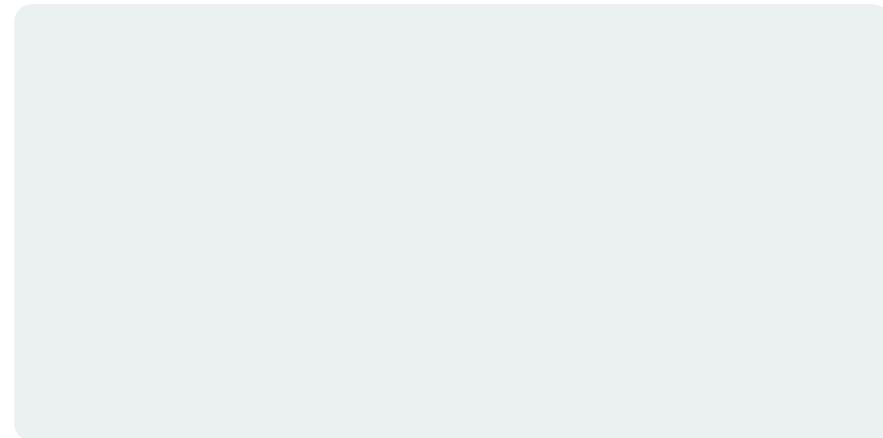
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WORK CARD 49

In pairs, create a multicultural mediation scenario. Include the main idea of the conflict, as well as the people involved. Then, swap the work card with your partner, and state how you would resolve the conflict.

Remember that this relates to multicultural mediation. It can involve any aspect of culture as well as any institution where the conflict may occur.

Scenario



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WORK CARD 50

Define the key words below. Use the internet, your peers, or resources to help you.

Give an example of when you would use each of these in multicultural mediation.

CO – MEDIATION

SHUTTLE DIPLOMACY

JOINT PROBLEM SOLVING



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WORK CARD 51

STAGES OF CONFLICT

Using the five stages of conflict, come up with an example of a multicultural conflict which could arise between a parent and a child during cultural festivities.



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WORK CARD 52

STAGES OF CONFLICT

Using the five stages of conflict, come up with an example of a multicultural conflict which could arise between an employer and employee regarding time off work for cultural practise.



WORK CARD 53

ESSENTIAL MEDIATOR SKILLS

Listing 5 skills which you think are most essential for a multicultural mediator, rate them on a scale of 1 - 5, and give an example of how you can further develop these skills.



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WORK CARD 54

There are 6 images.

What do you think of when you look at each one?

Write down your thoughts next to each one.



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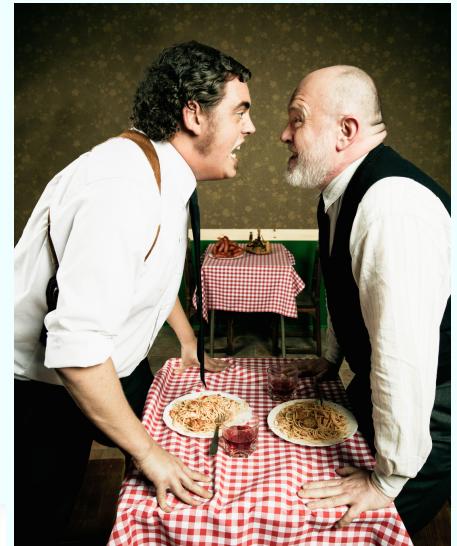
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WORK CARD 55

There are 6 images.

What do you think of when you look at each one?

Write down your thoughts next to each one.



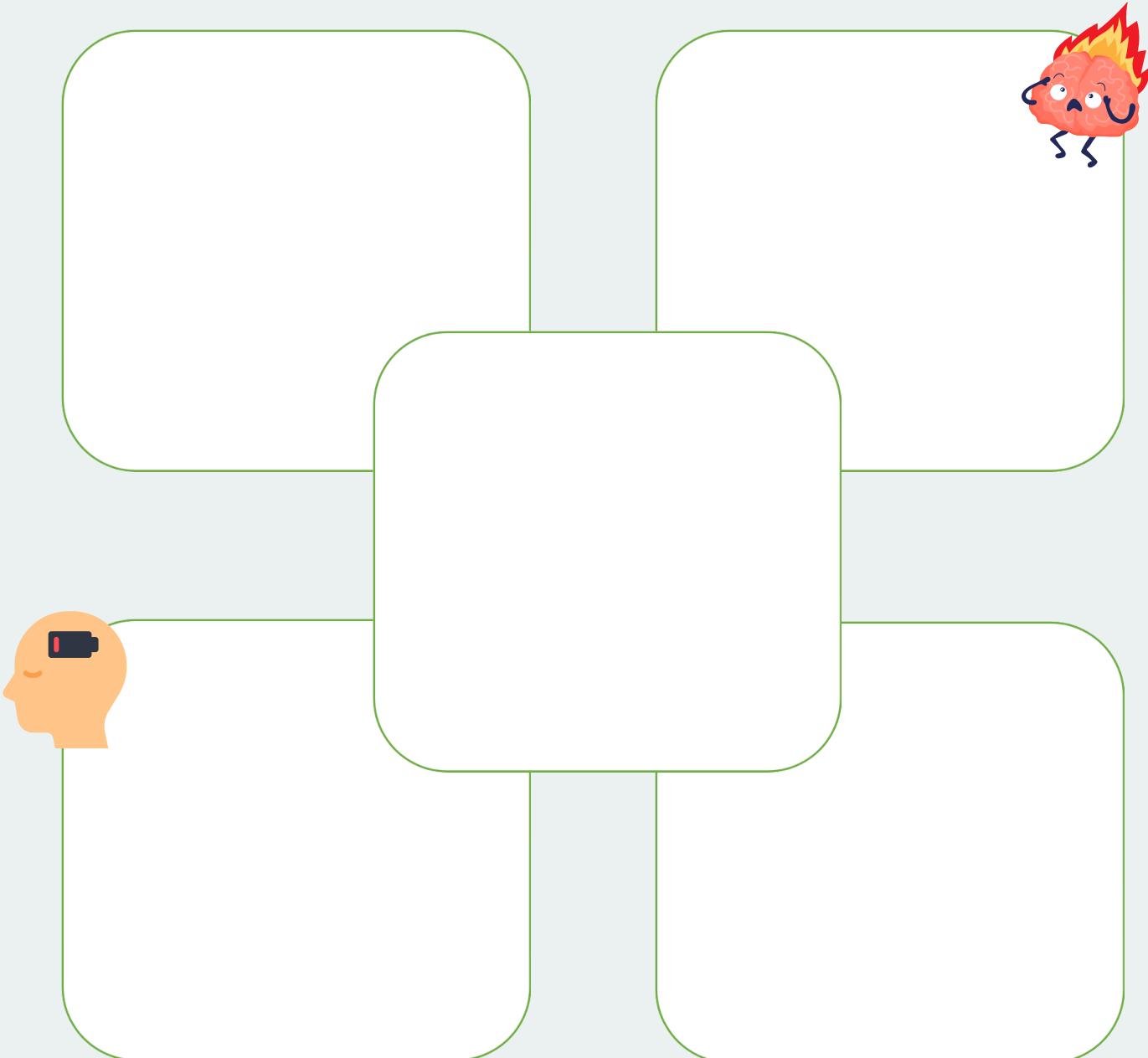
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WORK CARD 56

Burnout

- In one box, define the word burnout.
- In another, explain how it applies to your multicultural mediation practise.
- In the final three boxes, give examples of when you have experienced burnout / or situations which may lead to burnout in multicultural mediation.



WORK CARD 57

Burnout

Write down 10 top tips for your future self when it comes to burnout and mental health. This can be anything! When you are feeling down in relation to your job or personal life, use this to evaluate your next steps to avoid burnout. Think about signs and solutions.



WORK CARD 58

Multicultural mind map

Create a mind map based on multiculturalism. This can include definitions, facts, aspects of yourself, your workplace, key words, aspects of multicultural mediation... anything that comes to mind!

Try build off from your ideas to create further points on the map tree.



CASE STUDY 1

MINORITY CULTURES

THE STORY



Some employees believe that special treatment is given to staff members of minority cultures that is not given to the rest of the staff.

Recently a staff member was granted time and access to a special room to say prayers several times a day during their religious holiday.

The employees come to you and demand that they should be treated equally and also get granted extra breaks, even though they do not observe the religious holiday.

THE TASKS

1

Identify the assumptions and biases found in the scenario above.
Why are they problematic?

2

What would be your course of action in terms of explaining to employees that equal treatment in this scenario is not appropriate?
Why do you think this would be an appropriate solution?

3

How might the employee who has access to prayer time be affected by the request of their colleagues?

4

Write your own recommendations on how to prevent this occurring in the future within your organisation.

5

Share your ideas and discuss them with your peers.



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Capacity Building, Training, Learning

WORK CARD 60

Risk factors that affect vulnerability

Name five risk factors that affect vulnerability in people. They can be individual risk factors, relationship, or societal risk factors.

Use the internet, your peers, or resources to help you.



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