



MEDIATOR PROGRAM

MEDIATOR PROGRAM - the future of education

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MODULE I - INTRODUCTION TO MULTICULTURAL MEDIATION

1. Mediation models and theories
2. What is multicultural mediation?
3. Introduction to Multiculturalism
4. Introduction to Diversity
5. Multicultural and diverse families
6. Vulnerable groups - characteristics
7. Understanding multicultural conflict
8. Forms of conflict resolution

MODULE II - MULTICULTURAL MEDIATION CONTEXT

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

MODULE III - PRACTICE OF MULTICULTURAL MEDIATION

1. Principles of effective multicultural mediation
2. Conflict management styles
3. Conflict management styles - questionnaire
4. Personality colours and different types of clients' personalities
5. Multicultural mediator competence and skills
6. Multicultural communication

MODULE VI - ETHICS AND TOOLS OF A MULTICUTURAL MEDIATOR

1. Professional burnout. How to prevent it?
2. Self-development and autoreflection
3. EU Ethics code
4. Preperation of documents in multicultural mediation

MODULE V - LEGISLATION

1. EU Directives:

The legal issues of immigrants in the EU - regulations and directives:

- 2003/86/EC on the right to family reunification
- 2003/109/EC on the status of third-country nationals who are long-term residents
- 2004/114/EC on the admission of students
- 2005/71/EC on facilitating the admission scientists in the EU
- 2008/115/EC on the return of illegally staying nationals including over
- 2009/50/EC on the admission of highly qualified migrants

2. Additional sources of knowledge

- The Hague Convention
- Child Alert
- Passport and Citizenship Regulation as part of mediation