



# **BUILDING KNOWLEDGE IN THE CONTEXT OF MULTICULTURALISM AND VULNERABILITY**

**SCENARIO 6: MENTAL HEALTH AND SELF CARE  
IN THE WORK OF A MULTICULTURAL MEDIATOR**



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## 1. INFORMATION

- Duration of the workshop
- Recipients of the workshop
- Number of participants
- Working methods
- Materials needed for the workshop
- Aim of the workshop

## 2. WORKSHOP OUTLINE

- Introduction to the workshop
- Introducing the workshop leader/s
- Ice breaker: Group integration
- Establishing group rules

## 3. SUBSTANTIVE CONTENT

- Mini- lecture
- Presentation
- Infographics
- Worksheets

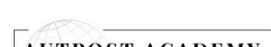
## 4. END OF WORKSHOP

## 5. EVALUATION QUESTIONNAIRE

## 6. CERTIFICATE TEMPLATE



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# 1. INTRODUCTION



## Duration of workshop:

4 clock hours

## Workshop recipients:

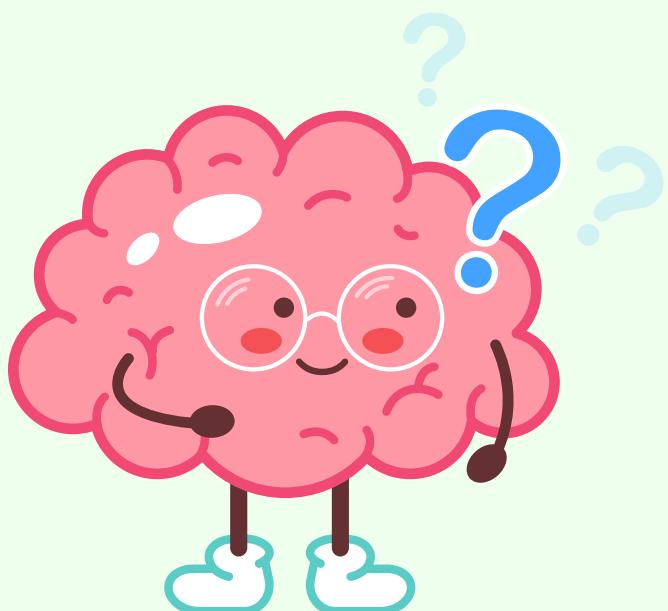
The recipients of the workshop are qualified mediators who wish to develop and increase their knowledge on the topic of mental health and self-care in the work of a multicultural mediator.

## Number of participants:

A group of 10 people. It is also possible to conduct the workshop in a smaller group of at least 8 people or a larger group of 12 people depending on the premises.

## Proposed working methods:

- Brainstorming
- Active methods of conducting the workshop: individual work
- Active methods of conducting the workshop: work in groups
- Individual work
- Relaxation techniques
- Psychoeducation
- Mini lecture



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## Example materials needed for the workshop:

- Work cards,
- Felt tip pens
- Crayons
- Markers
- Sticky notes
- Flip chart
- A4 sheets
- Pens
- Laptop/computer
- Projector
- Speakers
- Certificates
- Evaluation questionnaire



## Aim of the workshop:

The main goal is to equip participants with the necessary knowledge about mental health in the profession of a multicultural mediator.

The workshop aims to provide participants with skills needed to successfully look after their mental health and how to prevent compassion fatigue in the work of a multicultural mediator.

Furthermore, this workshop aims to provide participants with the necessary skills set to be able to successfully look after their mental health, understand the differences between compassion fatigue and burnout as well as what signs to look out for to be able to identify those in their daily lives.

## 2. WORKSHOP OUTLINE



### 1. Welcome – Introduction of the workshop leader (5 min)

- ✓ Full name
- ✓ Education
- ✓ Professional experience
- ✓ Interests

### 2. Ice breaker – introduction of workshop participants (20 min)

The workshop leader writes down the sentences on a flipchart and asks participants to take turns in answering them:

**Hello my name is...**



**I like...**



**I don't like...**



**I feel confident in...**



**Today I would like to...**



**My favourite meal is...**



**My favourite colour is...**



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### 3. Group rules - (15 min.)

The workshop leader distributes two sticky notes to the participants and asks the participants to write down on one of them what we do and on the other what we don't do during the workshop to ensure a nice and safe atmosphere.

The leader gives participants 2 minutes for this task.



**What we do**

- We are kind to each other
- We respect each other
- We communicate when we need breaks



**What we don't do**

- We don't criticise each other
- We don't use mobile phones
- We don't judge other people's opinions

The workshop leader collects the sticky notes, reads them aloud, asks if everyone agrees to the presented rules and sticks them in a visible place.

The leader then asks participants to write their name on another sticky note and stick it in a visible place on their chest.



## Verification of expectations - (10 min)

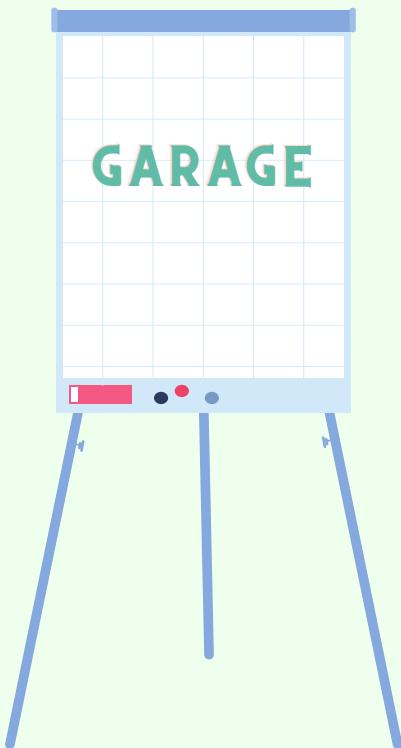
The workshop leader distributes one sticky note to the participants and asks them to write down their expectations in relation to the workshop and gives 3 minutes for this task.

The sticky notes are collected, and the workshop leader reads the questions/statements and discusses them.



## Garage - (5 min)

The workshop leader takes out a previously prepared A4 sheet / flipchart with the title "GARAGE" and a marker and informs the participants what the "Garage" is.



**"Garage"** - during breaks in the garage, each participant can anonymously write down a question about the content and the workshop. The questions will be answered after the break.



# 3. SUBSTANTIVE CONTENT



## Mini – Lecture (30 min)

### **Ayala Pines and Elliot Aronson, the authors of the book 'Career Burnout':**

Causes & Cures', define burnout as "A state of physical, emotional, and mental exhaustion caused by long term involvement in emotionally demanding situations."

### **If you've experienced burnout at work, you could identify with one of the following scenarios:**

- You enjoy your work and are competent at it, but you don't get along with your coworkers or the workplace culture, and you don't feel "fulfilled" by your employment.
- You may enjoy the workplace culture, perform well at your job, get along with your coworkers, and be content with your salary, yet you may not feel fulfilled by the work you do.
- Even if your job or career path is meaningful, the working atmosphere is pleasant, you receive the money you believe you are worth, and you get along well with management and your coworkers, you are nonetheless exhausted.

As mediators, we encounter people who are facing challenging circumstances that test their capacity for patience, reason, and empathy. As mediators, it is our responsibility to create procedures that make it easier for parties to participate in mediation and, as a result, provide them the chance to proceed.

The way we do this will rely on a number of variables and the rapport we are able to develop with the parties. Also, it will rely on the parties' capacity and readiness to take part in the mediation process.

Burnout is a frequent issue at work, and it gets worse when we take our job home. The likelihood of burnout has increased given how the boundaries between work hours and free time have been fuzzier in the work-from-home environment. The good news is that burnout can be overcome by any of us if it is recognised and acknowledged early on. Burnout is sneaky, and each person will manifest and feel it differently.



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### 3. SUBSTANTIVE CONTENT



**Beside those that are mentioned here, you may see other mental, physical, and emotional red flags:**

- Altered eating or sleeping patterns
- Anxious feelings
- Reduced immunity and psychosomatic symptoms, such as nausea, headaches, migraines
- Brain fog or forgetfulness
- Putting off important chores in favour of eating
- Choosing drugs or alcohol as a coping method

It is important that as multicultural mediators we look after our own mental health and are able to spot signs of burnout and compassion fatigue. Multicultural mediators will deal with a number of cases throughout their careers that can have an adverse effect on their mental health due to problem sharing and information that the parties disclose during mediation.

It is extremely important to have various tools at hand and be able to spot when we are entering the zone of compassion fatigue.

The word "compassion fatigue" refers to the negative effects of helping others on one's body, mind, and emotions, frequently as a result of stress or traumatic events. Burnout, which is a buildup of feelings of exhaustion or discontent, is sometimes confused with compassion fatigue.

While burnout is a component of this type of fatigue, compassion fatigue refers to a more unique feeling that may be triggered by a demanding job or environment, a lack of resources, or working long hours.



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### 3. SUBSTANTIVE CONTENT



So how can we look after our mental health as multicultural mediators?

Here are some tips to help you make a start on your daily self-care:

**Be well-prepared days in advance** - Avoid any factors that can unnecessarily increase your stress on the day of your mediation. Prepare any documents or information you must bring to the mediation in advance, and plan yourself well in advance to avoid rushing about the last minute. To ensure that you won't be concerned about handling that obligation during the mediation, make sure you have childcare booked in before and are aware of the mediation's start and end timings.

**Create a low-key, calming activity to do after your mediation** - Avoid leaving your session and immediately returning to work or rushing off to another busy appointment.

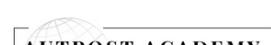
If you believe that mediation will be emotionally challenging for you, you might want to schedule a counselling session in advance or a post-mediation debriefing. Even just knowing that you have a strategy for what comes next might be consoling.

Mediators frequently experience work-related stress. If you're starting to feel that your compassion fatigue symptoms are affecting your life, reach out to a doctor. They could suggest that you speak with a trauma-focused psychologist or psychiatrist. If you are having any physical symptoms, your doctor could also be able to address them.

It's critical to seek out expert assistance if you're feeling overburdened by your duties as a multicultural mediator. By speaking with a therapist, psychiatrist or a trauma specialist, you may be able to reduce your emotions of stress, worry, and weariness.



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### 3. SUBSTANTIVE CONTENT



**You may use the following tactics to build an inclusive and diverse workplace:**

Acknowledge the religious and cultural holidays of each group.

Typically, businesses observe the national holidays in the regions in which they conduct business. Having a company-wide calendar that incorporates significant dates for your workers' various ancestries and religions will make them feel more at home.

Your other employees will also learn about and be interested in these holidays, which will increase everyone on your team's sense of belonging.

Create a training programme for diversity and inclusion.

This will set the tone for how your staff interacts with one another. It is advised that this programme be a part of your onboarding procedure and that it be very clear about the penalties for acts of violence or prejudice.

Also, you will encourage empathy, respect, and equality in this way. Ultimately, your business will gain from training your workforce on these concerns. For instance, a research by Deloitte found that inclusive businesses are twice as likely to reach or surpass financial goals, three times more likely to have high performance levels, and eight times more likely to have superior economic results.



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### 3. SUBSTANTIVE CONTENT



As well as looking after our own mental health, it is extremely important to look after the mental health of staff if you lead an organisation which employs multicultural mediators.

#### **An organisation can do the following to help staff with their mental health:**

- Establish a "safe space" in the workplace where employees can take a break, talk to a friend or other sources of support, and access self-help.
- Make self-help information available to employees and share the strategies and modifications that have been successful in supporting others.
- Encourage individuals to work on enhancing their resilience and engaging in activities that promote good mental health, such as exercise, meditation, or healthy eating.
- Offer regular opportunities to discuss, review, and reflect on people's positive achievements - this can help people to build up positive self-esteem and develop skills to better manage their triggers for poor mental health.
- Encourage people to be more aware of their mental state and consider what factors affect it in the workplace.

We frequently have a tendency to overlook our own needs when juggling several jobs and helping others with their own issues. Despite the fact that self-care is essential to our productivity, it is often taken for granted. In order to be our best selves at work, we need to look after ourselves.



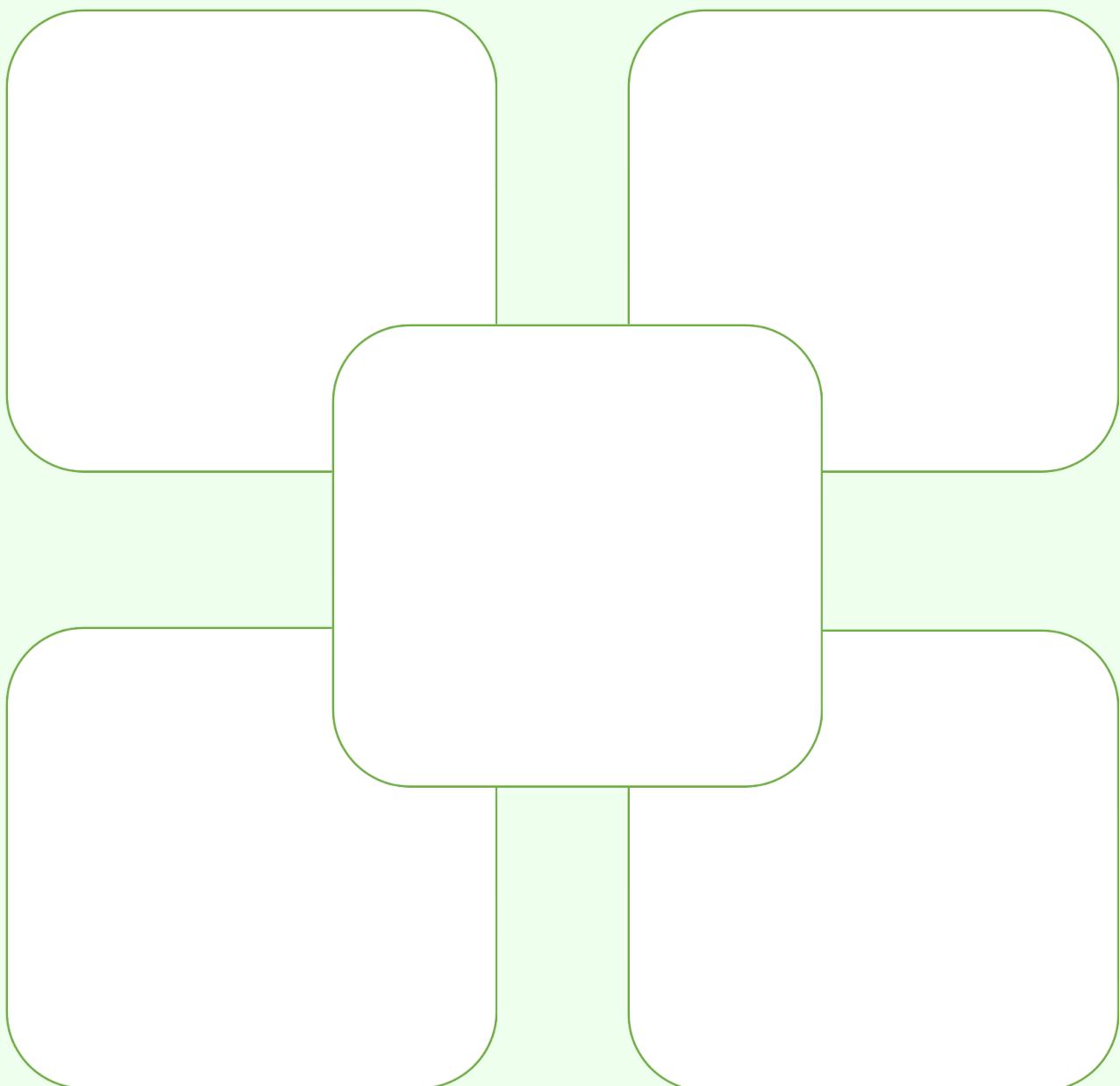
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# TASK



**Write 5 things you do to take care of your mental health.**

A large, light green tree outline with 10 empty rounded rectangular boxes for writing. The tree has a central trunk and branches extending to the left, right, and bottom. The boxes are arranged in a grid-like pattern around the tree.

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# TASK



## TASK 2

Dealing with stressful situations.

Identify a stressor in your life and answer the following?

### 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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# TASK



## TASK 3

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.



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# TASK



## TASK 4

### 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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# EVALUATION QUESTIONNAIRE

**Workshop titled:**

**"MENTAL HEALTH AND SELF CARE IN THE  
WORK OF A MULTICULTURAL MEDIATOR"**



**Dear participant,**

We hope that today's workshop was interesting for you, and you could learn a lot of interesting things that will help you succeed in your professional and private life.

We are committed to receiving feedback from you, so we will be very grateful if you take the time to complete the evaluation questionnaire below.

The statements are rated on a scale of 1-5.

1 = 'Definitely don't agree'

5 = Definitely agree

Please tick the rating you agree with next to each statement.

**The questionnaire is anonymous.**



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No.	STATEMENT	1	2	3	4	5
1.	The workshop provided me with an in-depth knowledge surrounding mental health and self-care in the work of a multicultural mediator.					
2.	The workshop allowed me to get answers to the questions that have arisen in my professional and private life.					
3.	The workshop provided me with useful tips and skills of self-care and ways to look after my mental health.					
4.	The workshop provided me with knowledge and skills of in the area of compassion fatigue in the work of a multicultural mediator.					
5.	The workshop has made me feel more prepared to undertake the role of a multicultural mediator.					
6.	Which part of the workshop did you like the most and why?					
7.	Would you take part in other thematic workshops? YES <input type="checkbox"/> NO <input type="checkbox"/>					
8.	If yes, please write down the topics that would interest you.					
9.	Additional comment					

**Thank you for completing the questionnaire!**



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# CERTIFICATE

**This is to certify that**

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**Took part in workshop titled:**

**"MENTAL HEALTH AND SELF CARE IN THE  
WORK OF A MULTICULTURAL MEDIATOR"**

**Project No:**

**Institution/ Company:**

**Workshop leader:**

**Date:**

**Place:**



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