



Language & Culture Animateur Training

Module 5: Intercultural mediation and leadership



Welcome!



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My learning goals



Take 2 minutes to record what you want to achieve from this session in your learning diary.



Module 5 contents:

We will look at:

- Empowering people
- Stimulating active participation
- Leadership - who is a leader?
- Finding common ground to create a "community"
- Conflict prevention and conflict resolution

By the end you will you will be able to:

- ✓ Understand the concept of “empowering” people
- ✓ See examples of how to stimulate participation
- ✓ Get a better idea of how to be a “leader” for your group
- ✓ Understand how finding “common ground” can be key to to avoiding and / or managing conflict

Empowering people



Empowerment: the L&C Animateur

EMPOWERMENT is the process of helping someone become stronger and more confident, especially in controlling their life, knowing and claiming their rights.

As learning the language of the country where you live is the most important first step in the empowerment process **the ultimate goal of a L&C Animateur is to empower their learners.**



As a future L&C Animateur, you are giving people a voice.

It is important that you are aware of your role going beyond teaching the language.

Participation as empowerment



Stimulating participation within a small group with a “mediator” is a first step to **EMPOWER** people to participate more widely in bigger contexts.

In the following slides, we will look at how to support a process of personal empowerment within your Language Club learners, by stimulating participation.

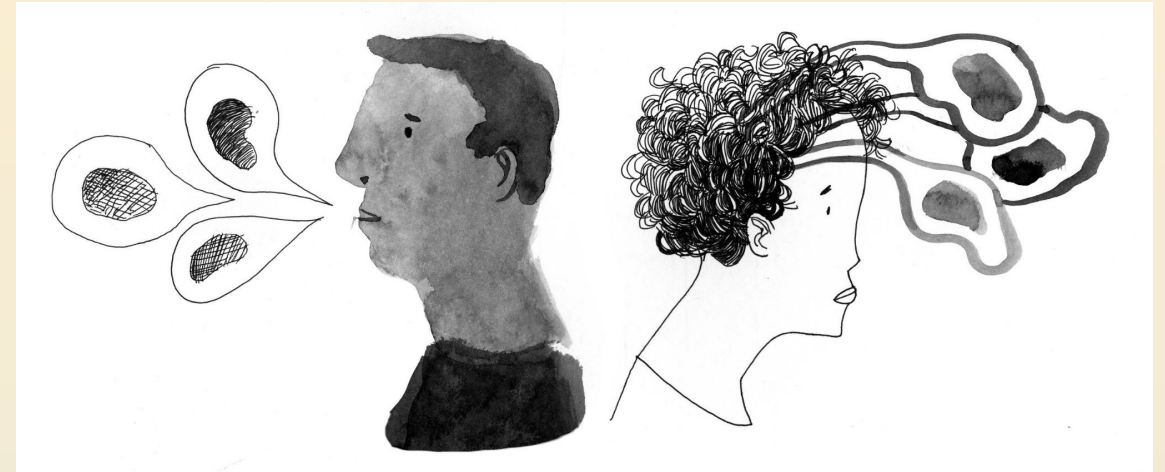


Stimulating participation

“Silence is a symptom”

Silence and lack of engagement is a sign that people are holding back. It is important to understand **WHY**. For example, they could:

- Lack self-confidence
- Fear not being understood (language barrier)
- Fear not being able to communicate thoughts, feelings, impressions etc. (communication barrier)
- Fear causing tensions / conflict
- Lack trust in process / people
- Lack motivation



Encouraging participation requires understanding and addressing what's holding people back.

Of course, it is important to remember that sometimes, people just need some silent time to reflect and consider what they want to say or do.



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6 tips to encourage participation

1. **WARM UP:** Facilitate some quick exercises to develop empathy and connection. Let people share small personal stories with a partner. Working in pairs makes it safer for participants to open up
1. **LET PEOPLE VOLUNTEER TO SPEAK:** this can start a flow of conversation involving others
1. **BEGIN MEETINGS WITH QUICK CHECK IN:** let everyone say something at the start of a meeting to break the ice.
1. **PLAN THE MEETING:** Ensure you get everyone to say something each time
1. **SHOW THAT YOU CARE:** make sure everyone knows that you care about their thoughts and feelings, also through your body language
1. **SHOW YOUR OWN VULNERABILITIES:** If you want people to feel comfortable discussing mistakes, start by embracing yours. If you want people to embrace their vulnerabilities, begin by showing your own.



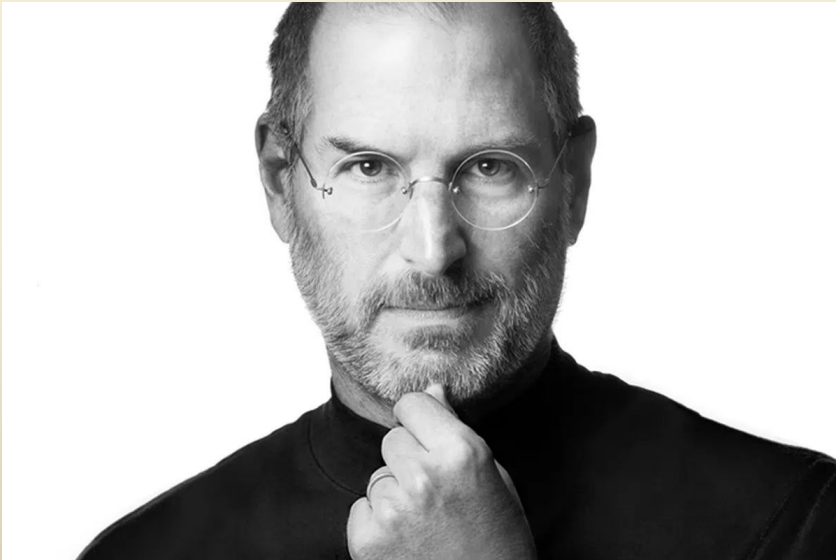
What is
leadership?



Leadership: what is it?

“Leadership is about inspiring people to do things they never thought they could.”

— Steve Jobs



Leadership encompasses the ability to "direct", influence or guide other people or groups.

It is a process by which someone can guide the behaviour and work of others towards the accomplishment of a goal.



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6 good leadership qualities...(+ 1)

1. **Effective communication:** being able to express yourself openly and build empathy with other people is the foundation of effective leadership. And what is the #1 most important part of communication? **Active Listening** (see **Module 3**)
2. **Empathy:** have enough open-mindedness to understand peoples' motivations, hopes, dreams, and problems so that they can forge a deep personal connection with them (see **Module 3**)
3. **Humility:** a focus on problem-solving and group dynamics rather than focusing on themselves.
4. **Resilience:** are positive and lead by example, responding to difficult situations in a calm, collected manner. They focus on solutions rather than on problems.
5. **Vision:** giving people a vision of the future, inspiring loyalty, enthusiasm, and commitment. They remind everyone of the big picture and challenge people to outdo themselves.
6. **Influence:** leadership and influence are not interchangeable and respect has to be earned, not given.



... +1: great leaders are helpful

They take care of the people they lead. Everyone within a group is different and needs different help. Some need to be challenged; others to be coached; most want to feel supported. Take the time to understand, rather than assume what each one needs. Before sharing your input, understand what people need...by asking...

➤ **How can I help you?**



This question is powerful. Not only it shows that you want to help people succeed, but it's personal too. You are inviting people to express their specific needs. Offering help requires intellectual humility. Learn to listen. Treat people as they want to be treated. Don't assume that everyone needs the same. Asking "How can I help you?" engages participation.

Quick Break

Let's take a break.

In the next session we will look at finding
“common ground” as a way to prevent
and/or manage conflict



Understanding conflict



Understanding conflict

Conflict is defined as a clash between individuals arising out of a difference in thought process, attitudes, understanding, interests, requirements and even sometimes perceptions.

Remember that **conflict is natural** and happens in every ongoing relationship.

Conflict is a sign of a **need for change** and an **opportunity for growth, new understanding, and improved communication.**



Conflicts can be of many types: verbal, religious, emotional, social, personal, organizational, community and so on.



5 phases of a conflict

Start phases -

where a conflict can be prevented

1: Prelude - It involves all the factors which possibly arise a conflict: differences in interests, dissimilarity in cultural, religion, educational background etc...

2: Triggering Event - No conflict can arise on its own. There has to be an event which triggers the conflict.

Development phases -

where a conflict must be managed

3: Initiation Phase - Heated arguments, abuses, verbal disagreements ...

4: Differentiation Phase - individuals voice their differences. The reasons for the conflict are often raised in the differentiation phase.

5: Resolution Phase

this phase explores the various options to resolve the conflict.



Preventing conflict

In **phases 1 and 2**, conflict can still be prevented. In order to prevent conflict, you need to **be aware of existing factors** (phase 1) and the **possibility of a triggering event** (phase 2)

- ❖ One way to prevent conflict, is to bring out in the open all the differences in the group (see Module 2 Handout: [Tool for cultural awareness analysis](#))
- ❖ Secondly, as a leader, you should be able to **find “common ground”** within the group



Later, we will look at how to find common ground as a strategy to prevent and manage conflict



Managing conflict #1

In **phases 3 and 4**, conflict must be managed and resolved.

1. **Accept conflict:** it is natural
2. **Be a calming agent:** your response to the conflict can escalate or decrease the intensity of the problem. To be calming, provide an objective or neutral point of view
3. **Listen actively:** This will help clarify the specific problem
4. **Use neutral language:** When people are in conflict they often use inflammatory language, profanity, name calling, and exaggerations that escalate the conflict.



More tips in the next slide...



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Managing conflict #2

5. Separate the person from the problem:

View the problem as a specific behavior or set of circumstances rather than attributing negative feelings to a person

6. **Agree to disagree:** When managing conflict, seeking the “truth” can trap you rather than set you free - it is better to accept that people may have different “truths”

7. **Focus on the future:** create a plan to address the present conflict and those that may arise in the future

8. **Avoid second-hand reports/rumours:** Encourage people to deal directly with the person they are in conflict with



9. **Maintain confidentiality:** ensure that you don't discuss conflict externally unless legally obliged to.



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Finding common ground



Finding “common ground”

to prevent and manage conflict

In a multi-cultural setting, finding “common ground” means agreeing a way of being together that’s respectful of everybody’s cultural backgrounds and allows the group to create a positive atmosphere. **It is a PROCESS.**

N.B.: Every group is different and should develop its own “common ground”

It is the role of the L&C Animateur to lead a process of finding common ground.

- ☐ In Module 2, we discussed how to use the [Tool for cultural awareness analysis](#)
- ☐ This can be your step 1 to start the process and involve the group in finding its own way of being together

In the next few slides, you will find some more practical advice



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Advice #1: ASK

Asking learners directly to share the common cultural “norms” of their countries of origin can help to:

- ✓ correct any cultural misunderstandings
- ✓ involve the whole group in fun games
- ✓ create a positive group atmosphere

Our advice is to do this in your first session with the group and again if new people join.



Advice #2: SHARE

When learners share information about their background culture, participate and share your own!

Learners may already know them
but this can help to:

- ✓ provide them with more information about you and the national culture
- ✓ be part of fun games and a positive group atmosphere
- ✓ support you in setting ground rules



Advice #3: AGREE RULES

For a group to work well, everyone will need to adapt!

Setting and agreeing “GROUND RULES” is fundamental to:

- ✓ ensure that everyone feels respected
- ✓ ensuring people feel comfortable
- ✓ support your role as a “mediator”



Self reflection

Think about yourself in a conflict situation:

- ☐ How do you deal with conflict in your own life?
- ☐ How do you help others in a conflict situation?
- ☐ Which tips can you follow easily?
- ☐ Which tips would be hard for you to follow?



Write down your answers in you learning diary



Congratulations!

You've completed Module 5: Intercultural mediation and leadership

Don't forget that in the [Learning Village](https://www.bridgemigrants.eu/en/learning-village), you will find materials and resources to help and inspire.

Click here:

<https://www.bridgemigrants.eu/en/learning-village>



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