



Intercultural mediation is an essential skill for each employer managing an international and intercultural workforce

Result of the 1st Intellectual Output:

Intercultural mediation is defined as a methodology which looks beyond the barriers of language, culture and politics in order to find a common understanding of the work place ethics and improve the ability of the manager to mediate both between colleagues. It includes the traditional meaning of conflict resolution, but also finding commonalities between working cultures in order to avoid conflict and promote integration. The aim of the project is to improve the integration by supporting managers with an international workforce to mediate.

As a starting point in this project, the partners conducted a broad analysis on the training needs in SME's. We gathered information via desk research, focus group interviews and in-depth interviews

What are the most important things that came out the research

- SME's are very interested in the topic of intercultural mediation, but there are little or no strategic action undertaken by the organizations.
- Managers would like to acquire knowledge, skills and competences which they can use in their professional work in the areas of intercultural communication.
- The main challenge is to create an environment where there is more consciousness and self-awareness about intercultural mediation.

What does the future bring?

In the following phase of the project we are developing training sessions for managers.

- On the one hand, managers will gain knowledge of mediation techniques
- On the other hand, they will be more aware of the benefits of an international workforce.

The topics of the trainings are more general than only cultural aspects, managers are also interested in mediation itself (without the intercultural aspect) and general problem-solving and team management methods.

PARTNERS



CTCP is a private, non-profit organization which provides for 30 years all sort of services to footwear and leather goods cluster, which includes more than 1500 SMEs. CTCP support is focused on the dynamic factors of competitiveness including the work conditions improvement and the wellbeing of the footwear and leather goods' industry collaborators.



Globalnet sp zoo is an educational institution that mostly operates in the adult learning field. The company designs, develops, implement e-learning products and software and provide e-learning solutions and services for business sector and education.



Inova is based in Sheffield, United Kingdom and aims to improve lives by supporting individuals to fulfill their potential. Inova provides training programmes funded by the European Commission in the area of entrepreneurship and career development, with a focus on diversity and equal opportunities.



Obelisk is a business providing advisory, training and event planning services as well as its own learning centre in Leuven. We adopt a critical, no-nonsense approach to providing services for employees, job seekers, teams and organisations.



Materahub is a consortium that works at the international level to supports enterprises, startups and aspiring entrepreneurs, institutions and organizations through european projects.

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INTERMED WEBSITE

 Intermed EU project