

Training

Skills and competencies in the area of intercultural communication are vital for anyone working in intercultural contexts, especially in the case of those working through social action organisations.

Therefore, the Area of Training designs actions whose aim is to train mediators and incorporate the latter into social-labour market integration actions with the Roma population, thus facilitating access of this group to the labour market.

The context of the actions implemented in 2006 is the heavy demand coming from mediators and specialised trainers in some fields of social action (education, access to employment, social-health services and social services in general) as well as the desirability for further specialisation of the expertise of the different professionals in response to increasingly specific demands. Actions therefore revolve around four major pillars: training, drafting of materials, transfer of know-how and technical assistance.

› **Training actions.** This refers to both mediators as well as trainers. In the first group, and continuing with the line of actions initiated in the preceding year, two courses were taught in Madrid and Murcia on Management and Settlement of Disputes in Multi-cultural Contexts. A course was also given in Ruidera (Albacete) on Intercultural Mediation and Community Development with the aim of providing basic tools for intercultural mediation and education work in different contexts. As for trainer training, these actions target those who train the mediators working in different fields. Two of these courses have been given: Introduction to Intercultural Mediation in the Educational Context in Viznar (Granada) and Co-education and Dispute Settlement in Madrid. A total of 116 people have taken part in these training initiatives.

› **Compiling and dissemination of the dossier entitled:** The challenges of intercultural contexts: intercultural skills and settlement of disputes. In addition to carrying out intercultural skills training and capacity building initiatives, we put a priority on the publication of this dossier in light of the need for specific and practical material for those responsible for the training of



AWARENESS-RAISING IN THE CLASSROOMS OF AN ALBACETE SECONDARY SCHOOL



intercultural mediators in general mediation and specifically in settlement of disputes as well as for the mediators themselves who will find this material helpful in their work.

› **Measures aimed at the exchange and transfer of know-how.** In this connection, the FSG has continued in the line of reflection on the practice of mediation with the Roma community, giving priority to reflection fora. Specifically, a series of meetings were held in this connection in Toledo.

› **Technical consultation measures regarding mediation training.** Technical consultation actions were carried out on the subject of mediation and mediator training as were dissemination actions through periodic FSG publications disseminated through the Foundation's web page. Technical consultation on intercultural mediation was provided to 30 entities and information on mediation was distributed to over 800 people. This has provided visibility to a number of successful innovative experiences concerning intervention with the Roma community in the areas of labour market integration and intercultural mediation, information regarding resources, conferences, seminars, etc. The resource centre has responded to many requests for information and resource material on mediation processes, the training of mediators, socio-labour insertion and the figure of the mediator.



OFFICERS FROM THE MUNICIPAL POLICE FORCE TAKING PART IN AN EQUAL TREATMENT TRAINING COURSE (FUENLABRADA-MADRID)



TRAINING OF EMPOWERERS OF THE CHAVÓS NEBÓ - YOUTH NETWORK

“Intercultural mediation has turned out to be one of the areas of social action where demand is greatest.