GLOSSARY

The Language and Terminology you need to know for Peer-to-peer Intercultural Mediation

INTRODUCTION – WHY A GLOSSARY?

INCLUDE ME Open Education Resources are inclusive, easy-to-use set of learning resources that enrich the knowledge of both educators and learners, on how intercultural, peer-to-peer mediation can support inclusion processes.
Even though the ease of use and simplicity are one of the main principles, when the resources were developed, we still found, with the help of the users, that some terminology needs further explaining and that this would improve the resources further.

This Glossary will serve you - the educator, as well as you - the learner, to understand the exact context and meaning of our modules and to adopt the principles of intercultural peer-to-peer mediation, so it can support your own role in your community.

Action plan

An action plan is a detailed plan outlining actions needed to reach one or more goals. Alternatively, it can be defined as a sequence of steps that must be taken or activities that must be performed.

Active citizenship

Active citizenship means people getting involved in their communities and democracy at all levels from local to national and global.[1]

Advocacy

The act or process of supporting a cause or proposal: the act or process of advocating something. Can also be public support for or recommendation of a particular cause or policy.[2]

Anti-racism

Opposed to or intended to prevent racism (= unfair or harmful treatment of people based on their race).[3]

Assimilationism

Assimilationism, in Anthropology and Sociology, is the process whereby individuals or groups of differing ethnic heritage are absorbed into the dominant culture of a society. The process of assimilating involves taking on the traits of the dominant culture to such a degree that the assimilating group becomes socially indistinguishable from other members of the society.[4]

Autocratic leader

An autocratic leader retains authority and prefers to be the one who makes all decisions. So, on the surface, this style does not fit with community mediation and inclusion. However, it does have relevance. This type of leadership is valuable in situations that require quick thinking and rapid decision-making.

Briefings

Briefings are generally short presentations provided directly to community groups at their existing meetings or locations – such as social and civic clubs – to provide an overview or update on a project.

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[1] Active citizenship. EucA. https://www.euca.eu/activecitizenship
[2] Definitions from Oxford Languages
[3] Cambridge dictionary. https://dictionary.cambridge.org/dictionary/english/anti-racism
[4] Britannica. https://www.britannica.com/topic/assimilation-society

Charismatic leader

A charismatic leader values individual contributions from the community and takes the time to listen to their concerns. When you adopt this style of leadership, you use your communication skills to motivate people through challenging times, helping them stay focused.

Cohesion

Cohesion is the situation when the members of a group or society are united.[5]

Communication

Communication means imparting or exchanging information by speaking, writing, or using some other medium.

Communication skills

Communication skills aid us in cooperating constructively with each other and in avoiding misunderstandings.

Community

A community is a group of people that interact and support each other, and are bound by shared experiences or characteristics, a sense of belonging, and often by their physical proximity.[6]

Community development

Community development refers to a set of activities aimed at strengthening and enhancing community life, improving local conditions, enabling people to participate in public decision-making, and enabling more long-term control over their circumstances.

Community empowerment

The process of enabling communities to increase control over their lives. There are four dimensions of community empowerment that must be built into any community development activity:
Personal empowerment, Positive action, Community organisation, Participation and influence.

Community leadership

Community leadership is the courage, creativity, and capacity to inspire participation, development, and sustainability for strong communities. Community leadership means carrying responsibility for the well-being and improvement of the community. Community leaders are often self-appointed.

Community life

Community life refers to voluntary activities carried out by people who share common interests, seek to improve shared situations and reflect on shared concerns.

Community mediation

Community mediation offers constructive processes for resolving differences and conflicts between individuals, groups, and organizations within communities.

Convergence

The fact that two or more things, ideas, etc. become similar or come together.[7]

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[5] Cambridge dictionary. https://dictionary.cambridge.org/dictionary/english/cohesion
[6] Cobigo, V., Martin, L., & Mcheimech, R. (2016). Understanding Community. Canadian Journal of Disability Studies, 5(4), 181–203.
[7] Cambridge Dictionary

Cultural diversity

Cultural diversity is where a society or group is made up of many different people. These people are from different countries, races, and religions, and have different interests, skills and beliefs.[8]

Democratic leadership

Democratic leadership, also referred to as shared leadership, is a style that allows peers to take a more participative role in decision-making. In this way, problems are solved through group/community deliberation.

Design thinking

Design thinking is a human-centered approach to creating solutions and ideas. The DESIGN THINKING PROCESS relies on social collaboration, human-centered innovative activities, visualized ideas, and social strategy determination.

Diversity

The fact of many different types of things or people being included in something; a range of different things or people.[9]

Empathy

Empathy is the ability to understand and share another person's feelings and emotions. It is essential to build good relationships. PsychologyToday.com defines empathy as the experience of understanding another person's thoughts, feelings, and condition from their point of view, rather than from your own. You try to imagine yourself in their place in order to understand what they are feeling or experiencing.

Equanimity

Equanimity is a calm state of mind and attitude to life so that you never lose your temper or become upset.[10]

Formal mediation

The legal process involves legislation, often courts, and official decisions, often a judge. Real civil disputes, real formal roles. Designed more for precise conflict resolution, than for inclusion.

Funding

Funding is the act of providing resources to finance a need, program, or project. While this is usually in the form of money, it can also take the form of effort or time from an organization or company.

Government policy

Government policy tells us what the Government's priorities are and what it plans to accomplish.

Inclusion

According to the UN Department of Economic and Social Affairs, social inclusion is the process by which efforts are made to ensure equal opportunities – that everyone, regardless of their background, can achieve their full potential in life. Such efforts include policies and actions that promote equal access to (public) services as well as enable citizens' participation in the decision-making processes that affect their lives.

Institutional barriers

Institutions – schools and colleges, government bodies, hospitals, organizations, workplaces, businesses, etc. – often intentionally or unintentionally make it difficult for particular individuals or groups (sometimes not only migrants but anyone) to take advantage of what they have to offer.

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[8] Twose, Rebecca. 2021. The Importance of Cultural Diversity.
[9] Cambridge dictionary. https://dictionary.cambridge.org/dictionary/english/diversity
[10] Collins dictionary. https://www.collinsdictionary.com/dictionary/english/equanimity

Integration

According to the Council of the European Union (2004), integration is a dynamic, long-term, and continuous two-way process of mutual accommodation, not a static outcome. It demands the participation not only of immigrants and their descendants but of every resident.

Intercultural mediation

Intercultural mediation is linked with a resolution of conflicts arising amid intercultural inclusion processes, as well as specific policies on integration/inclusion of people with diverse cultural backgrounds, associated with European/national integration or inclusion policies. In terms of the INCLUDE ME project, this is a non-formal mediation, that can take the form of support, befriending, advocacy, and more.

Laissez-faire leadership

Laissez-faire leadership also referred to as delegative leadership, involves limiting the amount of guidance you give to the peers/communities and allowing them to fulfill their duties in their own ways.

Marginalisation

The act of treating someone or something as if they are not important.[11]

Mediation

Mediation is a voluntary, structured process whereby a mediator facilitates communication between the parties to a conflict, enabling them to take responsibility for finding a solution to their conflict.

Mediator

Mediator is a disinterested, non-aligned third person, facilitating communication between the parties that lead to their own consensual joint decision-making.

Migration

Movement of a person or a group of persons, either across an international border (international migration) or within a state (internal migration), encompassing any kind of movement of people, whatever its length, composition and causes[12].

Multiculturalism

Multiculturalism is a system of beliefs and behaviours that recognises and respects the presence of all diverse groups in an organisation or society, acknowledges and values their socio-cultural differences, and encourages and enables their continued contribution within an inclusive cultural context that empowers all within the organisation or society.

Nonformal peer-to-peer mediation

Unlike formal mediation which is a legal process, nonformal peer-to-peer mediation offers constructive processes for resolving differences and conflicts between individuals, groups and organisations within communities by mediators without formally being appointed as mediators, but rather taking on the responsibility on a voluntary basis.

Nonverbal communication

Nonverbal communication is the transmission of a message through gestures, written words, or attitude.

Pitch deck

A pitch deck is a brief presentation, often created using PowerPoint, Keynote, Prezi, Canva, or another digital or non-digital tool. A pitch deck is usually used during face-to-face or online meetings with potential investors, customers, partners, policymakers and co-founders.

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[11] Cambridge dictionary. https://dictionary.cambridge.org/dictionary/english/marginalization
[12] IOM UN Migration. https://www.iom.int/

Polarisation

The act of dividing something, especially something that contains different people or opinions, into two completely opposing groups.[13]

Policy

Policy is a set of values and objectives that guide the work of organisations and bodies.
This includes, for example:
- National Government policies
- European Union policies.

Power asymmetry

Power asymmetry is a state in which differences in status exist between individuals and groups of individuals within an organisational hierarchy, a community, or the society and these differences result in the differential ability to take action or cause action to be taken.[14]

Psychological barriers

Shame or embarrassment about what they need (basic skills such as reading or writing) or fear of failure, keep many people from seeking services, from using public amenities such as libraries, or even from registering to vote.

Public meetings

Public meetings bring diverse groups of stakeholders together for a specific purpose. Public meetings are held to engage a wide audience in information sharing and discussion. They can be used to increase awareness of an issue or proposal and can be a starting point for, or an ongoing means of engaging, further public involvement. When done well, they help build a feeling of community.

Restorative discussion

Restorative conversations support the creation, maintenance, and repair of relationships in a way that creates an environment focused on support and skill-building.

Social exclusion

Exclusion from the prevailing social system and its rights and privileges, typically as a result of poverty or the fact of belonging to a minority social group.[15]

Social inclusion

Social inclusion is a process by which efforts are made to ensure equal opportunities for all. The multi-dimensional process is aimed at creating conditions that enable full and active participation of every member of the society in all aspects of life, including civic, social, economic, and political activities, as well as participation in decision-making processes.

Societal barriers

These are barriers that exist because of "the way things are," and because of the assumptions that a majority of people in a community or a country make about the nature of the world. They are arising due to a mixture of stereotypes, prejudice, unequal opportunities, and a lack of positive change.

Stakeholder

A stakeholder is anyone with a vested interest in your project. They will be affected by, or be able to affect, your cause.

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[13] Cambridge dictionary. https://dictionary.cambridge.org/dictionary/english/polarization
[14] IGI Global. https://www.igi-global.com/dictionary/inductive-reasoning-information-symmetry-and-power-asymmetry-in-organizations/41808
[15] Definition from Oxford Languages

Supportive leaders

A supportive leader's role is two-fold. You focus on identifying where changes are needed throughout your community while ensuring the well-being of that community. Supportive leadership means not simply delegating tasks and awaiting results but also supporting others through each stage of the process. You promote dialogue with your community and provide feedback.

Transformational leader

A transformational leader builds a strong culture by motivating community members to create change that increases the growth of that community.

Verbal communication

Verbal communication is the transmission of information or message through spoken words.

Visionary leader

A visionary leader is one who uses knowledge and experience to pioneer new possibilities and embarks on a project that will benefit great inclusion and belonging in communities.