

# “WORKING WITH CULTURAL MEDIATORS”

## OVERVIEW

In the context of Work Package 2.2, three one-day training sessions were designed and held for people working in government structures and who have been working with interpreters following the “refugee crisis”. The aim of the workshop was to increase the professionals’ capability to provide specialised support for GBV survivors from the refugee and migrant community.

The objectives of the training can be described briefly as follows:

- Exchange of good practices among participants on cultural diversification
- Understanding of the principles of cooperation with cultural mediators and interpreters, as well as the steps required to benefit the most from interpretation services
- Updating of communication techniques to take into account the the presence of interpreters/cultural mediators during the session
- Understanding ways to protect professionals, including interpreters, from burnout through myltidisciplinary group activities

## THE TRAINING METHOD:

The training combined different methods in order to achieve its desired learning outcomes and expected results. The main method can be best described under the term experiential and mutual learning. In practice, this means that presentations were intertwined with discussion with the participants, initiated with the use of open questions. Participants actively engaged in the learning process both as individuals and in small groups and expressed opinions and questions. The impact of the training was measured using a questionnaire that was delivered both prior to and directly after the training, measuring knowledge on the subject.

## TRAINING MODULES:

<u>Duration</u>	<u>Description</u>
<b>2 hours</b>	<p><u>Reflections on Cultural Differentiation: Extensions in supporting gender-based violence survivors</u></p> <p>The module is introductory and aims to introduce issues related to the work of participants with a culturally diverse population. It seeks to identify the many different conditions that, in combination with the existing social norm, create discrimination and maintain inequality and exclusion. In this context, participants, based on their work experiences are able to share their concerns and exchange good practices.</p>
<b>2 hours</b>	<p><u>Working with interpreters / facilitators: Basic principles</u></p> <p>The module provides participants with a theoretical overview of the basics of working with interpreters and cultural mediators, aiming to achieve the best possible communication with the beneficiaries. Theoretical knowledge will also be applied through the use of role play as well as experiential exercises.</p> <p>Topics discussed include:</p> <ul style="list-style-type: none"> <li>• What are the roles of interpreters/cultural mediators</li> <li>• Common characteristics and differences of interpretation and cultural mediation</li> <li>• The three stages of working with interpreters: before, during and after the session</li> <li>• Verbal and non verbal communication when working with interpreters</li> <li>• Preventing unprofessional behaviours</li> </ul>
<b>2 hours</b>	<p><u>Communication Techniques: Good and Bad Practices</u></p> <p>The session is intended to be a forum where practitioners from different structures of the Public Support Network for GBV survivors will discuss good and bad practices in communicating with survivors. The purpose of the module is to introduce the issue of cultural diversity and diversification into the existing skills of the participants / entities.</p> <p>Topics discussed include:</p> <ul style="list-style-type: none"> <li>• Theoretical background on the transmission of information during human communication</li> <li>• Successful communication techniques</li> </ul>

	<ul style="list-style-type: none"> <li>• Communication techniques in the case of interpretation over the phone</li> <li>• Good and bad practices when involving interpreters in a psychosocial session</li> </ul>
<b>2 hours</b>	<p><u>Preparing and working with Multidisciplinary Teams: Avoiding burnout</u></p> <p>Participants' capacity to prevent and manage work related stress and emotional situation is enhanced during this session. In addition to other methods that are presented in the context of this module (i.e. clinical supervision, personal initiatives), they are also provided with techniques that can be applied in a multidisciplinary, group setting such as a co-workers group.</p> <p>The module aims at:</p> <ul style="list-style-type: none"> <li>• Understanding what burnout is</li> <li>• Understanding individual protection methods that practitioners can use</li> <li>• Working in multidisciplinary teams to prevent burnout</li> </ul>