

**Master of Advanced Studies (MAS) in Mediation
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Intercultural mediation

Qualifications and characteristics of the intercultural mediator

Résumé mémoire / summary:

Mediation is steadily becoming a mainstream method to solve disputes and conflicts in Europe. As a result of globalisation and a growing cultural diversity of the European population, mediations are full of intercultural elements. This thesis focuses on the following main question: *What qualifications and characteristics do intercultural mediators need, mediating (workplace) conflicts with different degrees of emotions, in an international environment?* To answer that question literature and empirical research was undertaken. The literature research focuses on the definitions of mediation, interculturality, different styles and approaches and common ground, as well as the definition of culture, models of cultural dimensions, organisational dimensions, characteristics and competences. The empirical study, which is about personal experiences of interculturality in mediation, consists of six face-to-face interviews with well-known expert mediators based in the UK, Switzerland, Italy, USA, the Netherlands, and one of them both in Australia and France. All of them work internationally, in and outside Europe and all have a 'western background'. The general outcome of the literature and empirical study is the following: The intercultural mediator has to create a 'culture of the moment' together with the participants. To achieve that, the mediator needs knowledge of cultural dimensions, mindfulness and behaviour skills, to feel at ease with emotions and conflict, and self-awareness. Other characteristics helpful for the intercultural mediator are, among others, integrity, empathy, courage and loving people. This research also contains 'diversity testimonies' by the interviewed mediators.

Mots-clés / key words: intercultural mediation, qualifications, characteristics.

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