

MANAGING Multiculturalism

AGENDA

1. Introduction
2. Multiculturalism & Interculturalism
3. Affected People Management in ETS
4. Material & Staff Logistics
 - 4.1. Minimum Requirements & Set Up
 - 4.2. Optimum Set Up & Environment
 - 4.3. Staff & Logistics
 - 4.4. Material & Logistics
5. Summary & Conclusion

Introduction

Why is it an important topic

- Only a positive access to other people in terms of intercultural communication (important additional factors such as religious-cultural or linguistic-social) enables a successful management of an ETS.
- Examples*: Different valuation of symbols (rites, rituals, religion, customs, tradition)

**3° SAMETS Workshop Report*

Introduction



Egypt: „Be patient“

Italy: „What do you mean?“



Greece: „That's just perfect!“

Introduction

Definition Multiculturalism

Multiculturalism is a socio-political fact, something empirically given. Within a culture or a state-organized society there are coexisting cultures, either peacefully or in conflict, whether in togetherness or in an integrated coexistence.

Definition Interculturalism

Interculturalism is a phenomenon of interactivity between at least two different cultures including their perception of each other.

Multiculturalism & Interculturalism

What is intercultural competence?

- ability to detect cultural conditions
- influence factors in perception, judgements, feeling and actions in one self and in other people

- Characteristics of intercultural competence:
 - recognize adherence to culture
 - overcome culturalism
 - develop respect towards other cultures
 - take into account divergences and convergences
 - be tolerant with regard to ambiguity

Multiculturalism & Interculturalism

Stereotypes

- set of beliefs about members of a social group
- generalization of characteristics and behaviors

Prejudices

- refer to a very special personality trait
- refer to marginalized groups and negative evaluated settings
- all members of this group are attributed to the same characteristics

Multiculturalism & Interculturalism

3 steps to intercultural competence:

1. To be aware of differences due to culture
2. To be aware of ones prejudices & stereotypes
3. Overcome prejudices & stereotypes

Multiculturalism & Interculturalism

Problem Description of dealing with different ethnic groups

The more different cultures interact with each other, the higher the demands on all involved.

Therefore a great deal of capacity-building of the individual concerned is necessary in order to enable a positive approach.

Affected People Management

Specific Needs

- Respect for individual cultural rituals of inhabitants
- People should be taken seriously in their belief and needs
- They should feel respected and equally important as rest of camp inhabitants
- Communication:
 - ✓ Use of their own language (mother tongue) to ensure that information is being spread effectively

Affected People Management

4 Principles (OPSIC-Project - HANDBOOK on MHPSS PLANNING TOOLS)

Principle 1: Identify and recruit staff and engage volunteers who understand local culture

Principle 2: Facilitate conditions for appropriate communal cultural, spiritual and religious healing practices

Affected People Management



4 Principles (OPSIC-Project - HANDBOOK on MHPSS PLANNING TOOLS)

Principle 3: Include specific social and psychological considerations (safe aid for all in dignity, considering cultural practices and household roles) in the provision of food and nutritional support

Principle 4: Include specific social considerations (safe, dignified, culturally and socially appropriate assistance) in site planning and shelter provision, in a coordinated manner



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Affected People Management

Care

Food and special dietary / i.e. RAMADAN time

- inclusion of inhabitants with experience in preparation and management of catering and food items
- Process from basic to operational catering only possible with help of inhabitants.
- Research on specific eating habits of minorities (preparation phase)

Affected People Management

Psychosocial Care

Staff in the area of psychosocial care needs special abilities:

- deal with each other and talk to each other
- make arrangements to conduct negotiations
- know about norms and values of other cultures and their religion

Affected People Management

Psychosocial Care

Different skills will play an important role:

- Cognitive competence (knowledge)
- Affective competence (emotions)
- Pragmatic-communicative competence

Characteristics of intercultural competence:

- recognize adherence to culture
- overcome culturalism
- develop respect towards other cultures
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- be tolerant with regard to ambiguity

Affected People Management

Psychosocial Care

“cultural mediator”

- member of the immigration community
- experiences with both cultures
- possibility to talk in mother tongue.

→ produce a comprehensive understanding with others on emotional level

Affected People Management

- Topics to be considered might be:
 - Are there conflicts between countries that the inhabitants are citizens of?
 - Do language, climate, social rules and religion differ from what camp inhabitants are used to?
- Information and integration is crucial when dealing with racism!

Affected People Management

Registration

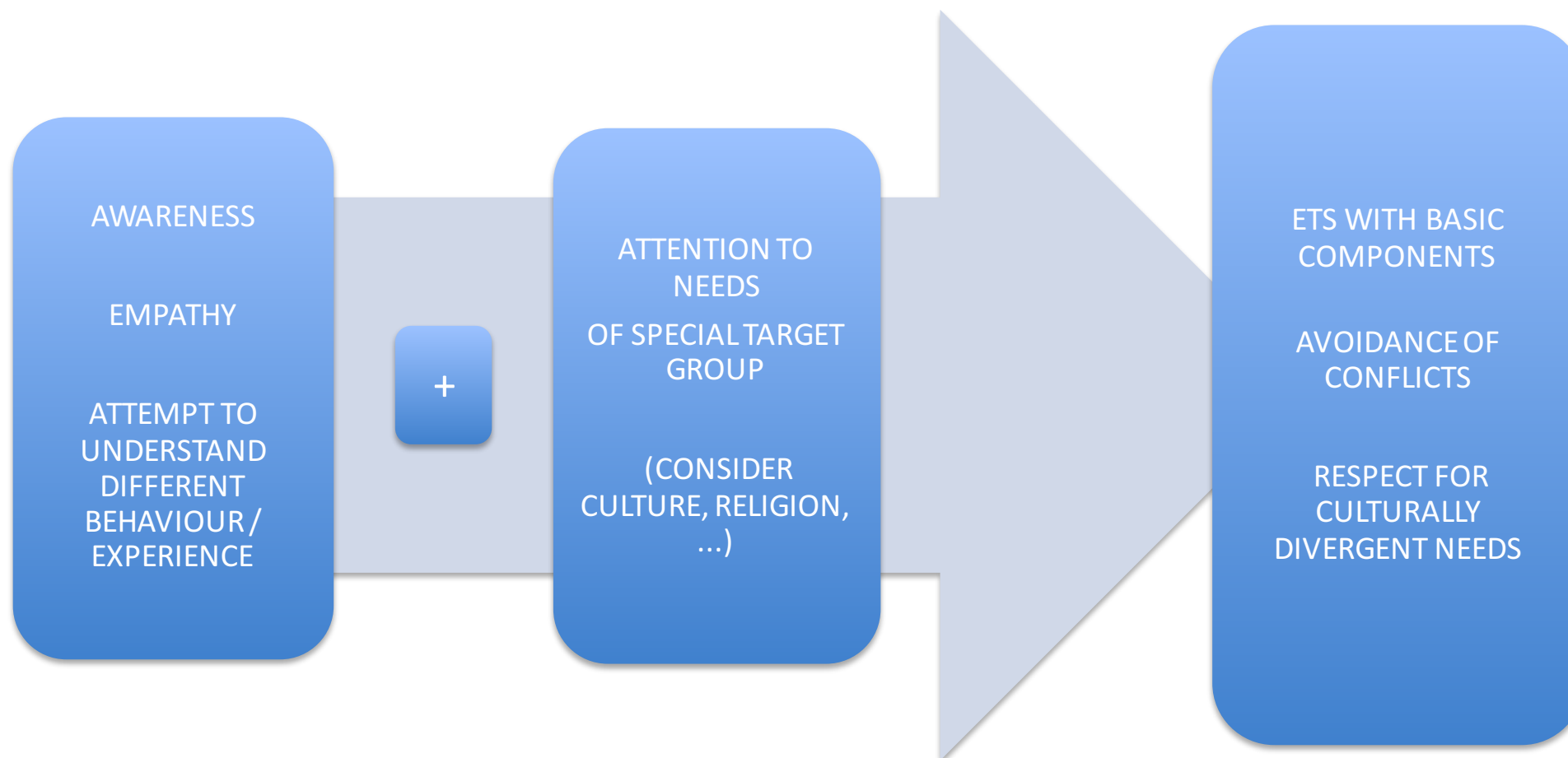
- Important to register:
 - Country of origin
 - Religion
 - Cultural group the person feels part of
- Even large family systems should be registered as one unit

Affected People Management

Registration

- Registration forms should be available in the required languages
- Alternative:
 - Native speakers
 - Translators
- Keep in mind that analphabetism is an issue in some countries of origin!

Material & Staff Logistics



Material & Staff Logistics

MINIMUM SET-UP < 72hours

Main Goal → fully functional ETS with basic elements



Material & Staff Logistics

Minimum Requirements & Set Up



LANGUAGE

- (internal) Translators
- Pictograms



SPATIAL CONDITIONS

- Close family members should live together
- Cultural sensitive allocation of tents



RELIGION / ETHNIC MINORITIES

- Area for praying

Material & Staff Logistics

Minimum Requirements & Set Up



FOOD

- Specialized cook for the biggest ethnic group



DAILY OCCUPATION / ENGAGEMENT OPPORTUNITIES

- “the usual”



MEDICAL CARE

- Medical care for everybody

Material & Staff Logistics

OPTIMUM SET-UP > 72hours

Main Goal → fully functional ETS + increase of attention to special needs of the specific target groups

- Look closely at the cultural background and the needs of the inhabitants
- Inhabitants should be integrated in a wide extent with their expertise/professions in the procedures of the camp

Material & Staff Logistics

Optimum Set Up & Environment



LANGUAGE

- All the signs exist in the different languages spoken in the ETS
- External translators
- Multi-language announcements for the meeting point



SPATIAL CONDITIONS

- Extended family structures are being considered (maybe more than one tent, no strangers mixed with them...)
- Social rooms according to social costumes
- Meeting point



RELIGION / ETHNIC MINORITIES

- Cultural mediator
- Area for religious performances (different religions and infrastructure)
- Coordination with the daily routine
- Making religious feasts possible

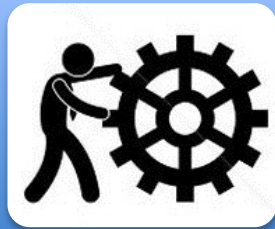
Material & Staff Logistics

Optimum Set Up & Environment



FOOD

- All ethnic groups should be considered
- Nutrition to be adapted to the local habits and rules (special food items)
- Adaption of spatial conditions on according to eating habits



DAILY OCCUPATION / ENGAGEMENT OPPORTUNITIES

- Taking into account the different regional habits
- Participation in different fields (excluding management)



MEDICAL CARE

- Spatial division according to gender
- Medical staff trained on cultural sensitivity
- Psychological attention

Material & Staff Logistics

Staff and Logistics

Minimum Staff

- 1 cook – trained to cook different foods
- Minimal staff for ambulance (1 doctor, 1 registered nurse)
- Staff trained in cultural awareness (generally)

Material & Staff Logistics

Staff and Logistics

Optimum Staff

- Cultural mediator
- Clerics
- Cooks, specialized in regional nutritional needs
- Volunteers offering sports and recreation activities
- External translator
- Two or more doctors and medical personnel (with language competence)
- Staff members that are trained on ethnic specifics

Material & Staff Logistics



Staff and Logistics

Helpful Material advised for managing multicultural groups:

Minimum Logistics & Material

– Eventually 1 tent/ space for multipurpose use



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Material & Staff Logistics

Staff and Logistics

Optimum Logistics & Material

- Specialized suppliers (special products)
- All signs are translated in the different languages spoken

Extend space for

- ambulance
- sleeping rooms
- dining rooms

Create new space for

- social rooms
- prayer rooms / religious feasts

Conclusion

- ETS should provide people in need with more than just a sleeping place and infrastructural supply within the camp.
 - Special needs should constitute a central role in the management of an ETS.
 - In addition to the logistic challenges there are huge demands in terms of intercultural competence of the staff.
- A successful management of different ethnic groups in an ETS is only possible if basic intercultural skills are present.

ROLE PLAY

SEE DESCRIPTION FOR TRAINERS