



Erasmus+

**TIME**

Train  
Intercultural  
Mediators  
for a Multicultural  
Europe

# Training Course for Intercultural Mediators for Immigrants



**Part III**

**Training Material**



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## Table of Contents

1.	Introduction: Scope and structure of selected material.....	5
2.	Core training material .....	6
2.1.	Books.....	6
2.2.	Online training platforms.....	9
3.	Case studies.....	11
4.	Specialized training material per topic .....	19
4.1.	Module 1: Intercultural mediation and the host country structures .....	19
	Topic 1: The role, tasks and intervention fields of an intercultural mediator .....	19
	Topic 2: Structure of public services administration and basic administrative procedures in host country.....	33
	Topic 3: Legal framework on migration and migrant rights in host country - history of migration .....	37
4.2.	Module 2: Essentials in Humanities and Social Sciences .....	43
	Topic 1: Communication theory and practice.....	43
	Topic 2: Introduction to psychology concepts.....	45
	Topic 3: Basics in sociocultural structures and anthropological concepts.....	53
	Topic 4: Knowledge of exclusion and discrimination mechanisms.....	59
	Topic 5: Gender theory .....	64
	Topic 6: Special characteristics of vulnerable groups .....	70
	Topic 7: Sociocultural differences - impact on service provision and coping strategies .....	74
4.3.	Module 3: Mediation .....	78
	Topic 1: Conflict resolution techniques .....	78
	Topic 2: Inter-ethnic conflict particularities and coping strategies .....	82
4.4.	Module 4: Interpreting.....	85
	Topic 1: Interpreting techniques.....	85
	Topic 2: Remote intercultural mediation services .....	89
4.5.	Module 5: Professional ethics and tools.....	93
	Topic 1: Professional conduct and deontology code .....	93
	Topic 2: Professional identity and tools.....	97
	Topic 3: Role awareness in different settings.....	103
	Topic 4: Self-improvement techniques.....	109
4.6.	Module 6: Specific fields of intervention .....	114

Field 1: Health .....	114
Field 2: Education.....	134
Field 3: Police and legislative services.....	143
Field 4: Public services and Labor .....	150
Field 5: Housing.....	159

# 1. Introduction: Scope and structure of selected material

The purpose of training material selection for the TIME IMfl course is to provide training institutions and trainers with specific material and resources on intercultural mediation. Material available in all partner languages and in English has been collected and evaluated for quality and reliability.

The material collected does not correspond to all the contents of the training modules, as a lot of framing information from other fields is involved, that is easy to trace for the professional trainers. It is not within the scope of the TIME project to collect content on psychology, sociology, digital skills etc. in general<sup>1</sup>. The material collection presented herein forms a multilingual pool of resources and fosters transfer of experience and good practices primarily in intercultural mediation. Thus, the necessary connection between all framing information and intercultural mediation can be achieved. This in turn will assist training providers and trainers to pursue effectively the desired learning outcomes, as described in Part 1 of the training course.

The material collected and proposed for this training course has been structured into 3 sections:

1. **Core training material.** This includes:
  - **Books on intercultural mediation** (in English) that cover a wide variety of aspects, useful for most modules of the course. Links are provided to the description and contents of the books. It should be noted that the terminology used may vary (intercultural mediation or community interpreting or dialogue interpreting etc.) however the services referred to and their provision context is more or less the same.
  - **Multilingual training platforms** for intercultural mediators. A description of the main features is provided, indicating possible uses for the trainer.
2. **Case studies.** All case studies have been selected from the SONETOR platform. The cases selected cover all fields of intercultural mediation and may be used by the trainer in various topics. Relevant topics are listed. Links are provided to the cases on the platform, where there is also a translation tool for cases appearing in languages other than English.
3. **Specialized training material per topic.** This is a wide collection of articles, online publications, books etc. that deal with specific aspects of intercultural mediation. Where available, an abstract is provided. Material is listed according to the topic it refers to and the language it appears in.
4. **Depository** (on project website, [www.mediation-time.eu](http://www.mediation-time.eu)). This is training material produced by the TIME partnership for certain topics. It is of more general nature but it provides valuable information tailored to this course.

All links included in this document were active at the time of its compilation. However the partnership cannot be held responsible for any changes that might result in the invalidity of the links.

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<sup>1</sup> For this reason no material is presented for Module 7 – Digital Skills.

## 2. Core training material

### 2.1. Books

- 1) **Dialogue Interpreting: A guide to interpreting in public services and the community.**  
Rebecca Tipton & Olga Furmanek. 2016, Routledge.

**Publisher's description** (<https://www.routledge.com/Dialogue-Interpreting-A-Guide-to-Interpreting-in-Public-Services-and-the-Tipton-Furmanek/p/book/9781138784628>): Drawing on recent peer-reviewed research in interpreting studies and related disciplines, *Dialogue Interpreting* helps practising interpreters, students and instructors of interpreting to navigate their way through what is fast becoming the very expansive field of dialogue interpreting in more traditional domains, such as legal and medical, and in areas where new needs of language brokerage are only beginning to be identified, such as asylum, education, social care and faith.

Innovative in its approach, this guide places emphasis on collaborative dimensions in the wider institutional and organizational setting in each of the domains covered, and on understanding services in the context of local communities. The authors propose solutions to real-life problems based on knowledge of domain-specific practices and protocols, as well as inviting discussion on existing standards of practice for interpreters. Key features include:

- Contextualized examples and case studies reinforced by voices from the field, such as the views of managers of language services and the publications of professional associations. These allow readers to evaluate appropriate responses in relation to their particular geo-national contexts of practice and personal experience
- Activities to support the structured development of research skills, interpreter performance and team-work. These can be used either in-class or as self-guided or collaborative learning and are supplemented by materials on the Translation Studies Portal
- A glossary of key terms and pointers to resources for further development.

**Link to chapter overview:** <https://www.routledge.com/Dialogue-Interpreting-A-Guide-to-Interpreting-in-Public-Services-and-the-Tipton-Furmanek/p/book/9781138784628>

**Note for the trainer:** An important feature of this handbook is that it clarifies differences in definitions and terminology Europe- and worldwide, thus helping trainers and learners to avoid confusion and make better use of the resources available. Valuable information is provided on the role and ethics of dialogue interpreters – IM, as well as on issues of continuing professional development.

- 2) **Crossing Borders in Community Interpreting: Definitions and dilemmas.** Eds. Carmen Valero-Garcés and Anne Martin. 2008, Benjamins.

**Publisher's description** (<https://benjamins.com/#catalog/books/btl.76/main>): At conferences and in the literature on community interpreting there is one burning issue that reappears constantly: the interpreter's role. What are the norms by which the facilitators of communication shape their role? Is there indeed only one role for the community interpreter or are there several? Is community interpreting aimed at facilitating communication, empowering individuals by giving them a voice or, in wider terms, at redressing the power balance in society? In this volume scholars and practitioners from different countries address these questions, offering a representative sample of ongoing research into community interpreting in the Western world, of interest to all who have a stake in this form of interpreting. The opening chapter establishes the wider contextual and theoretical framework for the debate. It is followed by a section dealing with codes and standards and then moves on to explore the interpreter's role in various different settings: courts and police, healthcare, schools, occupational settings and social services.

**Link to chapter overview:** <https://benjamins.com/#catalog/books/btl.76/toc>

- 3) **Interpreting in a Changing Landscape: Selected papers from Critical Link 6.** Eds. Christina Schäffner, Krzysztof Kredens, and Yvonne Fowler. 2013, Benjamins.

**Publisher's description** (<https://benjamins.com/#catalog/books/btl.109/main>): This book of selected papers from the Critical Link 6 conference addresses the impact of a rapidly changing reality on the theory and practice of community interpreting. The recent social, political and economic developments have led to phenomena of direct concern to the field, for example multilingualism in traditionally monolingual societies, the emergence of rare language pairs, or new language-related problems in immigration application procedures, social welfare institutions and prisons. Responding to the need for critical reflection as well as practical solutions, the papers in this volume approach the changing landscape of community interpreting in its diversity. They deal with political, social, cultural, institutional, ethical, technological, professional, and educational aspects of the field, and will thus appeal to academics, practitioners and policy-makers alike. Specifically, they explore topics such as interpreting roles, communication strategies, ethics vs. practice, interpreting vs. culture brokering, interpreting strategies in different interactional contexts, and interpreter training and education.

**Link to chapter overview:** <https://benjamins.com/#catalog/books/btl.109/toc>

- 4) **CROSSROADS. The psychology of immigration in the new century.** American Psychological Association (2012).

**Description:** This online publication provides an overview of the current state of knowledge about the psychological experience of immigration, focusing on factors that affect

adjustment. Special traits of vulnerable migrant sub-groups are described, as well as implications for education, assessment in various contexts, and healthcare.

**Link:** <http://www.apa.org/topics/immigration/immigration-report.pdf>

**5) Intercultural competences in social services: Constructing an effective institutional culture - Methodological guide.** 2011, Council of Europe Publishing. Also available in French.

**Publisher's Description** (<https://book.coe.int/eur/en/social-co-operation-in-europe/4738-pdf-constructing-an-inclusive-institutional-culture-intercultural-competences-in-social-services.html>): If we are to build an inclusive institutional culture within the increasingly pluralist societies of 21st century Europe, focussing solely on the development of skills and knowledge is not enough. There have to be changes in the way in which administrative authorities and the organisations providing services to the public view their role and in the action they take. While it is essential for migrants to learn the language of their host country, understanding the codes of conduct, standards, allegiances, rules and exceptions is perhaps an even greater challenge. This clearer understanding of the institutional fabric is an inevitable part of what is termed "integration" and also applies to minorities. Since this process does not occur unassisted, this guide puts forward a number of proposals to help acquire the institutional skills which are vital for understanding, dialogue, guidance, negotiation and conflict resolution, to name but a few. These are all aspects inherent in interaction processes and essential for respecting diversity. This guide is an indispensable tool for public and private operators, social workers, mediators and all other stakeholders aware of the need to incorporate these aspects into their exchanges, particularly when rights and human dignity are at stake. This will help nurture confidence in public institutions and avoid the development of fear or any other barrier which could lead to unequal access - or indeed no access - to social, health-care or other services. Through this work, the Council of Europe reminds us that in pluralist societies the most effective guarantee of successful integration and harmonious co-existence is social justice.

**Link to content overview:** <https://book.coe.int/eur/en/social-co-operation-in-europe/4738-pdf-constructing-an-inclusive-institutional-culture-intercultural-competences-in-social-services.html>

**6) Intercultural Communication in Contexts, 5<sup>th</sup> Edition.** Martin, J., & Nakayama, T. 2007, McGraw Hill.

**Description**

([https://books.google.gr/books/about/Intercultural\\_Communication\\_in\\_Contexts.html?id=mhUoAQAAIAAJ&redir\\_esc=y](https://books.google.gr/books/about/Intercultural_Communication_in_Contexts.html?id=mhUoAQAAIAAJ&redir_esc=y)): This text addresses the core issues and concerns of intercultural communication by integrating three different perspectives: the social psychological, the interpretive, and the critical. The dialectical framework, integrated throughout the book, is used as a lens to examine the relationship of these research traditions. This text is unique in its emphasis on the importance of histories, popular culture,

and identities. The new edition features expanded discussion on globalization, computer-mediated technologies, and the role of religion in global and domestic contexts and how they relate to intercultural communication.

**Link:** <http://rasaneh.org/Images/News/AttachFile/15-8-1390/FILE634561743619907963.pdf>

*Additional recommendation: If the trainer is fluent in German, it is strongly recommended to use material and exercises from the following book:*

- 7) **Trainingshandbuch Interkulturelle Mediation und Konfliktlösung. Didaktische Materialien zum Kompetenzerwerb.** Claude-Hélène Mayer. 2008, Waxmann.

**Description:** This handbook is structured around four main aspects of intercultural mediation, namely conflict, mediation, intercultural mediation, and possible solutions. Informative parts are followed by targeted exercises, building self-reflection competences. This rich training material is suited for both guided learning activities and self-study.

**Link to publisher's page:** [https://www.waxmann.com/waxmann-buecher/?no\\_cache=1&tx\\_p2waxmann\\_pi2%5Bbuchnr%5D=1596&tx\\_p2waxmann\\_pi2%5Baction%5D=show&L=1](https://www.waxmann.com/waxmann-buecher/?no_cache=1&tx_p2waxmann_pi2%5Bbuchnr%5D=1596&tx_p2waxmann_pi2%5Baction%5D=show&L=1)

## 2.2. Online training platforms

### A. TRIALOG

Description: In 2013 the electronic learning platform TRIALOG was created by INTERPRET, the Swiss Association for Intercultural Interpretation and Mediation (all information from <http://trialog.inter-pret.ch/>). This platform provides free access to a collection of learning material such as videos, interviews, and research material. It is provided as an additional teaching resource that facilitates intercultural mediators, trainers and other interested parties to enhance their intercultural competences. It is not designed as an e-learning tool nor does its use substitute the standardized learning procedure. The TRIALOG platform is available in German, French and Italian.

The platform is organized into three sections: films, workshop and research. In the **film section** the user can watch films of successful and less successful interventions in triadic conversations, interviews and comments on training and supervision.

In the **workshop** the user can access thematically organized material in order to enhance his/her intercultural competence. Issues of *cooperation* in a triadic situation and *professionalism* are addressed; *comments* of users of IM services and IM themselves are presented; possible *questions* arising from the material are answered. In addition, *model lessons* and *worksheets* are provided, *videos* with full transcripts of the conversation and

comments on the quality of the interpreter's intervention as well as videos of conversations from the perspective of Swiss professionals making use of IM services.

In the **research section** the user can search for information concerning pre-discussion, the course of the conversation, role transparency, professionalism of Swiss experts and IM, the beginning of a conversation, the discussion following the intervention, and organizational issues.

Possible uses: If trainees are fluent in one of the platform's languages, the trainer can use material directly, as appropriate for each lesson, or assign material for self-study sessions. If trainees are not fluent in any of the three languages, the trainer can analyze himself the material and decide on how to adapt it or incorporate the information provided in training.

## B. SONETOR

Description: The SONETOR platform ([www.culturalmediators.eu](http://www.culturalmediators.eu)) is a unique online platform for intercultural mediators, recently created in the frame of a Multilateral LLP Leonardo da Vinci Project (co-funded by the European Union). Partners from five countries, Greece, Austria, Ireland, Poland and Spain, developed it based on research regarding the needs and the professional profile of the intercultural mediator.

The project has developed **multimedia training content** for those working or wishing to work as intercultural mediators. The material offers **peer learning** based on situations intercultural mediators encounter in everyday practice, be it in health care, education settings or in encounters with public services. The scenarios depict real working situations so that learners become equipped to assist migrants who are experiencing similar challenges. The platform employs a translation tool.

In addition to these unguided scenarios the platform also offers **e-learning content** and **social networking** tools. The multilingual social networking platform offers the European community of intercultural mediators access to:

- collaborative determination of subjects using wikis
- the exchange of professional experiences and opinions using blogs
- upskilling through e-learning modules specifically designed for intercultural mediators
- discussions on relevant topics in the online community forums
- the ability to contact peers instantly and directly through chat or sending direct personal messages from within the platform
- examples of good practice in the field of cultural mediation

Possible uses: The platform can be used in several ways. The trainer may choose to engage the trainees in online training activities. Another option is to choose scenarios in order to analyze them in case studies that serve the purpose of the lesson and the specific context. The trainer may also want to use material available in the e-learning modules or assign sections for self-study.

### 3. Case studies

**Note for the trainer:** The cases presented here are accessible through the SONETOR platform. In order to use the links it may be necessary to be logged in. Cases should be analyzed and studied according to the case study methodology described in the Annex of Part II - Training Methodology. The cases can be studied in other topics than the recommended, depending on the trainer's objectives. Sometimes adaptations may be required to fit the national context. Additional cases may be also used, as deemed necessary by the trainer.

[1]

Title	Ezrah's pregnancy
Field	Health
Link	<a href="http://www.culturalmediators.eu/node/1768">http://www.culturalmediators.eu/node/1768</a>
Relevant topics	Module 1, Topic 1; Module 6, Topic 1
Original language	Greek

[2]

Title	Pregnant woman's refusal to go to hospital - VIDEO
Field	Health
Link	<a href="http://www.culturalmediators.eu/content/pregnant-woman's-refusal-go-hospital-episode-1-video">http://www.culturalmediators.eu/content/pregnant-woman's-refusal-go-hospital-episode-1-video</a>
Relevant topics	Module 1, Topic 1; Module 6, Topic 1
Original language	English

[3]

Title	Latoya's clitoridectomy
Field	Health
Link	<a href="http://www.culturalmediators.eu/node/1769">http://www.culturalmediators.eu/node/1769</a>
Relevant topics	Module 6, Topic 1
Original language	Greek

[4]

Title	Reference to appropriate treatment services
Field	Health - detox
Link	<a href="http://www.culturalmediators.eu/node/1932">http://www.culturalmediators.eu/node/1932</a>
Relevant topics	Module 6, Topic 1
Original language	Greek

[5]

Title	Seminar for Afghan community
Field	Health – activities for immigrant communities
Link	<a href="http://www.culturalmediators.eu/node/1508">http://www.culturalmediators.eu/node/1508</a>
Relevant topics	Module 6, Topic 1
Original language	Greek

[6]

Title	Shortly before the ring bells
Field	Education
Link	<a href="http://www.culturalmediators.eu/content/λίγο-πριν-χτυπήσει-το-κουδούνι-του-σχολείου">http://www.culturalmediators.eu/content/λίγο-πριν-χτυπήσει-το-κουδούνι-του-σχολείου</a>
Relevant topics	Module 6, Topic 2
Original language	Greek

[7]

Title	Refusal of migrant family to send their children to school
Field	Education
Link	<a href="http://www.culturalmediators.eu/node/2002">http://www.culturalmediators.eu/node/2002</a>
Relevant topics	Module 6, Topic 2
Original language	Greek

[8]

Title	Education in prisons
Field	Education - prisons
Link	<a href="http://www.culturalmediators.eu/content/εκπαίδευση-στις-φυλακές">http://www.culturalmediators.eu/content/εκπαίδευση-στις-φυλακές</a>
Relevant topics	Module 1, Topic 1; Module 6, Topic 2
Original language	Greek

[9]

Title	Μουσουλμάννα σηματοφόρος [only for Greek communities]
Field	Education
Link	<a href="http://www.culturalmediators.eu/content/μουσουλμάννα-σηματοφόρος">http://www.culturalmediators.eu/content/μουσουλμάννα-σηματοφόρος</a>
Relevant topics	Module 6, Topic 2
Original language	Greek

[10]

Title	Illegal detention of minor migrant
Field	Police and legislative services
Link	<a href="http://www.culturalmediators.eu/content/παράνομη-κράτηση-ανηλίκου-μετανάστη">http://www.culturalmediators.eu/content/παράνομη-κράτηση-ανηλίκου-μετανάστη</a>
Relevant topics	Module 6, Topic 3
Original language	Greek

[11]

Title	Evicted... to a cell
Field	Police and legislative services; Housing
Link	<a href="http://www.culturalmediators.eu/content/έξωση-σε-κελί">http://www.culturalmediators.eu/content/έξωση-σε-κελί</a>
Relevant topics	Module 6, Topics 3 & 5
Original language	Greek

[12]

Title	With two mediators
Field	Police and legislative services
Link	<a href="http://www.culturalmediators.eu/content/με-δυσο-διαμεσολαβητές">http://www.culturalmediators.eu/content/με-δυσο-διαμεσολαβητές</a>
Relevant topics	Module 6, Topic 3
Original language	Greek

[13]

Title	Child with no citizenship
Field	Police and legislative services
Link	<a href="http://www.culturalmediators.eu/content/παιδί-χωρίς-ταυτότητα">http://www.culturalmediators.eu/content/παιδί-χωρίς-ταυτότητα</a>
Relevant topics	Module 1, Topic 3; Module 6, Topic 3
Original language	Greek

[14]

Title	Ζητήματα σύστασης οικογένειας στην Ελλάδα [only for Greece]
Field	Police and legislative services
Link	<a href="http://www.culturalmediators.eu/content/ζητήματα-σύστασης-οικογένειας-στην-ελλάδα">http://www.culturalmediators.eu/content/ζητήματα-σύστασης-οικογένειας-στην-ελλάδα</a>
Relevant topics	Module 6, Topic 3
Original language	Greek

[15]

Title	Professional relationships: Principles and contradictions
Field	Labor
Link	<a href="http://www.culturalmediators.eu/content/επαγγελματικά-δίκτυα-αρχές-και-αντιφάσεις">http://www.culturalmediators.eu/content/επαγγελματικά-δίκτυα-αρχές-και-αντιφάσεις</a>
Relevant topics	Module 6, Topic 4
Original language	Greek

[16]

Title	Migrants and bureaucracy
Field	Legalization of stay; Public services
Link	<a href="http://www.culturalmediators.eu/content/%CE%B5%CE%B8%CE%BD%CE%B9%CE%BA%CE%AD%CF%82-%CE%BC%CE%B5%CE%B9%CE%BF%CE%BD%CF%8C%CF%84%CE%B7%CF%84%CE%B5%CF%82-%CE%BA%CE%B1%CE%B9-%CE%B3%CF%81%CE%B1%CF%86%CE%B5%CE%B9%CE%BF%CE%BA%CF%81%CE%B1%CF%84%CE%AF%CE%B1">http://www.culturalmediators.eu/content/%CE%B5%CE%B8%CE%BD%CE%B9%CE%BA%CE%AD%CF%82-%CE%BC%CE%B5%CE%B9%CE%BF%CE%BD%CF%8C%CF%84%CE%B7%CF%84%CE%B5%CF%82-%CE%BA%CE%B1%CE%B9-%CE%B3%CF%81%CE%B1%CF%86%CE%B5%CE%B9%CE%BF%CE%BA%CF%81%CE%B1%CF%84%CE%AF%CE%B1</a>
Relevant topics	Module 1, Topic 3; Module 6 Topic 4
Original language	Greek

[17]

Title	Municipality offices - Refugee seeker wants to get married to national of an EU country other than the one he currently lives in
Field	Public services
Link	<a href="http://www.culturalmediators.eu/content/municipality-offices-refuge-seeker-wants-get-married-national-eu-country-other-one-he">http://www.culturalmediators.eu/content/municipality-offices-refuge-seeker-wants-get-married-national-eu-country-other-one-he</a>
Relevant topics	Module 6 Topic 4
Original language	English

[18]

Title	Minor asking for a visa in a Greek consulate of an African country
Field	Public services
Link	<a href="http://www.culturalmediators.eu/content/minor-asking-visa-greek-consulate-african-country">http://www.culturalmediators.eu/content/minor-asking-visa-greek-consulate-african-country</a>
Relevant topics	Module 6 Topic 4
Original language	English

[19]

Title	Apartment owner refusing to rent house to migrant
Field	Housing
Link	<a href="http://www.culturalmediators.eu/content/apartment-owner-refusing-rent-house-migrant-episode-1-field-house-renting">http://www.culturalmediators.eu/content/apartment-owner-refusing-rent-house-migrant-episode-1-field-house-renting</a>
Relevant topics	Module 6 Topic 5
Original language	English

[20]

Title	One month rent as a deposit
Field	Housing
Link	<a href="http://www.culturalmediators.eu/content/ένα-voίκι-για-εγγύηση-one-month-rent-deposit-episode-5">http://www.culturalmediators.eu/content/ένα-voίκι-για-εγγύηση-one-month-rent-deposit-episode-5</a>
Relevant topics	Module 6 Topic 5
Original language	English / Greek

[21]

Title	Renting a shop
Field	Housing
Link	<a href="http://www.culturalmediators.eu/node/1926">http://www.culturalmediators.eu/node/1926</a>
Relevant topics	Module 6 Topic 5
Original language	Greek

[22]

Title	In search of a flat
Field	Housing
Link	<a href="http://www.culturalmediators.eu/node/2191">http://www.culturalmediators.eu/node/2191</a>
Relevant topics	Module 6 Topic 5
Original language	Greek

## 4. Specialized training material per topic

### 4.1. Module 1: Intercultural mediation and the host country structures

#### *Topic 1: The role, tasks and intervention fields of an intercultural mediator*

Training material
English
<p><b>Title:</b> <i>Interpreters and Cultural Mediators – different but complementary roles</i></p> <p><b>Author:</b> Mayte C. Martín and Mary Phelan</p> <p><b>Type of material:</b> Article published in <i>Translocations: Migration and Social Change, An Inter-Disciplinary Open Access E-Journal</i>. ISSN Number: 2009-0420. In pdf.</p> <p><b>Link:</b> <a href="http://doras.dcu.ie/16481/">http://doras.dcu.ie/16481/</a></p> <p><b>Subtopics:</b> Related professions; Role awareness</p> <p><b>Abstract:</b> This article considers the roles of medical interpreters and cultural mediators and proposes that the two should be seen as separate. In the last six years cultural mediators have been trained in Ireland not to be interpreters but to help immigrants from other countries to access and use healthcare services as well as mediating in situations of conflict between health service providers and patients. Meanwhile, interpreters have been hired to bridge the language gap. Codes of ethics for medical interpreters and competencies of cultural mediators are considered in order to clarify role boundaries and to explore similarities and differences between the two roles.</p>
<p><b>Title:</b> <i>Conceptualising Linguistic and Cultural Mediation</i></p> <p><b>Authors:</b> James Archibald and Giuliana Garzone</p> <p><b>Type of material:</b> Article published in <i>Languages Cultures Mediation (LCM) Journal</i>, Vol 1, No 1-2 (2014). In pdf.</p> <p><b>Link:</b> <a href="http://www.ledonline.it/index.php/LCM-Journal/article/view/775">http://www.ledonline.it/index.php/LCM-Journal/article/view/775</a></p> <p><b>Abstract:</b> This editorial discusses some issues associated with the definition of ‘language and culture mediation’, in order to contextualise the reflections found in this special issue. This expression, rather controversial in some countries, is often used to describe activities of assistance to foreigners, mainly migrants, similar to or coinciding with public service interpreting. A component of mediation is also recognised in the translator’s profession as s/he mediates between the source text and the final readers, and between the relevant cultures. But language and culture mediation can</p>

be interpreted more broadly, to refer also to situations of cultural contact involving a process of culture learning and synthesis. In this interpretation, rather than specific professional profiles, it designates various activities and situations involving mediation between cultures, e.g. in tourism communication, or in the promotion of culturally relevant products for export. Hence, it is argued that many problems surrounding the denomination 'language and culture mediation' are due to its use in specific contexts, while, if used as a superordinate, this expression can embrace various actions, activities and professional profiles having the common property of granting mutual accessibility to languages and cultures.

**Title: *Community Interpreting***

**Author:** S.B. Hale

**Type of material:** Book, chapters 2, 3, & 5. Basingstoke: Palgrave Macmillan, 2007.

**Link:** <http://www.palgrave.com/gp/book/9781403940681>

**Subtopics:** Task range; intervention fields; profile

**Title: *Mediation as translation or translation as mediation? Widening the translator's role in a new multicultural society***

**Author:** Carmen Valero - Garcés

**Type of material:** Pdf

**Link:** <https://www.nottingham.ac.uk/research/groups/ctccs/projects/translating-cultures/documents/journals/mediation-as-translation-or-translation-as-mediation.pdf>

**Title: *Cultural Incompetence: A Fix-It Webinar for Interpreter Trainers***

**Author:** Marjorie Bancroft

**Type of material:** Webinar

**Link:** <http://www.ncihc.org/home-for-trainers---cultural-incompetence--a-fix-it-seminar-for-interpreter-trainers>

**Title: *The Intercultural Mediation: A Transformative Journey of Learning and Reflexivity***

**Author:** Eugenia Arvanitis

**Type of material:** P.p. 1-16 of book: *Intercultural Mediation in Europe: Narratives of Professional Transformation*, Eds. Arvanitis & Kameas 2014, Common Ground Publications

**Link:**

[https://www.academia.edu/10694207/Intercultural\\_Mediation\\_in\\_Europe\\_Narratives\\_of\\_Professi](https://www.academia.edu/10694207/Intercultural_Mediation_in_Europe_Narratives_of_Professi)

onal\_Transformation

*Abstract:* This chapter focuses on the mediation process as an act of social transformation highlighting its multidimensional nature and reflexive posture to diversity. It finally discusses the role and competences of intercultural mediators.

**Title:** *Triadic Exchanges Studies in Dialogue Interpreting*

**Author:** Ed. Ian Mason

**Type of material:** Book, 2014, Routledge

**Link:** n.a.

**Subtopic:** Triadic encounters

**Title:** *General practitioners' views on consultations with interpreters: A triad situation with complex issues*

**Author:** Nabi Fatahiac, Mikael Hellströma, Carola Skottb & Bengt Mattssonc

**Type of material:** Article in *Scandinavian Journal of Primary Health Care*, Volume 26, Issue 1, 2008

**Link:** <http://www.tandfonline.com/doi/pdf/10.1080/02813430701877633>

**Subtopic:** Triadic encounters

**Title:** *Interpreting as coordination in doctor-patient interaction: talk organization and (inter)cultural presuppositions*

**Authors:** Claudio Baraldi, Laura Gavioli

**Type of material:** Article in *Cultus the Journal of Intercultural Mediation and Communiation*, 2015 vol. 8 pdf

**Link:** [http://cultusjournal.com/files/Archives/Baraldi\\_Gavioli\\_cultus\\_8.pdf](http://cultusjournal.com/files/Archives/Baraldi_Gavioli_cultus_8.pdf)

**Subtopic:** Triadic encounter; role awareness

**Title:** *Community interpreting: re-conciliation through power management*

**Author:** Raffaella Merlini, Roberta Favaron

**Type of material:** Article in *The Interpreter's Newsletter*, 2003, No12

**Link:**

<http://etabeta.univ.trieste.it/dspace/bitstream/10077/10166/1/12%20full%20text.pdf#page=207>

*Subtopic:* Power relations

*Abstract:* This paper investigates current practices in community interpreting in Australia with a view to identifying the role actually played by the interpreter within the overall power dynamics of linguistically mediated triadic interactions. From the vantage point of the Australian context, which can boast a fully-fledged system of public sector interpreting services, the concept of 'power management' has been explored on the basis of data collected during interpreted encounters between members of the Italian community and representatives of Australian health care institutions. Assuming that the metaphor of the interpreter as a noninvolved conduit is untenable in community interpreting situations, characterised not only by unequal power distribution between the primary parties, but also by the interpreter's advantage over both of them by virtue of his/her linguistic and cultural knowledge, the question which this paper attempts to answer is to what extent the interpreter's verbal and non-verbal choices contribute to a favourable outcome of the encounter in terms of "reconciliation".

***Title: Dialogue interpreting as intercultural mediation: integrating talk and gaze in the analysis of mediated parent-teacher meetings***

*Author:* Elena Davitti

*Type of material:* 2012 Thesis

*Link:* <http://ethos.bl.uk/OrderDetails.do?uin=uk.bl.ethos.634815>

*Subtopic:* Triadic encounters

*Abstract:* This study explores how the positioning of dialogue interpreters is shaped in mediated interaction through the combined investigation of two main units of analysis, i.e. assessments and gaze. The data used consists of a small corpus of authentic, video-recorded, mediated interactions in English and Italian. One of the most innovative aspects of this work lies in the exploration of how positioning is realised not only verbally, but also nonverbally, by accounting for non-verbal features in the analysis of verbal interaction. A specific gaze-encoding system has been developed for triadic interaction, building on Rossano's (2012) one for dyadic interaction. These symbols have been mapped onto the verbal transcript of specific sequences, with a view to investigating how gaze is used as an interactional resource in conjunction with verbal behaviour when producing such sequences.

***Title: Intercultural Mediation in Public Administration***

*Author:* Angelina Sora

*Type of material:* Pdf

*Link:* <http://www.sonetor-project.eu/esicm/myfiles/speakers/Intercultural%20Mediation%20in%20Public%20Administration.pdf>

*Subtopic:* National context in Greece

*Title:* **Interpreting services for immigrants: a new reality in Greece**

*Author:* Fotini Apostolou

*Type of material:* Chapter in book, pdf

*Link:* [http://www.openstarts.units.it/dspace/bitstream/10077/8632/1/Apostolou\\_IN17.pdf](http://www.openstarts.units.it/dspace/bitstream/10077/8632/1/Apostolou_IN17.pdf)

*Subtopic:* National context of IM in Greece

#### Dutch

*Title:* **Gids voor interculturele bemiddeling in de gezondheidszorg**

*Authors:* Verrept H., Coune I.

*Type of material:* In pdf

*Link:* [www.intercult.be](http://www.intercult.be)

*Subtopic:* Role, tasks and intervention fields of an IM

#### French

*Title:* **Code professionnel des interprètes communautaires**

*Author:* Interpret, Suisse

*Type of material:* Pdf

*Link:* [http://www.interpretavic.ch/IMG/pdf/Berufskodex\\_2015\\_F.pdf](http://www.interpretavic.ch/IMG/pdf/Berufskodex_2015_F.pdf)

*Subtopic:* Role, tasks and intervention fields of an IM

*Title:* **Profil métier de l'interprète en milieu social**

*Author:* Cofetis-Fosovet

*Type of material:* Pdf

*Link:* <http://www.setisbxl.be/pdf/ProfilmetierIS.pdf>

*Subtopic:* Role, tasks and intervention fields of an IM

#### German

*Title:* **Community Interpreting: Einsatz von Jugendlichen mit Migrationshintergrund oder eigens geschulten professionellen Übersetzern und Dolmetschern?**

*Author:* Maria Kurka

*Type of material:* Bachelor Thesis, 2009. München: Sprachen & Dolmetscher Institut (SDI).

*Link:* <http://www.ifbkempten.de/ba-abstracts/422-community-interpreting-einsatz-von-jugendlichen-mit-migrationshintergrund-oder-eigens-geschulten-professionellen-uebersetzern-und-dolmetschern>

*Subtopic:* Definitions and forms of intercultural mediation at national level

***Title: Sprach- und Integrationsmittler, Gemeindedolmetscher, Community Interpreter: Eine professionelle Strategie zum Abbau von Ungleichbehandlung***

*Author:* Miguel Tamayo

*Type of material:* Article in *Migration und Soziale Arbeit* 32, 3/4, S.283-289, 2010. In pdf.

*Link:*

[https://www.google.de/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&uact=8&ved=0ahUKewjpgOn9yYjMAhXMESwKHb4WCXMQFgg2MAQ&url=http%3A%2F%2Fwww.sprachundintegrationsmittler.org%2Findex.php%2Finfothek%2Fpublikationen%2FTamayo2010\\_MigrationSozialeArbeit.pdf%2Fdownload&usg=AFQjCNH1OS-9KLyYnoSrZlYKlAi3UEfubw&sig2=M1i\\_Ilk680UzLxhup0tdTA&bvm=bv.119028448,d.ZWU](https://www.google.de/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&uact=8&ved=0ahUKewjpgOn9yYjMAhXMESwKHb4WCXMQFgg2MAQ&url=http%3A%2F%2Fwww.sprachundintegrationsmittler.org%2Findex.php%2Finfothek%2Fpublikationen%2FTamayo2010_MigrationSozialeArbeit.pdf%2Fdownload&usg=AFQjCNH1OS-9KLyYnoSrZlYKlAi3UEfubw&sig2=M1i_Ilk680UzLxhup0tdTA&bvm=bv.119028448,d.ZWU)

*Subtopic:* Models of intercultural mediation in Europe

***Title: SprInt Servicestelle - Das führende Portal für Sprach- und Integrationsmittlung in Deutschland***

*Author:* Diverse

*Type of material:* Website

*Link:* <http://www.sprachundintegrationsmittler.org/index.php>

*Subtopic:* National context in Germany

***Title: Sprach- und Integrationsmittler für besseren Zugang zu Familien mit Migrationshintergrund***

*Author:* Miguel Tamayo

*Type of material:* Article in: *LVR Jugendhilfereport* 01/10, S.41-44. In pdf.

*Link:*

<https://www.google.de/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKewj1q82CxIjMAhVFnRoKHcmWCFgQFggdMAA&url=http%3A%2F%2Fwww.sprachundintegrationsmittler.org%2Ffind>

ex.php%2Finfothek%2Ffachbeitraege-der-  
servicestelle%2Fjugendhilfereport%2Fdownload&usg=AFQjCNG0X0ptsQmEi0M-  
xh3r\_64TaE8sdQ&sig2=TxK5PYUSgfNVnsb2D-J71w&cad=rja

*Subtopic:* National context; Intervention fields of intercultural mediation

**Title:** *Dolmetschinszenierungen. Kulturen, Identitäten, Akteure.*

*Author:* Şebnem Bahadır

*Type of material:* Book. SAXA Verlag, 2010.

*Link:* <http://www.eurobuch.com/buch/isbn/9783939060246.html>

*Subtopic:* The task range of an intercultural mediator

**Title:** *Interkulturelle Mediation. Plädoyer für ein Perspektiven-reflexives Modell, Band 9*

*Author:* Katharina Kriegel-Schmidt

*Type of material:* Book. LIT Verlag, 2012.

*Link:* <http://www.lit-verlag.de/isbn/3-643-11489-1>

*Subtopic:* The task range of an intercultural mediator

**Title:** *Sprachbarrieren überwinden*

*Author:* Bundesamt für Gesundheit

*Type of material:* P.p. 33-47 in: *Sprachliche Brücken zur Genesung. Interkulturelles Übersetzen im Gesundheitswesen der Schweiz.* Pdf.

*Link:*

[www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,lnp6i0NTU042l2Z6ln1acy4Zn4Z2qZpnO2YUq2Z6gpJCKdHx3gWym162epYbg2c\\_JjKbNoKSn6A--](http://www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,lnp6i0NTU042l2Z6ln1acy4Zn4Z2qZpnO2YUq2Z6gpJCKdHx3gWym162epYbg2c_JjKbNoKSn6A--)

*Subtopic:* The task range of an intercultural mediator – others acting as IM

**Title:** *Dolmetschen, Vermitteln, Schlichten - Integration der Diversität?*

*Author:* Alexander Bischoff, Janine Dahinden

*Type of material:* Book. Seismo-Verlag (Zürich) 2010.

*Link:* <https://www.socialnet.de/rezensionen/10136.php>

*Subtopics:* Integration theory; Intervention fields of intercultural mediation

**Title:** *Forschung zum Community Interpreting im deutschsprachigen Raum: Entwicklung, Themen und Trends.*

*Authors:* Nadja Grbic, Sonja Pöllabauer

*Type of material:* Chapter (p.p. 3-28) in book: *Kommunaldolmetschen/ Community Interpreting. Probleme – Perspektiven – Potenziale.* Nadja Grbic/Sonja Pöllabauer (Hg.). Frank & Timme.

*Link:* <http://www.frank-timme.de/verlag/verlagsprogramm/buch/page/12/verlagsprogramm/bd-21-nadja-grbicsonja-poellabauer-hg-kommunaldolmetschencommunity-interpreting-1/backPID/transued-arbeiten-zur-theorie-und-praxis-des-uebersetzens-und-dolmetschens-1.html>

*Subtopic:* National context; intervention fields of intercultural mediation

**Title:** *Dolmetscher im Asylverfahren*

*Author:* T. Becker

*Type of material:* Chapter (p.p. 161-178) in Pöllabauer, S. und Prunč, E. (Hrsg.)

*Link:* n.a.

*Subtopic:* Intervention fields of intercultural mediation

**Title:** *Perspektiven interkultureller Mediation: Grundlagentexte zur kommunikationswissenschaftlichen Analyse triadischer Verständigung /Perspectives of intercultural mediation: Basic texts for the analysis of triadic communication in a communicational scientific way*

*Authors:* Dominic Busch, Hartmut Schröder

*Type of material:* Book. Peter Lang, 2005.

*Link:* <http://www.peterlang.com/detail/buch/37933/5/53897/>

*Subtopic:* The triadic encounter

**Title:** *Dolmetschen und Macht*

*Author:* Andres Dörte

*Type of material:* Pdf

*Link:* <http://www.fb06.uni->

[mainz.de/dolmetschwissenschaft/Dateien/Dolmetschen\\_und\\_Macht\\_DoerteAndres.pdf](http://mainz.de/dolmetschwissenschaft/Dateien/Dolmetschen_und_Macht_DoerteAndres.pdf)

*Subtopic:* The professional – migrant encounter; role awareness

### Greek

***Title:* Η μετάφραση και η διερμηνεία για δημόσιες υπηρεσίες στην Ελλάδα**

*Author:* Φωτεινή Αποστόλου

*Type of material:* Online university book

*Link:* <https://repository.kallipos.gr/bitstream/11419/965/1/Chapter4.pdf>

*Subtopic:* Community interpreting; national context

***Title:* Δικαστηριακή Διερμηνεία στην Ελλάδα: Καταγραφή και αξιολόγηση της πραγματικότητας**

*Author:* Στέφανος Βλαχόπουλος

*Link:* <http://epublishing.ekt.gr/sites/ektpublishing/files/ebooks/Βλαχόπουλος-Full.pdf>

*Subtopic:* Court interpreting

*Abstract:* Court interpreters assist immigrants from other countries access equal legal services and defend themselves before the court. Despite their essential role in the administration of justice and asserting human rights, there exists great theoretical and practical ambiguity about the distinction of Court Interpreting from Community Interpreting and thus, about the roles, obligations, status and ethics of court interpreters. This paper considers the nature of court interpreting from the point of view of both translatology and science of law, and tries to portray the current situation regarding the status of court interpreting in Greece on the basis of a field research among Greek judges.

***Title:* Μητρώο Εκπαιδευμένων Διαπολιτισμικών Μεσολαβητών**

*Author:* Diverse

*Type of material:* website

*Link:* [www.intermediation.gr](http://www.intermediation.gr)

***Title:* Κοινωνική Διερμηνεία στην Ελλάδα - CiGreece**

*Author:* Diverse

*Type of material:* website

*Link:*

<http://www.cigreece.gr/service/%cf%87%cf%81%ce%b7%cf%83%ce%b9%ce%bc%ce%b5%cf%83->

[%cf%80%ce%b7%ce%b3%ce%b5%cf%83/](#)

**Italian**

**Title: *Schede sulla Mediazione Linguistico Culturale***

**Author:** Andrea Morniroli (a cura di)

**Type of material:** PDF

**Link:** <http://www.coopdedalus.it/documentazione/Pdf/schedemediazione.pdf>

**Subtopic:** Definitions and forms of intercultural mediation

**Title: *Mediatore interculturale***

**Author:** Regione Lazio

**Type of material:** PDF

**Link:** [http://www.edscuola.it/archivio/stranieri/mediatore\\_interculturale.pdf](http://www.edscuola.it/archivio/stranieri/mediatore_interculturale.pdf)

**Subtopic:** Definitions and forms of intercultural mediation

**Title: *Il Mediatore culturale in sei Paesi europei (Italia, Francia, Germania, Grecia, Regno Unito e Spagna). Ambiti di intervento, percorsi di accesso e competenze***

**Author:** Simone Casadei e Massimiliano Franceschetti (a cura di) - ISFOL

**Type of material:** PDF , pp 3-19

**Link:** [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Il\\_Mediatore\\_culturale\\_in\\_sei\\_Paesi\\_europei.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Il_Mediatore_culturale_in_sei_Paesi_europei.pdf)

**Subtopic:** The national context

**Title: *Chi è il traduttore o interprete?***

**Author:** Ilaria Mancini

**Type of material:** Article

**Link:** <http://www.rispostafacile.it/chi-e-il-traduttore-o-interprete>

**Subtopic:** Related professions - Role awareness

**Title: *I ruoli dell'interprete nell'interazione medica: uno studio di caso***

**Author:** Amalia Agata Maria Amato

**Type of material:** Scientific article , pp 25-41

**Link:** [http://amsdottorato.unibo.it/207/1/Tesi\\_Amalto\\_non\\_modificabile.pdf](http://amsdottorato.unibo.it/207/1/Tesi_Amalto_non_modificabile.pdf)

**Subtopic:** Related professions - Role awareness

**Title: *Interpretariato***

**Author:** Finverbus – Translation services

**Type of material:** Article

**Link:** <http://www.finverbus.com/it/interpreting.html>

**Subtopic:** Related professions - Role awareness

**Title: *Mediazione civile – Civil mediation***

**Author:** INMediAr (Istituto Nazionale per la Mediazione e l'Arbitrato)

**Type of material:** Article

**Link:** <http://www.inmediar.it/mediazione-civile/>

**Subtopic:** Related professions - Role awareness

**Title: *Che cos'è e come funziona la mediazione civile e commerciale***

**Author:** Consiglio Nazionale Forense presso il Ministero della Giustizia

**Type of material:** Article

**Link:** <http://www.consiglionazionaleforense.it/site/home/area-ordini/mediazione-e-conciliazione/articolo6787.html#quinto5>

**Subtopic:** Related professions - Role awareness

**Title: *TEORIA E PRASSI DELLA TRADUZIONE LETTERARIA. ANALISI TESTUALE DI 'SENILITÀ' TRADOTTO DA CARMEN MARTÍN GAITE***

**Author:** Carla Carotenuto

**Type of material:** PDF , pp 1-6

Link: <http://circe.lett.unitn.it/attivita/pubblicazioni/pdf/carotenuto.PDF>

Subtopic: Related professions - Role awareness

**Title: *Indagine sulla mediazione culturale in Italia. La ricerca e le normative regionali***

Author: CISP and Unimed

Type of material: Book (pdf), Page from 50 to 68, from 78 to 88 and from 155 to 162.

Link: <http://www.developmentofpeoples.org/uploads/analysis/analysis2-CISP-ricerche-italia.pdf>

Subtopic: Intervention fields of intercultural mediation

**Title: *Metodologie e strumenti di mediazione linguistica e culturale***

Author: a cura di Andrea Morniroli, Annunziata Cipolla e Tiziana Fortino

Type of material: Book (pdf)

Link: [http://www.ristretti.it/commenti/2007/dicembre/mediazione\\_culturale.pdf](http://www.ristretti.it/commenti/2007/dicembre/mediazione_culturale.pdf)

Subtopic: The professional – migrant encounter

**Title: *Ricerca sulla strutturazione e l'impatto della mediazione linguistico-culturale all'interno dei progetti integrati nello SPRAR***

Author: CIES - Paola Berbeglia, Daniela Bico ed Elisabetta Melandri.

Type of material: Book (pdf) , pp 59-71

Link: [http://www.migrantitorino.it/wp-content/uploads/2011/05/Monitoraggio\\_mediazione\\_Cies\\_SPRAR-2010.pdf](http://www.migrantitorino.it/wp-content/uploads/2011/05/Monitoraggio_mediazione_Cies_SPRAR-2010.pdf)

Subtopic: The triadic encounter

**Title: *Vade-mecum per gli operatori e gli interpreti/mediatori culturali***

Author: Francine Rosenbaum

Type of material: Article

Link: [http://www.didaweb.net/mediatori/articolo.php?id\\_vol=294](http://www.didaweb.net/mediatori/articolo.php?id_vol=294)

Subtopic: The triadic encounter

**Title: *La qualifica del mediatore interculturale. Contributi per il suo inserimento nel futuro sistema***

***nazionale di certificazione delle competenze***

*Author:* Elisabetta Melandri, Lucia Carbonari, Annunziata Ricci

*Type of material:* Article , pp 12-23

*Link:* [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/DOSSIER%20DI%20SINTESI%20QUALIFICA%20MEDIATORI\\_28\\_07.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/DOSSIER%20DI%20SINTESI%20QUALIFICA%20MEDIATORI_28_07.pdf)

*Subtopic:* The professional and social profile of the IM

***Title: La figura del Mediatore culturale: il processo di definizione istituzionale***

*Author:* Luca Fabrizi, Cristiana Ranieri, Francesca Serra (ISFOL)

*Type of material:* PDF

*Link:* <http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/La%20figura%20del%20Mediatore%20culturale%20il%20processo%20di%20definizione%20Istituzionale.pdf>

*Subtopic:* The professional and social profile of the IM

**Polish**

***Title: Rola mediatora kulturowego w komunikacji wobec sytuacji kryzysowej w Człowiek-społeczeństwo - państwo w sytuacjach kryzysu***

*Author:* Gurba Ewa, Gurba Krzysztof

*Type of material:* chapter in book , pp 267-277

*Link:* n.a.

***Title: Mediacje międzykulturowe – rola i kompetencje mediatora***

*Author:* Aleksandra Winiarska

*Type of material:* pdf

*Link:*  
[http://www.ifis.up.krakow.pl/studia\\_sociologica/images/SS\\_VII\\_2/Aleksandra%20Winiarska.pdf](http://www.ifis.up.krakow.pl/studia_sociologica/images/SS_VII_2/Aleksandra%20Winiarska.pdf)

**Portuguese**

***Title: Estudo de caso 2 – o mediador intercultural: um agente de interação***

<p><i>Author:</i> Marinho, Manuela &amp; Amaro, Maria Inês</p> <p><i>Type of material:</i> Article in Scientific Magazine - Revista Intervenção Social , nº 22, pp.49-78 ,(2000)</p> <p><i>Link:</i> <a href="http://revistas.lis.ulusiada.pt/index.php/is/article/view/999/1120">http://revistas.lis.ulusiada.pt/index.php/is/article/view/999/1120</a></p>
<p><b><i>Title: A mediação sócio-cultural: um puzzle em construção</i></b></p> <p><i>Author:</i> Galego, Carla &amp; Oliveira, Ana</p> <p><i>Type of material:</i> Scientific book, (2005)</p> <p><i>Link:</i> <a href="http://www.om.acm.gov.pt/documents/58428/177157/Estudo+14.pdf/526ae9d4-de4b-4a7f-be41-224ded16e9cb">http://www.om.acm.gov.pt/documents/58428/177157/Estudo+14.pdf/526ae9d4-de4b-4a7f-be41-224ded16e9cb</a></p>
<p><b><i>Title: A Mediação Intercultural na Sociedade Portuguesa: especificidades deste contexto</i></b></p> <p><i>Author:</i> Ricardo, Sónia</p> <p><i>Type of material:</i> Academic Work conducted in the Graduation in Intercultural Mediation applied to Social service of the Multicultural Studies Center/International University, (2006)</p> <p><i>Link:</i> n.a.</p> <p><i>Subtopic:</i> National context in Portugal</p>
<p><b><i>Title: Interculturalidade e Mediação – Cadernos de apoio à formação nº 4</i></b></p> <p><i>Author:</i> Giménez Romero, Carlos</p> <p><i>Type of material:</i> Training Course Manual, Edited by the High Commissioner for Migration ,(2010)</p> <p><i>Link:</i>  <a href="http://www.acm.gov.pt/documents/10181/233158/4.+Interculturalidade+e+Media%C3%A7%C3%A3o.pdf/2c32448e-acee-4788-90f1-483e101f2ff9?version=1.0">http://www.acm.gov.pt/documents/10181/233158/4.+Interculturalidade+e+Media%C3%A7%C3%A3o.pdf/2c32448e-acee-4788-90f1-483e101f2ff9?version=1.0</a></p>
<p><b><i>Title: Mediação Cultural: alguns dos seus agentes</i></b></p> <p><i>Author:</i> Martinho, Maria Teresa Duarte</p> <p><i>Type of material:</i> Doctoral Thesis in Sociology, (2011)</p> <p><i>Link:</i> <a href="https://repositorio.iscte-iul.pt/handle/10071/3514">https://repositorio.iscte-iul.pt/handle/10071/3514</a></p>
<p><b><i>Title: Sobre a Mediação Intercultural - Cadernos de apoio à formação nº 3</i></b></p> <p><i>Author:</i> Oliveira, Ana &amp; Freire, Isabel</p>

*Type of material:* Training Course Manual, Edited by the High Commissioner for Migration, (2009)

*Link:* <http://www.acm.gov.pt/documents/10181/233158/3.+Sobre..+A+Media%C3%A7%C3%A3o+Socio-Cultural.pdf/a41bd6b0-9e5d-4b5e-8dd3-18f9115cb91b?version=1.0>

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*Title:* **Promoção da interculturalidade da integração de proximidade: manual para técnicas/os**

*Author:* Malheiros, Jorge

*Type of material:* Training courses material, Edited by the High Commissioner for Migration, (2011)

*Link:* [http://www.acm.gov.pt/documents/10181/41781/manual\\_net+\(2\)\\_claii.pdf/a4e41597-2701-41ab-b321-9647823cdb40](http://www.acm.gov.pt/documents/10181/41781/manual_net+(2)_claii.pdf/a4e41597-2701-41ab-b321-9647823cdb40)

*Topic 2: Structure of public services administration and basic administrative procedures in host country*

Training material
English
<p><i>Title:</i> <b>The public service in Germany</b></p> <p><i>Author:</i> Federal Ministry of the Interior</p> <p><i>Type of material:</i> Pdf, 2013.</p> <p><i>Link:</i>  <a href="http://www.bmi.bund.de/SharedDocs/Downloads/EN/Broschueren/The_public_service_in_Germany_December_Id_24273_en.pdf?__blob=publicationFile">http://www.bmi.bund.de/SharedDocs/Downloads/EN/Broschueren/The_public_service_in_Germany_December_Id_24273_en.pdf?__blob=publicationFile</a></p> <p><i>Subtopic:</i> Public administration</p>
<p><i>Title:</i> <b>Federal Republic of Germany. Public Administration. Country Profile</b></p> <p><i>Author:</i> United Nations</p> <p><i>Type of material:</i> Pdf, 2006.</p> <p><i>Link:</i> <a href="http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023309.pdf">http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023309.pdf</a></p> <p><i>Subtopic:</i> Public administration</p>

### Dutch

**Title:** *Leven in België*

**Author:** Diverse

**Type of material:** Website

**Link:** <http://www.belgique-infos.be/belgium/leven-in-belgie/?lang=nl#.V0MLu01Mu1s>

**Subtopic:** Structure of public services administration and basic administrative procedures in host country

### French

**Title:** *Vivre en Belgique*

**Author:** Diverse

**Type of material:** Website

**Link:** <http://www.vivreenbelgique.be/10-institutions-belges>

**Subtopic:** Structure of public services administration and basic administrative procedures in host country

### German

**Title:** *Öffentlicher Dienst und Verwaltung*

**Author:** Bundeszentrale für politische Bildung

**Type of material:** Website

**Link:** <http://www.bpb.de/politik/grundfragen/24-deutschland/40469/oeffentlicher-dienst-und-verwaltung>

**Subtopic:** Public administration

### Greek

**Title:** *Η δημόσια διοίκηση στην Ελλάδα*

**Author:** Ministry of Interior

**Type of material:** Text for public information, pdf

**Link:**

<http://www.gspa.gr/%284307575319293256%29/eCPortal.asp?id=5239&nt=19&lang=1&pID=5226&l>

ang=1

*Subtopic:* Public administration

*Title:* **Λίστα οργανώσεων για μετανάστες στην Ελλάδα**

*Author:* Ministry of Macedonia & Thrace; KEELPNO

*Type of material:* Contact list with organizations, pdf

*Link:* <http://cgi.di.uoa.gr/~ad/help/organizations.pdf>

*Subtopic:* Organizations helping migrants

*Title:* **Κέντρο εξυπηρέτησης αλλοδαπών**

*Author:* City of Athens

*Type of material:* webpage

*Link:* <https://www.cityofathens.gr/katoikoi/allodapoi-metanastes/kentro-eksypiretisis-allodapon>

*Subtopic:* Municipal services for migrants

### Italian

*Title:* **Il sistema di accoglienza per richiedenti asilo e rifugiati in Italia: punti di forza e criticità**

*Author:* Centro Astalli

*Type of material:* PDF

*Link:* <http://centroastalli.it/wp-content/uploads/2013/06/Il-sistema-di-accoglienza-per-richiedenti-asilo-e-rifugiati-in-Italia-punti-di-forza-e-criticita%C3%A0.pdf>

*Subtopic:* Public Administration for migrants

*Title:* **Analisi comparativa dei sistemi di accoglienza per richiedenti asilo in Europa. LA BUONA ACCOGLIENZA**

*Author:* Fondazione Leone Moressa

*Type of material:* PDF

*Link:* [http://www.fondazioneleonemoressa.org/newsite/wp-content/uploads/2016/03/Atti-convegno\\_LA-BUONA-ACCOGLIENZA.pdf](http://www.fondazioneleonemoressa.org/newsite/wp-content/uploads/2016/03/Atti-convegno_LA-BUONA-ACCOGLIENZA.pdf)

*Subtopic:* Public Administration for migrants

**Title: *Immigration Centres***

**Author:** Ministero dell'Interno – Home Office

**Type of material:** Article

**Link:** <http://www.interno.gov.it/it/temi/immigrazione-e-asilo/sistema-accoglienza-sul-territorio/centri-limmigrazione> ; <http://www.interno.gov.it/it/temi/immigrazione-e-asilo/sistema-accoglienza-sul-territorio>

**Subtopic:** Public Administration for migrants

**Title: *Rapporto sulla protezione internazionale in Italia 2015***

**Author:** Ministero dell'Interno – Home Office

**Type of material:** PDF

**Link:** [http://www.interno.gov.it/sites/default/files/t31ede-rapp\\_prot\\_int\\_2015\\_-\\_rapporto.pdf](http://www.interno.gov.it/sites/default/files/t31ede-rapp_prot_int_2015_-_rapporto.pdf)

**Subtopic:** Public Administration for migrants

### Polish

**Title: *Regulacje prawne dotyczące imigrantów w Polsce***

**Author:** Anna Ziembicka-Dzido

**Type of material:** pdf

**Link:** [http://www.bck.lbl.pl/znaczk/projekty/roznimysiepieknie/polska/konferencja/wyklad\\_6.pdf](http://www.bck.lbl.pl/znaczk/projekty/roznimysiepieknie/polska/konferencja/wyklad_6.pdf)

**Title: *Status uchodźcy w Polsce***

**Author:** n.a.

**Type of material:** pdf

**Link:** [http://www.ngo.pl/files/openborders/public/publikacje\\_pl/status\\_pol\\_a5.pdf](http://www.ngo.pl/files/openborders/public/publikacje_pl/status_pol_a5.pdf)

**Title: *Poradnik dla imigrantów***

**Author:** n.a.

**Type of material:** pdf

**Link:** [http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik\\_imigrant\\_pl.pdf](http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik_imigrant_pl.pdf)

Portuguese

**Title:** *Projeto de Mediação intercultural em Serviços Públicos...Um contributo para a construção de cidades Interculturais*

**Author:** ACM, IP

**Type of material:** Presentation

**Link:** [http://www.cm-amadora.pt/images/artigos/extra/projetoscofinanciados/misp/pdf/forum\\_misp\\_carla\\_martingo.pdf](http://www.cm-amadora.pt/images/artigos/extra/projetoscofinanciados/misp/pdf/forum_misp_carla_martingo.pdf)

**Title:** *Manual sobre como implementar um one-stop-shop para a integração dos imigrantes*

**Author:** ACM, IP

**Type of material:** Book , (2009)

**Link:** [http://www.rcc.gov.pt/SiteCollectionDocuments/Handbook\\_PTV2e.pdf](http://www.rcc.gov.pt/SiteCollectionDocuments/Handbook_PTV2e.pdf)

*Topic 3: Legal framework on migration and migrant rights in host country - history of migration*

Training material

English

**Title:** *DG Migration and Home Affairs*

**Author:** European Commission

**Type of material:** Website

**Link:** <http://ec.europa.eu/dgs/home-affairs/>

**Title:** *Migration and International Human Rights Law — A Practitioners' Guide*

**Author:** International Commission of Jurists

**Type of material:** Guide, in pdf

**Link:** <http://www.icj.org/wp-content/uploads/2014/10/Universal-MigrationHRIlaw-PG-no-6-Publications-PractitionersGuide-2014-eng.pdf>

**Title: *Irregular Migration, Migrant Smuggling and Human Rights: Towards Coherence***

**Author:** International Council on Human Rights Policy

**Type of material:** Report, in pdf

**Link:** [http://www.ichrp.org/files/reports/56/122\\_report\\_en.pdf](http://www.ichrp.org/files/reports/56/122_report_en.pdf)

**Title: *Comparative Study of the Laws in the 27 EU Member States for Legal Immigration Including an Assessment of the Conditions and Formalities Imposed by Each Memberstate for Newcomers, 2008***

**Author:** European Parliament

**Type of material:** Pdf

**Link:** [http://www.evasp.eu/index.php?option=com\\_content&view=article&id=126%3Acomparative-study-of-laws-in-the-27-eu-member-states-for-legal-immigration&catid=23%3Aonline-resources&Itemid=117&lang=it](http://www.evasp.eu/index.php?option=com_content&view=article&id=126%3Acomparative-study-of-laws-in-the-27-eu-member-states-for-legal-immigration&catid=23%3Aonline-resources&Itemid=117&lang=it)

#### Dutch

**Title: *Vluchtelingen***

**Author:** n.a.

**Type of material:** Website

**Link:** <http://www.belgium.be/nl/familie/internationaal/buitenlanders/vluchtelingen>

**Subtopic:** Legal framework of migration

**Title: *'Ben ik een Migrant?' De geschiedenis van onze migraties***

**Author:** Vlaamse overheid

**Type of material:** Pdf; teaching package

**Link:** [http://unia.be/files/legacy/MIGRATIE\\_nl.pdf](http://unia.be/files/legacy/MIGRATIE_nl.pdf)

**Subtopic:** Legal framework of migration and migrants rights in host country; history of migration

#### French

**Title: *Réfugiés***

**Author:** n.a.

*Type of material:* Website

*Link:* <http://www.belgium.be/fr/famille/international/etrangers/refugies>

*Subtopic:* Legal framework of migration

*Title:* **Une brève histoire de l'immigration en Belgique**

*Author:* Fédération Wallonie-Bruxelles

*Type of material:* Pdf; teaching package

*Link:*

[http://www.egalite.cfwb.be/index.php?eID=tx\\_nawsecuredl&u=0&g=0&hash=34de88390df9c400259cafefed38a7c041d4f702&file=fileadmin/sites/sdec/upload/sdec\\_super\\_editor/sdec\\_editor/documents/2013/Une\\_breve\\_histoire\\_de\\_l\\_immigration/Immigration\\_Final\\_26\\_11\\_12.pdf](http://www.egalite.cfwb.be/index.php?eID=tx_nawsecuredl&u=0&g=0&hash=34de88390df9c400259cafefed38a7c041d4f702&file=fileadmin/sites/sdec/upload/sdec_super_editor/sdec_editor/documents/2013/Une_breve_histoire_de_l_immigration/Immigration_Final_26_11_12.pdf)

*Subtopics:* Legal framework of migration and migrants rights in host country; history of migration

## German

*Title:* **Bundesamt für Migration und Flüchtlinge**

*Author:* Bundesamt für Migration und Flüchtlinge

*Type of material:* website

*Link:* <http://www.bamf.de/DE/Startseite/startseite-node.html>

*Subtopic:* National authority for migration and refugees

*Title:* **Bundesministerium des Innern, Migration und Integration**

*Author:* Bundesministerium des Innern, Migration und Integration

*Type of material:* Website

*Link:* [http://www.bmi.bund.de/DE/Themen/Migration-Integration/migration-integration\\_node.html](http://www.bmi.bund.de/DE/Themen/Migration-Integration/migration-integration_node.html)

*Subtopic:* National authority for migration and integration

*Title:* **Zuwanderungsgesetz**

*Author:* Deutscher Bundestag

*Type of material:* Law

*Link:*

[http://www.bmi.bund.de/SharedDocs/Gesetzestexte/DE/Zuwanderungsgesetz.pdf?\\_\\_blob=publicati](http://www.bmi.bund.de/SharedDocs/Gesetzestexte/DE/Zuwanderungsgesetz.pdf?__blob=publicati)

onFile

[http://www.auswaertiges-amt.de/DE/EinreiseUndAufenthalt/Zuwanderungsrecht\\_node.html](http://www.auswaertiges-amt.de/DE/EinreiseUndAufenthalt/Zuwanderungsrecht_node.html)

*Subtopic:* Migration law

*Title:* ***Geschichte der deutschen Migration: Vom Mittelalter bis heute***

*Author:* D. Hoerder

*Type of material:* Book, 2010

*Link:* n.a.

*Subtopic:* History of migration

### Greek

*Title:* ***Νόμος 4375/2016 για το Προσφυγικό, Μεταναστευτικό και Άσυλο***

*Author:* Greek Government

*Type of material:* website

*Link:* <https://www.e-nomothesia.gr/law-news/neos-nomos-43752016-gia-prosphugiko.html>

*Subtopic:* Migration law

*Title:* ***Μετανάστευση και διεθνές δίκαιο ανθρωπίνων δικαιωμάτων - Συλλογή διεθνούς δικαίου και νομολογίας***

*Author:* International Commission of Jurists

*Type of material:* Report, in pdf

*Link:* <http://icj2.wpengine.com/wp-content/uploads/2014/09/Universal-Collection-Caselaw-MigrationHR-Publications-Reports-2014-Greek.pdf>

*Subtopic:* Migration law

*Title:* ***metanastes.gr***

*Author:* unknown

*Type of material:* website

*Link:* [www.metanastes.gr](http://www.metanastes.gr)

*Subtopic:* Information for migrants

**Title:** *Το φαινόμενο της μετανάστευσης*

**Author:** Αδάμ Παραδεισιάνος, Ελληνική Αστυνομία

**Type of material:** webpage

**Link:** [http://www.astynomia.gr/index.php?option=ozo\\_content&perform=view&id=1852&](http://www.astynomia.gr/index.php?option=ozo_content&perform=view&id=1852&)

**Subtopic:** Migration types and residence status

**Title:** *Μετανάστες και μετανάστευση: Οικονομικές, πολιτικές και κοινωνικές πτυχές*

**Author:** Χλέτσος Μιχάλης

**Type of material:** Book, Patakis Editions, 2001

**Link:** n.a.

**Subtopic:** Migration history; social and political aspects

### Italian

**Title:** *LINEAMENTI DELLA NORMATIVA ITALIANA IN MATERIA DI IMMIGRAZIONE*

**Author:** Giuseppe Morgese

**Type of material:** PDF

**Link:** <http://www.uniba.it/ricerca/dipartimenti/scienze-politiche/docenti/dott.-giuseppe-morgese/morgese-a.a.-2014-2015/Lineamentidellanormativaitalianainmateriadiimmigrazione.pdf>

**Subtopic:** Legal acts of the host country

**Title:** *Guida pratica ai diritti degli stranieri in Italia*

**Author:** Cittadinanzattiva onlus

**Type of material:** PDF

**Link:** [http://www.cittadinanzattiva.it/files/guide\\_utili/attivismo\\_civico/immigrazione/benvenuto.pdf](http://www.cittadinanzattiva.it/files/guide_utili/attivismo_civico/immigrazione/benvenuto.pdf)

**Subtopic:** The legal rights and obligations of migrants / refugees

### Polish

**Title:** *Zjawisko migracji - rys historyczny*

**Author:** Głowiak Krzysztof

Type of material: pdf

Link: <http://mazowsze.hist.pl/678/1999/981/1/36052/>

### Portuguese

Title: ***Algumas perspetivas sobre imigração: da imigração económica à integração social***

Author: Rabaça, Clara, & Cunha, Pedro

Type of material: Article in Scientific Magazine - Revista Antropológicas , nº 10, pp.299-322 , (2007)

Link: <http://revistas.rcaap.pt/antropologicas/article/view/74>

Title: ***Portugal na Europa e a Questão Migratória: Associativismo, Identidade e Políticas Públicas de Integração***

Author: Grassi, Marzia & Melo, Daniel

Type of material: Working Paper, 4, Lisboa, ICS, Universidade de Lisboa, (2007)

Link: [http://www.ics.ul.pt/publicacoes/workingpapers/wp2007/wp2007\\_4.pdf](http://www.ics.ul.pt/publicacoes/workingpapers/wp2007/wp2007_4.pdf)

Title: ***Estratégia Nacional para a Integração das Comunidades Ciganas 2013-2020***

Author: High Commissioner for Migration

Type of material: Government Document

Link: [http://www.igfse.pt/upload/docs/2012/roma\\_portugal\\_strategy\\_pt.pdf](http://www.igfse.pt/upload/docs/2012/roma_portugal_strategy_pt.pdf)

Title: ***Perfil dos imigrantes em portugal: por países de origem e regiões de destino***

Author: Rego, Conceição; Mendes, Maria Filomena; Rebelo, José & Magalhães, Graça

Type of material: PDF , (2010)

Link: <http://www.apdr.pt/siterper/numeros/RPER24/24.2.pdf>

Title: ***Plano Estratégico para as Migrações (2015-2020)***

Author: Presidency of the Ministers Council

Type of material: Government Document

Link: [http://www.acm.gov.pt/documents/10181/222357/PEM\\_net.pdf/3a515909-7e66-41e8-8179-e3aa5e0c7195](http://www.acm.gov.pt/documents/10181/222357/PEM_net.pdf/3a515909-7e66-41e8-8179-e3aa5e0c7195)

## 4.2. Module 2: Essentials in Humanities and Social Sciences

### Topic 1: Communication theory and practice

Training material
English
<p><b>Title:</b> <i>Dialogue interpreting as intercultural mediation: integrating talk and gaze in the analysis of mediated parent-teacher meetings</i></p> <p><b>Author:</b> Elena Davitti</p> <p><b>Type of material:</b> Thesis, 2012</p> <p><b>Link:</b> <a href="http://ethos.bl.uk/OrderDetails.do?uin=uk.bl.ethos.634815">http://ethos.bl.uk/OrderDetails.do?uin=uk.bl.ethos.634815</a></p>
Dutch
<p><b>Title:</b> <i>Interculturele communicatie</i></p> <p><b>Author:</b> M. Cohen-Emrique</p> <p><b>Type of material:</b> Chapter in <i>Les Politiques sociales</i>, 2001, Halle, pp. 38-49</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>Grondslagen van interculturele communicatie: studieveld en werkerrein</i></p> <p><b>Author:</b> Shadid W.A.</p> <p><b>Type of material:</b> Book. Houten [etc.]: Bohn Stafleu Van Loghum, 1998 en 2007</p> <p><b>Link:</b> n.a.</p> <p><b>Subtopic:</b> Intercultural communication</p>
French
<p><b>Title:</b> <i>La négociation interculturelle et l'intégration des migrant</i></p> <p><b>Author:</b> M. Cohen-Emrique</p> <p><b>Type of material:</b> In book: <i>Les Politiques sociales</i>, 2001, Halle, pp. 38-49</p> <p><b>Link:</b> n.a.</p>

<i>Subtopic:</i> Intercultural communication
<b>Greek</b>
<p><i>Title:</i> <b>Διαπολιτισμική επικοινωνία</b></p> <p><i>Author:</i> Γ. Κριτσωτάκης</p> <p><i>Type of material:</i> Book</p> <p><i>Link:</i> n.a.</p>
<b>Italian</b>
<p><i>Title:</i> <b>Parole comuni culture diverse. Guida alla comunicazione interculturale</b></p> <p><i>Author:</i> Balboni P.</p> <p><i>Type of material:</i> book</p> <p><i>Link:</i> n.a.</p>
<b>Polish</b>
<p><i>Title:</i> <b>Komunikologia - teoria i praktyka komunikacji</b></p> <p><i>Author:</i> red. Emanuel Kulczycki, Michał Wendland</p> <p><i>Type of material:</i> pdf , pp 149-160</p> <p><i>Link:</i>  <a href="https://repozytorium.amu.edu.pl/bitstream/10593/2849/1/Komunikologia.%20Teoria%20i%20praktyka%20komunikacji.pdf">https://repozytorium.amu.edu.pl/bitstream/10593/2849/1/Komunikologia.%20Teoria%20i%20praktyka%20komunikacji.pdf</a></p>
<p><i>Title:</i> <b>Nauki o komunikacji. Teoria i praktyka</b></p> <p><i>Author:</i> Bruno Ollivier</p> <p><i>Type of material:</i> book</p> <p><i>Link:</i> n.a.</p>
<b>Portuguese</b>
<p><i>Title:</i> <b>Pedagogia Social, comunicação e mediação intercultural</b></p> <p><i>Author:</i> Vieira, Ana &amp; Vieira, Ricardo</p>

Type of material: Article , (2013)

Link: <http://www.apagina.pt/?aba=7&cat=561&doc=14501&mid=2>

**Title: A mediação intercultural e a construção de diálogos entre diferentes: notas soltas para reflexão**

Author: Casa-Nova, Maria José

Type of material: PDF

Link: [http://www.dge.mec.pt/sites/default/files/EPIPSE/contributos\\_de\\_maria\\_jose\\_casa\\_nova.pdf](http://www.dge.mec.pt/sites/default/files/EPIPSE/contributos_de_maria_jose_casa_nova.pdf)

## Topic 2: Introduction to psychology concepts

### Training material

#### English

**Title: Migration, cultural bereavement and cultural identity**

Authors: Dinesh Bhugra & Matthew A. Becker

Type of material: Article published in *World Psychiatry*. 2005 Feb; 4(1): 18–24.

Link: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1414713/>

Subtopic: Migrant identity

**Abstract:** Migration has contributed to the richness in diversity of cultures, ethnicities and races in developed countries. Individuals who migrate experience multiple stresses that can impact their mental wellbeing, including the loss of cultural norms, religious customs, and social support systems, adjustment to a new culture and changes in identity and concept of self. Indeed, the rates of mental illness are increased in some migrant groups. Mental health practitioners need to be attuned to the unique stresses and cultural aspects that affect immigrants and refugees in order to best address the needs of this increasing and vulnerable population. This paper will review the concepts of migration, cultural bereavement and cultural identity, and explore the interrelationship between these three aspects of the migrant's experience and cultural congruity. The complex interplay of the migration process, cultural bereavement, cultural identity, and cultural congruity, along with biological, psychological and social factors, is hypothesized as playing a major role in the increased rates of mental illness in affected migrant groups.

**Title: Seeking asylum and seeking identity in a mediated encounter: The projection of selves**

***through discursive practices***

*Author:* Raffaella Merlini

*Type of material:* Article in *Interpreting*, Volume 11, Number 1, 2009, pp. 57-92(36)

*Link:* <https://benjamins.com/#catalog/journals/intp.11.1.05mer/details>  
[http://www.academia.edu/9042716/Seeking\\_asylum\\_and\\_seeking\\_identity\\_in\\_a\\_mediated\\_encounter\\_The\\_projection\\_of\\_selves\\_through\\_discursive\\_practices](http://www.academia.edu/9042716/Seeking_asylum_and_seeking_identity_in_a_mediated_encounter_The_projection_of_selves_through_discursive_practices)

*Subtopic:* Identity issues in intercultural mediation

*Abstract:* The paper explores the professional practice of "cultural mediation" in the Italian context. This activity is taken here as a vantage point from which the dynamics of identity projections can be observed, as they emerge from a real-life interaction. The analysis is carried out on a recorded and transcribed encounter involving three participants: a service provider working for a Foreigners Advice Bureau run by the municipal authorities of a major Italian city; a French-speaking asylum seeker from Cameroon; and a Moroccan mediator. The encounter is characterised by a high degree of interactional heterogeneity; triadic configurations where the mediator acts as "interpreter" alternate with parallel conversations and with long dyadic exchanges between the mediator and the service user, in the absence of the service provider. Within this changeable participation framework, the interlocutors' discursive choices are closely examined. The theoretical framework brings together two complementary paradigms, a linguistic-interactional and a socio-psychological one. The resulting discussion, which revolves around the concepts of "role", "discourse", "position" and "narrative", reveals cultural mediation as an area of instability, where competing identities are interactively constructed and reconstructed.

***Title: Identity and Health in Transcultural Mediation. The Model of Culture-Synergetic Transcultural Mediation and its Impacts***

*Author:* Mayer, Claude-Hélène

*Type of material:* Article in *Journal of Intercultural Communication*, ISSN 1404-1634, issue 17, June 2008

*Link:* <http://www.immi.se/intercultural/nr17/mayer.htm>

***Title: "We were like them". Intersecting Identities and Mediators' Intercultural Communication in a Municipal Service***

*Authors:* D. Soru, V. Schiavinato, M. Kh. Rhazzali & A. Aiello

*Type of material:* Article in *Journal of Intercultural Communication*, ISSN 1404-1634, issue 31, March 2013

*Link:* <http://www.immi.se/intercultural/nr31/soru.html>

**Title: A Psychology of Immigration**

**Author:** J.W. Berry

**Type of material:** Article in *Journal of Social Issues*, 57: 615–631.

**Link:** [http://utopia.duth.gr/~xsakonid/index\\_htm\\_files/1\\_5\\_2015\\_Sapountzis\\_Berry\\_paper.pdf](http://utopia.duth.gr/~xsakonid/index_htm_files/1_5_2015_Sapountzis_Berry_paper.pdf)

**Title: Current issues in cross-cultural psychology: Research topics, applications, and perspectives**

**Author:** Miriam Spering, Institute of Psychology, University of Heidelberg,

**Type of material:** Online publication

**Link:** <http://www.apa.org/topics/immigration/immigration-report.pdf>

**Subtopics:** Intersection of language, culture, and cognition in the migration process; The self and social behavior in differing cultural contexts

**Excerpt from summary:** “This review deals with topics emerging in cross-cultural, cultural, and indigenous psychology and focuses on theoretical perspectives that shape current cross-cultural psychology. Theories at issue are put to the test as to their sustainability into the first quarter of the 21st century in the face of globalisation and cultural diversity and to their implications on current debates in the field.

Special emphasis is placed on the trait approach, its major critics and implications on psychological variables such as identity, group behaviour, personality variables, cognition, and so forth. Results from five decades of research are discussed in order to answer the following questions: What is psychological, what is cultural? What is universal, what is culture-specific? What is specific to one case, what is a general pattern?”

**Title: "This Is Psychology" Episode 10: Immigration**

**Author:** Dr. N. Anderson, APA

**Type of material:** video (duration: 2:32)

**Link:** [https://www.youtube.com/watch?v=q\\_xZFDVT1VY](https://www.youtube.com/watch?v=q_xZFDVT1VY)

**Subtopic:** Mental health issues faced by migrants

**Title: Refugee mental health**

**Author:** Refugee Health Technical Assistance Center (RHTAC)

**Type of material:** website

**Link:** <http://refugeehealthta.org/physical-mental-health/mental-health/adult-mental-health/>

*Subtopic:* Psychological impact of migration / refugee mental health

*Description:* This section of the website presents core issues in refugee mental health, both for adults and youth. Issues like traumatic experiences, symptoms of distress, resilience and coping, and suicide are covered.

***Title: Understanding Immigration and Refugee Trauma***

*Authors/ Presenters:* Carolyn Garcia, Ph.D., University of Minnesota, School of Nursing, Amirthini Keefe, LICSW, Center for Victims of Torture, Andrea Northwood, Ph.D., L.P., Director of Client Services, Center for Victims of Torture

*Type of material:* video (duration: 2:45:20)

*Link:* <https://www.youtube.com/watch?v=YxlQr4QYjcs>

*Subtopic:* Psychological impact of migration, trauma

***Title: Vicarious trauma and stress management***

*Author:* Justine Ndongo-Keller

*Type of material:* Chapter 22 of *The Routledge Handbook of Interpreting*, 2015, Eds. Holly Mikkelsen, Renée Jourdenais

*Link:* <https://www.routledgehandbooks.com/doi/10.4324/9781315745381>

***Title: Empathy: A "zone of uncertainty" in mediated healthcare practice***

*Author:* Raffaella Merlini

*Type of material:* Article in *Cultus the Journal of Intercultural Mediation and Communiation*, 2015 vol. 8. In pdf

*Link:* [http://cultusjournal.com/files/Archives/cultus\\_\\_8\\_2015.pdf](http://cultusjournal.com/files/Archives/cultus__8_2015.pdf)

*Subtopic:* Empathy in intercultural mediation

## Dutch

***Title: Psychologie: een inleiding***

*Author:* Zimbardo et al.

*Type of material:* Book, Amsterdam, Pearson education

*Link:* n.a.

## French

**Title:** *Psychologie sociale des relations à autrui*

**Author:** Serge Moscovici

**Type of material:** Book, Paris, 2000, Ed. Nathan/HER

**Link:** n.a.

## German

**Title:** *Migration und seelische Gesundheit*

**Author:** Hans-Jörg Assion (Hrsg.)

**Type of material:** Book. Springer, 2005.

**Link:**

<https://books.google.gr/books?id=3p4kBAAAQBAJ&pg=PA91&lpg=PA91&dq=Migration+und+Gesundheit:+Perspektiven+f%C3%BCr+Gesundheitssysteme+und+%C3%B6ffentliche+Gesundheitswesen&source=bl&ots=lnNuGs325H&sig=NX7T9bFI9A1Chg5T4LpMrOpP1rE&hl=el&sa=X&ved=0ahUKEwiNy anUyJXNAhXC1xoKHRg8AlgQ6AEIzAC#v=onepage&q=Migration%20und%20Gesundheit%3A%20Perspektiven%20f%C3%BCr%20Gesundheitssysteme%20und%20%C3%B6ffentliche%20Gesundheitswesen&f=false>

**Subtopic:** Psychological impact of migration

**Title:** *Psychotherapeutische Behandlung traumatisierter Flüchtlinge*

**Author:** Barbara Abdallah-Steinkopff

**Type of material:** Chapter of book (p.p. 437-447): *Komplexe Traumafolgestörungen. Diagnostik und Behandlung von Folgen schwerer Gewalt und Vernachlässigung*. Sack; Sachse; Schellong (Eds), 2013 Schattauer

**Link:** n.a.

**Subtopic:** Migrant mental health; trauma

## Greek

**Title:** *Μετανάστες στην Ελλάδα: Επιπολιτισμός και ψυχοκοινωνική προσαρμογή*. Αθήνα: ΙΜΕΠΟ (2008)

**Author:** Μπεζεβέγκης, Ηλ. (επιμ.)

Type of material: pdf

Link:

[http://eclass.uoa.gr/modules/document/file.php/PPP101/%CE%92%CE%B9%CE%B2%CE%BB%CE%B9%CE%BF%CE%B3%CF%81%CE%B1%CF%86%CE%AF%CE%B1/%CE%95%CF%80%CE%B9%CF%80%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CF%8C%CF%82%20%CE%BA%CE%B1%CE%B9%20%CF%80%CF%81%CE%BF%CF%83%CE%B1%CF%81%CE%BC%CE%BF%CE%B3%CE%AE%20%CE%BC%CE%B5%CF%84%CE%B1%CE%BD%CE%B1%CF%83%CF%84%CF%8E%CE%BD%20%CF%83%CF%84%CE%B7%CE%BD%20%CE%95%CE%BB%CE%BB%CE%AC%CE%B4%CE%B1%20\(%CE%9C%CF%80%CE%B5%CE%B6%CE%B5%CE%B2%CE%AD%CE%B3%CE%BA%CE%B7%CF%82,%202008,%20%CE%B5%CF%80%CE%B9%CE%BC.\)](http://eclass.uoa.gr/modules/document/file.php/PPP101/%CE%92%CE%B9%CE%B2%CE%BB%CE%B9%CE%BF%CE%B3%CF%81%CE%B1%CF%86%CE%AF%CE%B1/%CE%95%CF%80%CE%B9%CF%80%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CF%8C%CF%82%20%CE%BA%CE%B1%CE%B9%20%CF%80%CF%81%CE%BF%CF%83%CE%B1%CF%81%CE%BC%CE%BF%CE%B3%CE%AE%20%CE%BC%CE%B5%CF%84%CE%B1%CE%BD%CE%B1%CF%83%CF%84%CF%8E%CE%BD%20%CF%83%CF%84%CE%B7%CE%BD%20%CE%95%CE%BB%CE%BB%CE%AC%CE%B4%CE%B1%20(%CE%9C%CF%80%CE%B5%CE%B6%CE%B5%CE%B2%CE%AD%CE%B3%CE%BA%CE%B7%CF%82,%202008,%20%CE%B5%CF%80%CE%B9%CE%BC.)).pdf

Title: **Διαπολιτισμική Κοινωνική Ψυχολογία**, εκδ. Gutenberg (2011)

Authors: Smith, P.B. & Bond, M.H.

Type of material: Book

Link to description: <https://www.ebooks.gr/gr/διαπολιτισμικη-κοινωνικη-ψυχολογια-335781.html>

Title: **Ψυχική ανθεκτικότητα, μετανάστευση, εφηβεία**

Authors: Φ. Μόττη-Στεφανίδη, Ν. Τάκης, Β. Παυλόπουλος, Ann S. Masten

Type of material: Chapter of research report (p.p. 162-177) *Μετανάστευση στην Ελλάδα: Εμπειρίες - Πολιτικές – Προοπτικές, Τόμος Β΄*, Επιμ. Τζ. Καβουνίδη, Β. Καρύδης, Η. Νικολακοπούλου-Στεφάνου, Μ.Γ. Λίλυ-Στυλιανούδη. Αθήνα: ΙΜΕΠΟ (2008)

Link: <http://users.uoa.gr/~vpavlop/index.files/memo/05/29.pdf>

Abstract: Research results are presented from studies with 1035 adolescent pupils 12-15 years old (Greeks, Albanians and repatriates from Pontus) examining adaptation to school and mental health of adolescents.

Title: **Πεδία έρευνας στην κοινωνική ψυχολογία. Πολιτισμός, μετανάστευση, οργανισμοί, υγεία-πρόληψη, στενές διαπροσωπικές σχέσεις**

Authors: Κορδούτης Παν., Παυλόπουλος Βασ.

Type of material: Book, εκδ. ΔΙΑΔΡΑΣΗ, 2011

Link: n.a.

Italian

Title: **DECOSTRUIRE L'IDENTITÀ: INDIVIDUAZIONE E IDENTIFICAZIONE IN UN MONDO GLOBALE**

*Author:* Enzo Colombo

*Type of material:* PDF

*Link:* <http://www.club.it/culture/culture2005-2006/02culture.pdf>

*Subtopic:* Identity issues in intercultural mediation

***Title: Vite sospese: letteratura e identità nell'esperienza del migrante***

*Author:* Paola Cardellicchio

*Type of material:* PDF

*Link:* [http://www.babelonline.net/home/002/editoria\\_online/cinema/cardillicchio.pdf](http://www.babelonline.net/home/002/editoria_online/cinema/cardillicchio.pdf)

*Subtopic:* Identity issues in intercultural mediation

***Title: Migrazioni e salute: etnopsichiatria e svolta etno-pedagogica***

*Author:* Diego De Luca

*Type of material:* PDF

*Link:* [http://www.cestim.it/argomenti/21salute/21salute\\_deluca-01.pdf](http://www.cestim.it/argomenti/21salute/21salute_deluca-01.pdf)

*Subtopic:* Psychological impact of migration

***Title: Dinamiche psicologiche nei percorsi di emigrazione e di esilio***

*Author:* Patrizia Brunori

*Type of material:* PDF

*Link:* <http://www.contextus.org/files/dinamiche-psicologiche-percorsi-emigrazione-esilio.pdf>

*Subtopic:* Psychological impact of migration

***Title: LE DIMENSIONI DEL DISAGIO MENTALE NEI RICHIEDENTI ASILO E RIFUGIATI. PROBLEMI APERTI E STRATEGIE DI INTERVENTO***

*Author:* Alessandra Caldarozzi (Cittalia- Anci ricerche)

*Type of material:* PDF

*Link:* [http://www.meltingpot.org/IMG/pdf/Le\\_dimensioni\\_del\\_disagio\\_mentale\\_-\\_Cittalia\\_2010.pdf](http://www.meltingpot.org/IMG/pdf/Le_dimensioni_del_disagio_mentale_-_Cittalia_2010.pdf)

*Subtopic:* Psychological impact of migration

**Polish**

**Title: *Psychologia kultury : doświadczenia graniczne i transkulturowe***

**Author:** Dudek Zenon Waldemar, Pankalla Andrzej.

**Type of material:** e-book

**Link:** <http://pwp24.com/products-page/e-booki/psychologia-kultury-czesc-pierwsza-e-book>

**Portuguese**

**Title: *Introdução à Psicologia***

**Author:** Davidoff, Linda

**Type of material:** Book (1998)

**Link:** Makron Books, Ed.

**Title: *Psicologia das Relações Interpessoais - 1º volume***

**Author:** Fachada, M. Odete

**Type of material:** Book ,(2000)

**Link:** Rumo, Ed.

**Title: *Psicologia das Relações Interpessoais - 2º volume***

**Author:** Fachada, M. Odete

**Type of material:** Book, (2000)

**Link:** Rumo, Ed.

**Title: *Organizações Positivas - Manual de Trabalho e Formação***

**Author:** Pina e Cunha, Miguel; Rego, Arménio; Lopes, Miguel Pereira & Ceitil, Mário

**Type of material:** Book , (2008)

**Link:** Sílabo, Ed.

### Topic 3: Basics in sociocultural structures and anthropological concepts

Training material
English
<p><b>Title:</b> <i>Diasporas: A World of Exiles</i></p> <p><b>Author:</b> The Economist</p> <p><b>Type of material:</b> Special report</p> <p><b>Link:</b> <a href="http://www.economist.com/node/1511765">http://www.economist.com/node/1511765</a></p>
<p><b>Title:</b> <i>Migration theory: Talking across disciplines</i></p> <p><b>Author:</b> Brettell Caroline, James Hollifield</p> <p><b>Type of material:</b> Book, 2015, Routledge</p> <p><b>Link:</b> <a href="http://samples.sainsburysebooks.co.uk/9781317805984_sample_673305.pdf">http://samples.sainsburysebooks.co.uk/9781317805984_sample_673305.pdf</a></p>
<p><b>Title:</b> <i>Human Migration Guide</i></p> <p><b>Author:</b> National Geographic</p> <p><b>Type of material:</b> Pdf</p> <p><b>Link:</b> <a href="http://www.nationalgeographic.com/xpeditions/lessons/09/g68/migrationguidestudent.pdf">http://www.nationalgeographic.com/xpeditions/lessons/09/g68/migrationguidestudent.pdf</a></p> <p><b>Abstract:</b> Brief explanation of migration causes and types; includes important resources on migration</p>
<p><b>Title:</b> <i>The World in motion. Short Essays on Migration and Gender</i></p> <p><b>Author:</b> Lauren B. Engle</p> <p><b>Type of material:</b> Pdf</p> <p><b>Link:</b> <a href="http://www.kok-gegen-menschenhandel.de/fileadmin/user_upload/world_motion.pdf">http://www.kok-gegen-menschenhandel.de/fileadmin/user_upload/world_motion.pdf</a></p>
<p><b>Title:</b> <i>Benchmarking in Immigrant Integration</i></p> <p><b>Authors:</b> Han Entzinger and Renske Biezeveld</p>

*Type of material:* Pdf

*Link:* [http://ec.europa.eu/dgs/home-affairs/e-library/documents/policies/legal-migration/pdf/general/benchmarking\\_final\\_en.pdf](http://ec.europa.eu/dgs/home-affairs/e-library/documents/policies/legal-migration/pdf/general/benchmarking_final_en.pdf)

*Subtopic:* Integration

*Title:* ***Irregular Migration, Migrant Smuggling and Human Rights: Towards Coherence***

*Author:* International Council on Human Rights Policy

*Type of material:* Report, pdf

*Link:* [http://www.ichrp.org/files/summaries/41/122\\_pb\\_en.pdf](http://www.ichrp.org/files/summaries/41/122_pb_en.pdf)

*Title:* ***Migration, distress and cultural identity***

*Author:* Dinesh Bhugra

*Type of material:* Article in Oxford Journals, Medicine & Health, British Medical Bulletin, Volume 69, Issue 1, Pp. 129-141.

*Link:* <http://bmb.oxfordjournals.org/content/69/1/129.full>

*Subtopic:* Acculturation

*Title:* ***Women and Migration: Incorporating Gender into International Migration Theory***

*Authors:* Monica Boyd, Elizabeth Grieco

*Type of material:* webpage

*Link:* <http://www.migrationpolicy.org/article/women-and-migration-incorporating-gender-international-migration-theory>

*Title:* ***The Intercultural Dynamics of Multicultural Working***

*Author:* Collective work

*Type of material:* Book, 2010, Multilingual Matters

*Link:* n.a.

*Subtopic:* Teamwork in multicultural settings

*Title:* ***Intercultural competence for all. Preparation for living in a heterogeneous world***

*Author:* Josef Huber (ed.)

*Type of material:* Guide, Ed. Council of Europe

*Link:* [http://www.coe.int/t/dg4/education/pestalozzi/Source/Documentation/Pestalozzi2\\_EN.pdf](http://www.coe.int/t/dg4/education/pestalozzi/Source/Documentation/Pestalozzi2_EN.pdf)

### Dutch

*Title:* ***Inleiding tot de sociale en culturele antropologie***

*Author:* P. Devlieger

*Type of material:* Book. Leuven, Acco.

*Link:* n.a.

### French

*Title:* ***Introduction à l'anthropologie***

*Author:* Claude Rivière

*Type of material:* Book, Hachette, 1997, coll. Les Fondamentaux

*Link:* n.a.

### German

*Title:* ***Schlüsselqualifikation Interkulturelle Kompetenz - Arbeitsmaterialien für die Aus- und Weiterbildung, p.p. 1-18, 27-51***

*Author:* Herbert Loebe, Eckart Severing

*Type of material:* Pdf, training course

*Link:* [http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden\\_8\\_Inhalt.pdf](http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden_8_Inhalt.pdf)

*Subtopic:* Basic sociocultural concepts; stereotypes

### Greek

*Title:* ***Διαπολιτισμικές δεξιότητες για όλους: Προετοιμασία για τη ζωή μέσα σ' έναν ετερογενή κόσμο***

*Author:* Josef Huber (ed.)

*Type of material:* Guide, Ed. Council of Europe

*Link:* <http://docplayer.gr/3577754-Diapolitismikes-dexiotites-gia-oloys-proetoimasia-gia-ti-zoi-mesa-s-enan-eterogeni-kosmo.html>

*Title:* **Πλουραλισμός, πολυπολιτισμικότητα, ενσωμάτωση, αφομοίωση: Σημειώσεις για τη σύγχρονη ανοιχτή κοινωνία**

*Author:* Σ. Τριανταφύλλου

*Type of material:* Book, Εκδόσεις Πατάκη, 2015

*Link:* n.a.

*Subtopic:* Integration

### Italian

*Title:* **Identità e differenza: relazione, comunicazione e didattica interculturale**

*Author:* Marcella Falchi

*Type of material:* PDF

*Link:* [http://www.didaweb.net/mediatori/articolo.php?id\\_vol=669](http://www.didaweb.net/mediatori/articolo.php?id_vol=669)

*Subtopic:* Diversity and Otherness

*Title:* **La coesione sociale come rete di relazioni**

*Author:* Mirella Maturo

*Type of material:* PDF

*Link:*

[http://www.progettopolicoro.it/progettopolicoro/allegati/2511/Coesione\\_sociale\\_come\\_rete\\_di\\_relazioni.pdf](http://www.progettopolicoro.it/progettopolicoro/allegati/2511/Coesione_sociale_come_rete_di_relazioni.pdf)

*Subtopic:* Solidarity, integration and social cohesion

*Title:* **Percepire i gruppi: dalla categorizzazione alla discriminazione**

*Author:* Dipartimento di Sociologia UNIMIB

*Type of material:* PDF

*Link:* [http://www.sociologia.unimib.it/DATA/Insegnamenti/3\\_2332/materiale/cap06.pdf](http://www.sociologia.unimib.it/DATA/Insegnamenti/3_2332/materiale/cap06.pdf)

*Subtopic:* Effects and functions of stereotypes on behavior in IM

**Title: PSICOLOGIA SOCIALE. La percezione dei gruppi: categorizzazione, stereotipi, pregiudizio**

**Author:** Simona Sacchi, Dipartimento di Sociologia UNIMIB

**Type of material:** PDF

**Link:**

[http://www.sociologia.unimib.it/DATA/Insegnamenti/3\\_2256/materiale/psisociale\\_percezione%20gruppo.pdf](http://www.sociologia.unimib.it/DATA/Insegnamenti/3_2256/materiale/psisociale_percezione%20gruppo.pdf)

**Subtopic:** Effects and functions of stereotypes on behavior in IM

**Title: La decostruzione di stereotipi e pregiudizi nella comunicazione: dall'etnocentrismo alla promozione del dialogo. Esempi dal contesto scolastico**

**Author:** Elisa Rossi

**Type of material:** PDF

**Link:** <http://www.donnegiustiziamodena.it/wp-content/rossicittadinanzadonne3.pdf>

**Subtopic:** Effects and functions of stereotypes on behavior in IM

## Polish

**Title: Rola migracji międzynarodowych w niwelowaniu nierówności społecznych**

**Author:** Jan Brzozowski

**Type of material:** Pdf

**Link:** [http://www.ur.edu.pl/pliki/Zeszyt8/34\\_brzozowski.pdf](http://www.ur.edu.pl/pliki/Zeszyt8/34_brzozowski.pdf)

**Title: W poszukiwaniu oznak szoku kulturowego – polskie imigrantki w Wielkiej Brytanii**

**Author:** Barbara Czarnecka

**Type of material:** Pdf

**Link:** [http://www.ifis.up.krakow.pl/studia\\_sociologica/images/SS\\_IV\\_2/Czarnecka.pdf](http://www.ifis.up.krakow.pl/studia_sociologica/images/SS_IV_2/Czarnecka.pdf)

**Title: Od migracji do integracji. Vademecum**

**Author:** Pod red. Agnieszki Chmieleckiej

**Type of material:** Pdf

*Link:* [http://www.hfhrpol.waw.pl/wielokulturowosc/odmidoin\\_Vademecum.pdf](http://www.hfhrpol.waw.pl/wielokulturowosc/odmidoin_Vademecum.pdf)

*Title:* **Między piekłem a rajem. Problemy adaptacji kulturowej uchodźców i migrantów w Polsce**

*Author:* red. Maciej Ząbek

*Type of material:* Book

*Link:* <http://www.etnologia.uw.edu.pl/publikacje/miedzy-pieklem-rajem-problemy-adaptacji-kulturowej-uchodzcow-i-imigrantow-w-polsce>

*Title:* **Sterotypy i uprzedzenia dla studentów**

*Author:* Unknown

*Type of material:* pdf

*Link:* <http://www.staff.amu.edu.pl/~dariusz/wp-content/uploads/2011/06/Stereotypy-i-uprzedzenia-druk.pdf>

*Title:* **Spostrzeżenie bez uprzedzeń i stereotypów – zarys problematyki**

*Author:* Kinga Piber-Dąbrowska, Grzegorz Sędek

*Type of material:* pdf

*Link:* [http://www.spoleczna.psychologia.pl/pliki/2006\\_2/Piber\\_Dabrowska\\_Sedek\\_wpr\\_2006\\_2.pdf](http://www.spoleczna.psychologia.pl/pliki/2006_2/Piber_Dabrowska_Sedek_wpr_2006_2.pdf)

*Title:* **Antropologia kulturowa**

*Author:* Gogacz Adam

*Type of material:* pdf

*Link:* [http://www.gogacz.eu/uczelnia/repository/Antropologia%20kulturowa\\_skrypt.pdf](http://www.gogacz.eu/uczelnia/repository/Antropologia%20kulturowa_skrypt.pdf)

*Title:* **Antropologia kulturowa i społeczna**

*Author:* Ziótkowski Janusz

*Type of material:* pdf

*Link:*

[https://repozytorium.amu.edu.pl/bitstream/10593/7158/1/04\\_Janusz\\_Zi%C3%B3tkowski\\_Antropologia\\_kulturowa\\_i\\_spo%C5%82eczna\\_35-54.pdf](https://repozytorium.amu.edu.pl/bitstream/10593/7158/1/04_Janusz_Zi%C3%B3tkowski_Antropologia_kulturowa_i_spo%C5%82eczna_35-54.pdf)

Portuguese

**Title: *A mediação intercultural no debate sobre a relação entre ciência e ação social***

**Author:** Caria, Telmo Humberto

**Type of material:** Article in Scientific Magazine - Educação, Sociedade e Cultura, nº 14, pp. 89-103 (2000)

**Link:** <http://www.fpce.up.pt/ciie/revistaesc/ESC14/14-5-telmo.pdf>

*Topic 4: Knowledge of exclusion and discrimination mechanisms*

Training material

English

**Title: *Intolerance, Prejudice and Discrimination: A European Report***

**Author:** Andreas Zick, Beate Küpper, Andreas Hövermann

**Type of material:** Report, in pdf

**Link:** <http://library.fes.de/pdf-files/do/07908-20110311.pdf>

**Title: *Discrimination in the EU. Perception and experiences of discrimination in the areas of housing, healthcare, education, and when buying products or using services. Analytical Report 2008***

**Author:** The Gallup Organization, Hungary, upon the request of Directorate General for Employment, Social Affairs and Equal Opportunities – Unit G4

**Type of material:** Report, in pdf

**Link:** [http://ec.europa.eu/public\\_opinion/flash/fl\\_232\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_232_en.pdf)

**Title: *Handbook on European non-discrimination law***

**Author:** European Union Agency for Fundamental Rights

**Type of material:** Law

**Link:** <http://fra.europa.eu/en/publication/2011/handbook-european-non-discrimination-law>

**Title: *Stereotypes, Prejudice & Discrimination***

**Author:** Quincy Didericksen

**Type of material:** Video

**Link:** <https://www.youtube.com/watch?v=ewE2K8A7Ddw>

**Title: *Techniques of self-control***

**Author:** Unknown

**Type of material:** webpage

**Link:** <http://www.wikihow.com/Build-Self%E2%80%90Control>

**Title: *List techniques for maintaining self-control***

**Author:** The Professional Personnel Development Center, Penn State University

**Type of material:** Online training material, in pdf

**Link:** <http://www.vtc1.org/cms/lib05/PA03000913/Centricity/Domain/27/12CAPS.pdf>

#### Dutch

**Title: *Interfederaal Gelijkenkansencentrum (UNIA)***

**Author:** UNIA

**Type of material:** Website

**Link:** <http://unia.be/nl>

#### French

**Title: *Centre interfédéral pour l'égalité des chances***

**Author:** UNIA

**Type of material:** Website

**Link:** <http://unia.be/fr>

#### German

**Title: *Schlüsselqualifikation Interkulturelle Kompetenz - Arbeitsmaterialien für die Aus- und***

**Weiterbildung, p.p. 42-45 (Modul F)**

*Author:* Herbert Loebe, Eckart Severing

*Type of material:* Pdf, training course

*Link:* [http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden\\_8\\_Inhalt.pdf](http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden_8_Inhalt.pdf)

*Subtopic:* Social exclusion and discrimination

**Title: Antidiskriminierungsstelle des Bundes**

*Author:* Diverse

*Type of material:* website

*Link:* [http://www.antidiskriminierungsstelle.de/DE/Home/home\\_node.html](http://www.antidiskriminierungsstelle.de/DE/Home/home_node.html)

**Greek**

**Title: Εγχειρίδιο σχετικά με την ευρωπαϊκή νομοθεσία κατά των διακρίσεων**

*Author:* European Union Agency for Fundamental Rights

*Type of material:* Law – e-book

*Link:* <http://fra.europa.eu/en/publication/2011/handbook-european-non-discrimination-law>

**Title: Νόμος 3304/05 για την ίση μεταχείριση**

*Author:* Greek State

*Type of material:* Law

*Link:* <http://www.synigoros.gr/?i=metaxeirisi.el.laws>

**Title: Καταπολέμηση των διακρίσεων στην Ελλάδα, 2011**

*Author:* Παρατηρητήριο Καταπολέμησης των Διακρίσεων

*Type of material:* Report, in pdf

*Link:* [http://ekke.gr/ocd/wp-content/uploads/2014/01/ocd\\_newsletter\\_01.pdf](http://ekke.gr/ocd/wp-content/uploads/2014/01/ocd_newsletter_01.pdf)

**Italian**

**Title: LE DINAMICHE INTERPERSONALI E IL CONFLITTO: la sicurezza ontologica e l'identità personale**

*Author:* LAURA TUSSI

*Type of material:* Article

*Link:* [http://www.didaweb.net/mediatori/articolo.php?id\\_vol=834](http://www.didaweb.net/mediatori/articolo.php?id_vol=834)

*Subtopic:* Dealing with discriminatory and assaultive behavior in IM

*Title:* **Accoglienza, comunicazione e mediazione interculturale**

*Author:* Alain Goussot

*Type of material:* Article

*Link:* n.a.

*Subtopic:* Dealing with discriminatory and assaultive behavior in IM

*Title:* **L'Arte del mediatore**

*Author:* Alessandra Sgubini and Valerio Calvi

*Type of material:* PDF

*Link:* <http://www.bridge-mediation.it/wp-content/uploads/2012/12/Articolo-Art-of-mediator1Final-1.pdf>

*Subtopic:* Dealing with discriminatory and assaultive behavior in IM

### Polish

*Title:* **Podręcznik europejskiego prawa o niedyskryminacji**

*Author:* European Union Agency for Fundamental Rights

*Type of material:* Law – e-book

*Link:* <http://fra.europa.eu/en/publication/2011/handbook-european-non-discrimination-law>

*Title:* **Poradnik Antydyskryminacyjny**

*Author:* Stowarzyszenie Interwencji Prawnej

*Type of material:* website

*Link:* <http://poradnik.interwencjaprawna.pl/dyskryminacja/>

*Title:* **Przeciwdziałanie dyskryminacji. Pakiet edukacyjny dla trenerów i trenerek**

*Author:* Stowarzyszenie Lambda

*Type of material:* Pdf, p.p. 7-19

*Link:* [http://www.bezuprzedzen.org/doc/pakiet\\_przeciw\\_dyskryminacji.pdf](http://www.bezuprzedzen.org/doc/pakiet_przeciw_dyskryminacji.pdf)

*Title:* **Przeciwdziałanie dyskryminacji. Pakiet edukacyjny dla trenerów i trenerek**

*Author:* n.a.

*Type of material:* pdf

*Link:* [http://www.bezuprzedzen.org/doc/pakiet\\_przeciw\\_dyskryminacji.pdf](http://www.bezuprzedzen.org/doc/pakiet_przeciw_dyskryminacji.pdf)

*Title:* **Status, tożsamość, dyskryminacja**

*Author:* Wysieńska Kinga

*Type of material:* pdf , pp 59-93

*Link:* <http://interwencjaprawna.pl/wp-content/uploads/status-tozsamosc-dyskryminacja.pdf>

### Portuguese

*Title:* **Guia para o combate à discriminação nos Municípios**

*Author:* Citizenship and Gender Equality Commission

*Type of material:* Brochure , (2010)

*Link:* [www.cm-penacova.pt/admin/include/download.php?id\\_ficheiro=4371](http://www.cm-penacova.pt/admin/include/download.php?id_ficheiro=4371)

*Title:* **ILGA Portugal**

*Author:* ILGA Portugal

*Type of material:* website

*Link:* <http://ilga-portugal.pt/actividades/publicacoes.php>

## Topic 5: Gender theory

Training material
English
<p><b>Title:</b> <i>Insights from the field: perception of the interpreter's role(s) in cases of gender-based violence</i></p> <p><b>Author:</b> Carmen Valero-Garces</p> <p><b>Type of material:</b> Article in <i>Cultus the Journal of Intercultural Mediation and Communiation</i>, 2015 vol. 8. In pdf</p> <p><b>Link:</b> <a href="http://cultusjournal.com/files/Archives/cultus__8_2015.pdf">http://cultusjournal.com/files/Archives/cultus__8_2015.pdf</a></p>
<p><b>Title:</b> <i>Gender Schema Theory: Definition &amp; Explanation</i></p> <p><b>Author:</b> Yolanda Williams</p> <p><b>Type of material:</b> Video, online lesson</p> <p><b>Link:</b> <a href="http://study.com/academy/lesson/gender-schema-theory-definition-lesson-quiz.html">http://study.com/academy/lesson/gender-schema-theory-definition-lesson-quiz.html</a></p> <p><b>Subtopic:</b> Gender identities and gender roles</p>
<p><b>Title:</b> <i>Representation and Gender stereotypes: To explore gender stereotypes. To understand how these stereotypes are used within media.</i></p> <p><b>Author:</b> Elle Sullivan</p> <p><b>Type of material:</b> Online presentation</p> <p><b>Link:</b> <a href="http://de.slideshare.net/ellesullivan310/lesson-2-gender-and-stereotypes-39493765?qid=bf4ca52d-7e9e-48e1-962a-40f640a5ab76&amp;v=qf1&amp;b=&amp;from_search=2">http://de.slideshare.net/ellesullivan310/lesson-2-gender-and-stereotypes-39493765?qid=bf4ca52d-7e9e-48e1-962a-40f640a5ab76&amp;v=qf1&amp;b=&amp;from_search=2</a></p> <p><b>Subtopic:</b> Differences in gender and gender roles</p>
<p><b>Title:</b> <i>Gender and Sociology</i></p> <p><b>Author:</b> Bountless.com</p> <p><b>Type of material:</b> Webpage</p>

*Link:* <https://www.boundless.com/psychology/textbooks/boundless-psychology-textbook/gender-and-sexuality-15/gender-414/gender-and-sociology-296-12831/>

*Subtopic:* Differences in gender and gender roles

*Title:* **Representation of gender and stereotypes**

*Author:* L. Davies

*Type of material:* Online presentation

*Link:* <http://www.slideshare.net/lizmedia/representation-of-gender-and-stereotypes>

*Subtopic:* Differences in gender and gender roles

*Title:* **Culture and Gender. Role differences**

*Author:* Angelica-Nikoleta Neculaesei

*Type of material:* Article in *Cross-Cultural Management Journal*, Volume XVII, 1 (7) / 2015

*Link:* [http://www.cmj.bxb.ro/Article/CMJ\\_7\\_4.pdf](http://www.cmj.bxb.ro/Article/CMJ_7_4.pdf)

*Subtopic:* Differences in gender and gender roles

*Title:* **Gender in Political Theory, 3rd Edition**

*Author:* J. Squires

*Type of material:* Book, Polity Press, 2008

*Subtopics:* Political theory in gender issues

*Title:* **Empowering African Women: An Agenda for Action. Africa Gender Equality Index 2015**

*Author:* African Development Bank Group

*Type of material:* pdf

*Link:*

[http://www.afdb.org/fileadmin/uploads/afdb/Documents/Publications/African\\_Gender\\_Equality\\_Index\\_2015-EN.pdf](http://www.afdb.org/fileadmin/uploads/afdb/Documents/Publications/African_Gender_Equality_Index_2015-EN.pdf)

*Subtopic:* Differences in gender and gender roles

**Title: Gender Identity**

**Author:** Rebecca Weygandt

**Type of material:** webpage, video

**Link:** <http://hopeinterculturalcomm.weebly.com/gender-identity.html>

**Subtopics:** Religion in gender issues; stereotypes in migrant societies

**Title: Women in Islamic Societies**

**Author:** Oxford Islamic Studies

**Type of material:** webpage

**Link:** <http://www.oxfordislamicstudies.com/article/opr/t243/e370>

**Subtopics:** Religion in gender issues; stereotypes in migrant societies

**Title: Sexuality, Gender and Islam**

**Author:** Safra project

**Type of material:** webpage

**Link:** <http://www.safraproject.org/sgi-intro.htm>

**Subtopics:** Religion in gender issues; stereotypes in migrant societies

**Description:** This website addresses issues faced by lesbian, bisexual, and transgender Muslim women

**Title: Gender Relations**

**Author:** Haug, F.

**Type of material:** Chapter in book *Historisch-kritisches Wörterbuch des Marxismus*. Berliner Institut für kritische Theorie. S. 279 – 302.

**Link:**

[https://www.google.si/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwif67KkmuDKAhUGNhoKHaIVCDsQFggiMAE&url=http%3A%2F%2Finkrit.de%2Fneuinkrit%2Fmediadaten%2Fen%2Fen\\_archivehcdm%2Fgender\\_relations-hcdm.pdf&usq=AFQjCNFsE4\\_hUAH9KCTRH4qdB\\_61klAFtA&cad=rja](https://www.google.si/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwif67KkmuDKAhUGNhoKHaIVCDsQFggiMAE&url=http%3A%2F%2Finkrit.de%2Fneuinkrit%2Fmediadaten%2Fen%2Fen_archivehcdm%2Fgender_relations-hcdm.pdf&usq=AFQjCNFsE4_hUAH9KCTRH4qdB_61klAFtA&cad=rja)

*Subtopic:* Differences in gender and gender roles

### Dutch

*Title:* **Handboek genderstudies in media, kunst en cultuur**

*Author:* Rosemarie Buikema, Iris van der Tuin (red.)

*Type of material:* Book. Coutinho, 2015

*Link:* n.a.

### French

*Title:* **La théorie du genre ou le monde rêvé des anges**

*Author:* Bérénice Levet

*Type of material:* Book, Ed. Grasset, 2014

*Link:* <http://www.grasset.fr/la-theorie-du-genre-ou-le-monde-reve-des-anges-9782246811770>

### German

*Title:* **Die Sprache – auch psychologisch bedeutsam**

*Author:* Bundesamt für Gesundheit

*Type of material:* P.p. 63-71 in: *Sprachliche Brücken zur Genesung. Interkulturelles Übersetzen im Gesundheitswesen der Schweiz.* Pdf.

*Link:*

[www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6I0NTU042I2Z6In1acy4Zn4Z2qZpnO2Yuq2Z26gpJCKdHx3gWym162epYbg2c\\_JjKbNoKSn6A--](http://www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6I0NTU042I2Z6In1acy4Zn4Z2qZpnO2Yuq2Z26gpJCKdHx3gWym162epYbg2c_JjKbNoKSn6A--)

*Subtopic:* Gender sensitive language in IM

### Greek

*Title:* **Μουσουλμάνες της ανατολής: Αναπαραστάσεις, πολιτισμική σημασία και πολιτικές**

*Author:* Collective work

*Type of material:* Book

*Link:* n.a.

*Subtopic:* Religion in gender issues

*Abstract:* Στο συλλογικό αυτό τόμο περιλαμβάνονται ανθρωπολογικές και κοινωνιολογικές μελέτες που αναζητούν τις παραμέτρους και τις συνθήκες καταγραφής της «μοίρας» των γυναικών σε μουσουλμανικές χώρες της ευρύτερης Μέσης Ανατολής, της Βόρειας Αφρικής και της Κεντρικής Ασίας. Οι αναλύσεις των εθνογραφικών περιπτώσεων που παρουσιάζονται στρέφονται γύρω από την κατασκευή του έμφυλου εαυτού, τη χρήση της σεξουαλικότητας, τις πολιτικές της θρησκείας και του κράτους, τη διάρθρωση των κοινωνικών σχέσεων σε τοπικό και υπερτοπικό επίπεδο.

### Italian

*Title:* ***Discriminazione di genere: la situazione italiana, la normativa e le best practices europee***

*Author:* Cosacons

*Type of material:* PDF, pp 3-33

*Link:* <http://www.codacons.it/progetti/pics/DALLE-PARI-OPPORTUNITA-ALLA-PARTECIPAZIONE-PROTAGONISTA-light.pdf>

*Subtopic:* Gender identity and gender roles

*Title:* ***Contrastare la violenza di genere: azioni e strategie***

*Author:* Cotrina Madiaghiele (Associazione Genere Femminile)

*Type of material:* PDF , pp 50-72

*Link:* [http://www.generefemminile.it/pdf/contrastare\\_violenza\\_genere.pdf](http://www.generefemminile.it/pdf/contrastare_violenza_genere.pdf)

*Subtopic:* Gender identity and gender roles

*Title:* ***Percorsi didattici contro la discriminazione: diritti delle donne, diritti umani***

*Author:* Amnesty International Italy

*Type of material:* PDF

*Link:*

[http://www.amnesty.it/flex/files/d/f/2/D.f17eec15be593e570c9d/DirittiDonne\\_Fascicolo\\_studente\\_DEF.pdf](http://www.amnesty.it/flex/files/d/f/2/D.f17eec15be593e570c9d/DirittiDonne_Fascicolo_studente_DEF.pdf)

*Subtopic:* Gender identity and gender roles

*Title:* ***Studi di Genere e Mediazione Linguistica: alcune riflessioni su stereotipi ed emarginazione***

**professionale. Mediazione e assistenza: "cose di donne" o valori professionali?**

Author: Unife

Type of material: PDF

Link: <http://www.unife.it/progetto/equality-and-diversity/il-genere-in-ateneo/allegati/Rudvin-%20articolo%20su%20genere%20e%20mediazione%20linguistica.%20Bononia%20University%20Press.pdf>

Subtopic: Gender-sensitive language in IM

**Polish**

Title: **Teoria gender**

Author: n.a.

Type of material: pdf

Link:

[https://depot.ceon.pl/bitstream/handle/123456789/2184/wyrostkiewicz\\_gender\\_wychowawca.pdf?sequence=1](https://depot.ceon.pl/bitstream/handle/123456789/2184/wyrostkiewicz_gender_wychowawca.pdf?sequence=1)

Title: **Gender dla średnio zaawansowanych**

Author: Iwasiów Inga

Type of material: e-book

Link: <http://bookmaster.com.pl/ebook-gender,dla,średniozaawansowanych,wyklady,szczecinskie,pobranie,pliku,z,drm-inga,iwasiow-570012.xhtml>

Title: **Encyklopedia gender**

Author: n.a.

Type of material: e-book

Link: [http://www.czarnaowca.pl/filozofia/encyklopedia\\_gender,p1956058903](http://www.czarnaowca.pl/filozofia/encyklopedia_gender,p1956058903)

**Portuguese**

Title: **IV Plano Nacional para a Igualdade, Cidadania e Género 2011-2013**

<p><i>Author:</i> Presidency of the Ministers Council</p> <p><i>Type of material:</i> Legal document</p> <p><i>Link:</i> <a href="https://dre.pt/application/dir/pdf1s/2011/01/01200/0029600321.pdf">https://dre.pt/application/dir/pdf1s/2011/01/01200/0029600321.pdf</a></p>
<p><i>Title:</i> <b>Portal para a Igualdade</b></p> <p><i>Author:</i> Portugal Government</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://www.igualdade.gov.pt/">http://www.igualdade.gov.pt/</a></p>
<p><i>Title:</i> <b>Comissão para a Cidadania e Igualdade de Género</b></p> <p><i>Author:</i> Presidency of the Ministers Council</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="https://www.cig.gov.pt/">https://www.cig.gov.pt/</a></p>

### *Topic 6: Special characteristics of vulnerable groups*

Training material
English
<p><i>Title:</i> <b>Human Rights and Vulnerable Groups</b></p> <p><i>Author:</i> Elisabeth Reichert</p> <p><i>Type of material:</i> Chapter of the book <i>Understanding Human Rights. An Exercise Book</i> (p.p. 77-102). SAGE Publications, 2006. Hardcopy and pdf</p> <p><i>Link:</i> <a href="http://www.sagepub.com/sites/default/files/upm-binaries/11973_Chapter_5.pdf">http://www.sagepub.com/sites/default/files/upm-binaries/11973_Chapter_5.pdf</a></p>
<p><i>Title:</i> <b>Vulnerable Groups</b></p> <p><i>Author:</i> UNCHR</p> <p><i>Type of material:</i> Module 8 of the <i>Reach Out Refugee Protection Training Project</i>, pdf</p> <p><i>Link:</i> <a href="http://www.unhcr.org/4371fa162.pdf">http://www.unhcr.org/4371fa162.pdf</a></p>

*Summary:* "This module emphasises group work to raise awareness and pool the knowledge of the participants on special protection rights and needs related to gender, age, and, if time permits, on disability and health status (such as those refugees with HIV/AIDS who are discriminated against). Through three different group exercises, the participants guide each other in learning about the rights and protection concerns of these refugees, with a focus on children and women. This process of dialogue and discovery is supported by brief overview presentations and access to key learning materials that participants can consult during the training session and that they can use to support their work when they return home"

*Title:* **Crisis and Vulnerability**

*Author:* International Labor Office (ILO)

*Type of material:* Online presentation

*Link:*

[http://www.ilo.org/wcmsp5/groups/public/@ed\\_emp/@emp\\_ent/@ifp\\_crisis/documents/presentation/wcms\\_116758.pdf](http://www.ilo.org/wcmsp5/groups/public/@ed_emp/@emp_ent/@ifp_crisis/documents/presentation/wcms_116758.pdf)

*Title:* **The World in motion. Short Essays on Migration and Gender**

*Author:* Lauren B. Engle

*Type of material:* Pdf

*Link:* [http://www.kok-gegen-menschenhandel.de/fileadmin/user\\_upload/world\\_motion.pdf](http://www.kok-gegen-menschenhandel.de/fileadmin/user_upload/world_motion.pdf)

### Dutch

*Title:* **Steunpunt tot bestrijding van armoede, bestaansonzekerheid en sociale uitsluiting**

*Author:* Steunpunt tot bestrijding van armoede, bestaansonzekerheid en sociale uitsluiting

*Type of material:* Website

*Link:* [http://www.armoedebestrijding.be/cijfers\\_aantal\\_armen.htm](http://www.armoedebestrijding.be/cijfers_aantal_armen.htm)

*Subtopic:* Poverty; social exclusion

*Title:* **Armoede in België. Jaarboek 2016**

*Author:* Isabelle Pannecoucke, Willy Lahaye, Jan Vranken en Ronan Van Rossem

*Type of material:* Book. Academia Press, Gent, 2016.

*Link:* <http://www.armoede-in-belgie.be/jaarboek-2016.html>

*Subtopic:* Poverty

### French

*Title:* **Groupes vulnérables**

*Author:* Moutaga Diagne

*Type of material:* Website

*Link:* <http://www.operationspaix.net/>

*Title:* **Service de lutte contre la pauvreté, la précarité et l'exclusion sociale**

*Author:* Service de lutte contre la pauvreté, la précarité et l'exclusion sociale

*Type of material:* Website

*Link:* [http://www.luttepauvrete.be/chiffres\\_nombre\\_pauvres.htm](http://www.luttepauvrete.be/chiffres_nombre_pauvres.htm)

*Subtopic:* Poverty; social exclusion

### German

*Title:* **Dolmetschen für vulnerable AntragstellerInnen**

*Author:* UNCHR Österreich

*Type of material:* Learning module 9 in: *Trainingshandbuch für DolmetscherInnen im Asylverfahren*, p.p. 133-147.

*Link:* [http://www.bfa.gv.at/files/broschueren/Trainingsprogramm\\_WEB\\_15032016.pdf](http://www.bfa.gv.at/files/broschueren/Trainingsprogramm_WEB_15032016.pdf)

*Subtopic:* Dealing with vulnerable groups

### Greek

*Title:* **Ο Συνήγορος του Πολίτη για τις ευάλωτες κοινωνικές ομάδες**

*Author:* Συνήγορος του Πολίτη

*Type of material:* website

*Link:* <http://www.synigoros-solidarity.gr/>

*Title:* **Ευάλωτες Κοινωνικά Ομάδες (ΕΚΟ) και διακρίσεις στην αγορά εργασίας**

*Author:* Δ. Μπαλούρδος, Ν. Σαρρή, Α. Τραμουντάνης, Μ. Χρυσάκης (Επιμ.)

Type of material: Report / book/ pdf

Link: [http://ekke.gr/ocd/wp-content/uploads/2014/01/EKKE\\_VSGs\\_Greece\\_el.pdf](http://ekke.gr/ocd/wp-content/uploads/2014/01/EKKE_VSGs_Greece_el.pdf)

### Polish

Title: **Spółeczeństwo wobec „innego” – stygmat i dyskryminacja a kwestia HIV/AIDS**

Author: Tomasz Hausa

Type of material: pdf

Link: [http://www.wydawnictwa.pwsz.edu.pl/files/SCL/nr\\_8/s.069-086.pdf](http://www.wydawnictwa.pwsz.edu.pl/files/SCL/nr_8/s.069-086.pdf)

Title: **Obrazy społeczne grup narażonych na dyskryminację**

Author: Miluska Jolanta

Type of material: book

Link: n.a.

Title: **Obszary i formy wykluczenia etnicznego w Polsce**

Author: red. Jasińska-Kania Aleksandra, Łodziński Sławomir

Type of material: pdf

Link: [http://www.publio.pl/files/samples/04/34/e4/48788/Obszary\\_wykluczenia\\_DEMO.pdf](http://www.publio.pl/files/samples/04/34/e4/48788/Obszary_wykluczenia_DEMO.pdf)

### Portuguese

Title: **Estudo sobre a percepção da pobreza em Portugal - algumas considerações e recomendações**

Author: Rede Europeia Anti-Pobreza, Centro de Investigação em Sociologia Económica e das Organizações do Instituto Superior de Economia e Gestão da Universidade Técnica de Lisboa

Type of material: Book

Link: [http://www.amnistia-internacional.pt/files/Relatoriosvarios/RelatorioPobreza\\_com\\_indice.pdf](http://www.amnistia-internacional.pt/files/Relatoriosvarios/RelatorioPobreza_com_indice.pdf)

Title: **Tipologias de alvos vulneráveis à exclusão social**

Author: Matias, Jorge

Type of material: website , (2000)

Link: [http://www.caritas.pt/cr/index.php?option=com\\_content&view=article&id=406:tipologias-de-](http://www.caritas.pt/cr/index.php?option=com_content&view=article&id=406:tipologias-de-)

alvos-vulneraveis-a-exclusao-social&catid=96:pobreza-e-exclusao&Itemid=52

**Title: A Pobreza e a Exclusão Social: Teorias, Conceitos e Políticas Sociais em Portugal**

**Author:** Rodrigues, Vitor Rodrigues et al.

**Type of material:** PDF

**Link:** <http://ler.letras.up.pt/uploads/ficheiros/1468.pdf>

**Title: Intervenção Preventiva com Grupos Vulneráveis - A experiência do Programa de Intervenção Focializada**

**Author:** Drug Addiction Institute

**Type of material:** Book , (2011)

**Link:** <http://www.cnpcjr.pt/Toxicodependia.pdf>

### Topic 7: Sociocultural differences - impact on service provision and coping strategies

#### Training material

#### English

**Title: Coping with non-verbal communication in public service interpreting with Chinese immigrants**

**Authors:** Mireia Vargas-Urpi

**Type of material:** Article in the *Journal of Intercultural Communication Research*, 42 (4), 340-360. In pdf

**Link:** [https://repositori.upf.edu/bitstream/handle/10230/23793/Vargas\\_int\\_copi.pdf?sequence=1](https://repositori.upf.edu/bitstream/handle/10230/23793/Vargas_int_copi.pdf?sequence=1)

**Subtopic:** Sociocultural perspective of language and communication

**Abstract:** This article explores how non-verbal communication affects interpreter-mediated interactions between Chinese immigrants living in Catalonia and local public service providers.

**Title: The Diversity Training Handbook: A practical guide to understanding and changing attitudes (3rd ed.)**

*Author:* Clements, P., & Jones, J.

*Type of material:* Book, pdf

*Link:* [http://samples.sainsburysebooks.co.uk/9780749455620\\_sample\\_128919.pdf](http://samples.sainsburysebooks.co.uk/9780749455620_sample_128919.pdf)

*Publisher's description* (<https://www.koganpage.com/product/the-diversity-training-handbook-9780749450687>): Practical book providing clear guidelines on diversity issues and on designing diversity training. Techniques to bring about attitudinal change are included and advice on dealing with workplace racism, sexism and prejudice.

### Greek

*Title:* **Πολιτισμική Επάρκεια: Ένας πρακτικός οδηγός για εργαζόμενους στις υπηρεσίες ψυχικής υγείας.**

*Author:* Delia Saldaña

*Type of material:* pdf

*Link:*

<http://www.symbiosis.org.gr/files/udi/vavel/%CE%A0%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CE%B9%CE%BA%CE%AE%20%CE%B5%CF%80%CE%AC%CF%81%CE%BA%CE%B5%CE%B9%CE%B1.pdf>

*Title:* **Οδηγός Επίγνωσης της Πολιτισμικής Ετερότητας. Κατανοώντας την πολιτισμική ετερότητα στην ψυχική υγεία**

*Authors:* Seah E., Tilbury F., Wright B., Rooney R., Jayasuriya P.

*Type of material:* pdf

*Link:*

[http://eclass.uoa.gr/modules/document/file.php/PPP100/%CE%92%CE%B9%CE%B2%CE%BB%CE%B9%CE%BF%CE%B3%CF%81%CE%B1%CF%86%CE%AF%CE%B1/%CE%9F%CE%B4%CE%B7%CE%B3%CF%8C%CF%82%20%CE%B5%CF%80%CE%AF%CE%B3%CE%BD%CF%89%CF%83%CE%B7%CF%82%20%CF%80%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CE%B9%CE%BA%CE%AE%CF%82%20%CE%B5%CF%84%CE%B5%CF%81%CF%8C%CF%84%CE%B7%CF%84%CE%B1%CF%82%20\(%CE%9A%CE%AD%CE%BD%CF%84%CF%81%CE%BF%20%CE%97%CE%BC%CE%AD%CF%81%CE%B1%CF%82%20%22%CE%92%CE%B1%CE%B2%CE%AD%CE%BB%22\).pdf](http://eclass.uoa.gr/modules/document/file.php/PPP100/%CE%92%CE%B9%CE%B2%CE%BB%CE%B9%CE%BF%CE%B3%CF%81%CE%B1%CF%86%CE%AF%CE%B1/%CE%9F%CE%B4%CE%B7%CE%B3%CF%8C%CF%82%20%CE%B5%CF%80%CE%AF%CE%B3%CE%BD%CF%89%CF%83%CE%B7%CF%82%20%CF%80%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CE%B9%CE%BA%CE%AE%CF%82%20%CE%B5%CF%84%CE%B5%CF%81%CF%8C%CF%84%CE%B7%CF%84%CE%B1%CF%82%20(%CE%9A%CE%AD%CE%BD%CF%84%CF%81%CE%BF%20%CE%97%CE%BC%CE%AD%CF%81%CE%B1%CF%82%20%22%CE%92%CE%B1%CE%B2%CE%AD%CE%BB%22).pdf)

*Title:* **Κοινωνική εργασία σε πολυπολιτισμικό περιβάλλον**

*Author:* Α. Κανδυλάκη

*Type of material:* Book, Εκδ. Τόπος, 2009

*Link to description:*

[http://www.biblionet.gr/book/174067/%CE%9A%CE%B1%CE%BD%CE%B4%CF%85%CE%BB%CE%AC%CE%BA%CE%B7,%CE%91%CE%B3%CE%AC%CF%80%CE%B7/%CE%9A%CE%BF%CE%B9%CE%BD%CF%89%CE%BD%CE%B9%CE%BA%CE%AE\\_%CE%B5%CF%81%CE%B3%CE%B1%CF%83%CE%AF%CE%B1\\_%CF%83%CE%B5\\_%CF%80%CE%BF%CE%BB%CF%85%CF%80%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CE%B9%CE%BA%CF%8C\\_%CF%80%CE%B5%CF%81%CE%B9%CE%B2%CE%AC%CE%BB%CE%BB%CE%BF%CE%BD](http://www.biblionet.gr/book/174067/%CE%9A%CE%B1%CE%BD%CE%B4%CF%85%CE%BB%CE%AC%CE%BA%CE%B7,%CE%91%CE%B3%CE%AC%CF%80%CE%B7/%CE%9A%CE%BF%CE%B9%CE%BD%CF%89%CE%BD%CE%B9%CE%BA%CE%AE_%CE%B5%CF%81%CE%B3%CE%B1%CF%83%CE%AF%CE%B1_%CF%83%CE%B5_%CF%80%CE%BF%CE%BB%CF%85%CF%80%CE%BF%CE%BB%CE%B9%CF%84%CE%B9%CF%83%CE%BC%CE%B9%CE%BA%CF%8C_%CF%80%CE%B5%CF%81%CE%B9%CE%B2%CE%AC%CE%BB%CE%BB%CE%BF%CE%BD)

**Italian**

**Title: *DINAMICHE DI GRUPPO E MOBBING***

**Author:** Caritas

**Type of material:** PDF

**Link:**

<http://www.caritascaserta.it/LAVORARE%20IN%20GRUPPO%20TERRITORIO%20E%20PROGETTAZIONE/DINAMICHE%20DI%20GRUPPO%20E%20MOBBING.pdf>

**Subtopic:** Group and subgroup theory

**Title: *Multiculturalismo: LA CULTURA DELLE DIFFERENZE***

**Author:** Adel Jabbar

**Type of material:** Article

**Link:** [http://www.infomedi.it/adel\\_jabbar\\_multiculturalismo.htm](http://www.infomedi.it/adel_jabbar_multiculturalismo.htm)

**Subtopic:** Sociocultural differences between migrant groups and host country: impact on service provision

**Title: *Migranti e accessibilità ai servizi sanitari: luci e ombre***

**Author:** Salvatore Geraci, Issa El Hamad

**Type of material:** Article on Italian Journal of Public Health

**Link:** <http://www.ijph.it/pdf/64/014.pdf>

**Subtopic:** Sociocultural differences between migrant groups and host country: impact on service provision

**Title: *La comunicazione interculturale e l'approccio comunicativo: dall'idea allo strumento***

**Author:** Paolo E. Balboni

Type of material: PDF

Link: [http://virgo.unive.it/ecf-workflow/upload\\_pdf/ELLE\\_4\\_1\\_2015\\_001\\_Balboni.pdf](http://virgo.unive.it/ecf-workflow/upload_pdf/ELLE_4_1_2015_001_Balboni.pdf)

Subtopic: Handling difficulties in communication caused by sociocultural differences

#### Polish

Title: ***Przespaceruj się w moich butach - o spotkaniach międzykulturowych***

Author: Olszewska Agnieszka, Zawadzka Agnieszka

Type of material: pdf

Link: <http://www.isp.org.pl/files/20803962270898231001273483470.pdf>

#### Portuguese

Title: ***A questão migratória e as estratégias de convivência entre culturas diferentes em Portugal***

Authors: Backström, Bárbara & Castro-Pereira, Sofia

Type of material: Article in Scientific Magazine REMHU - Interdisciplinary Magazine of the Human Mobility of the CSEM - Scalabrianiano Center for Migration Studies , vol.20, n.38, pp. 83-100., (2013)

Link: [http://www.scielo.br/scielo.php?pid=S1980-85852012000100006&script=sci\\_arttext](http://www.scielo.br/scielo.php?pid=S1980-85852012000100006&script=sci_arttext)

## 4.3. Module 3: Mediation

### Topic 1: Conflict resolution techniques

Training material
English
<p><b>Title:</b> <i>Managing transcultural conflicts in organizations. Video and training material</i></p> <p><b>Authors:</b> Claude-Hélène Mayer, Christian Martin Boness</p> <p><b>Type of material:</b> DVD, 2012</p> <p><b>Link:</b> <a href="https://www.waxmann.com/waxmann-buecher/?tx_p2waxmann_pi2%5bbuch%5d=BUC121477&amp;tx_p2waxmann_pi2%5baction%5d=show&amp;tx_p2waxmann_pi2%5bcontroller%5d=Buch&amp;cHash=8045178ce696f323a0d887660ff32174">https://www.waxmann.com/waxmann-buecher/?tx_p2waxmann_pi2%5bbuch%5d=BUC121477&amp;tx_p2waxmann_pi2%5baction%5d=show&amp;tx_p2waxmann_pi2%5bcontroller%5d=Buch&amp;cHash=8045178ce696f323a0d887660ff32174</a></p> <p><b>Publisher's description:</b> The DVD contains a complete set of edited video scenarios. It also includes PowerPoint Programs which have been created using the video material. The combination of video slides and video scenario excerpts highlight specific competencies in the transcultural work environment. The tools are designed in such a way as to allow anyone who is competent in creating PowerPoint presentations to adapt the material to suit their specific needs. The film is a must for mediators, conflict managers, trainers in intercultural and international communication contexts, professionals in the field of cultural sciences, social sciences, organisation studies, organisational development, international management, conflict resolution and mediation, teachers and lecturers at the university, university of applied sciences and college.</p>
<p><b>Title:</b> <i>Cross Cultural Conflict Resolution in Teams</i></p> <p><b>Author:</b> John Ford</p> <p><b>Type of material:</b> webpage</p> <p><b>Link:</b> <a href="http://www.mediate.com/articles/ford5.cfm">http://www.mediate.com/articles/ford5.cfm</a></p>
<p><b>Title:</b> <i>Conflict analysis and resolution</i></p> <p><b>Author:</b> Dennis J.D. Sandole, Sean Byrne, Ingrid Sandole-Staroste, Jessica Senehi</p> <p><b>Type of material:</b> book, pp 19 - 58</p> <p><b>Link:</b> <a href="https://books.google.it/books?hl=it&amp;lr=&amp;id=sWAEmN5u9U4C&amp;oi=fnd&amp;pg=PP1&amp;dq=intercultural+m mediator+field+of+intervention&amp;ots=K91FcPajRI&amp;sig=MbUJLCY7D9LUGhCLpLD4X_o0LS8#v=onepage">https://books.google.it/books?hl=it&amp;lr=&amp;id=sWAEmN5u9U4C&amp;oi=fnd&amp;pg=PP1&amp;dq=intercultural+m mediator+field+of+intervention&amp;ots=K91FcPajRI&amp;sig=MbUJLCY7D9LUGhCLpLD4X_o0LS8#v=onepage</a></p>

&q&f=false

*Abstract:* The volume provides a comprehensive overview of the core concepts, theories, approaches, processes, and intervention designs in the field of Conflict Analysis and Resolution. The central theme is the value of multidisciplinary approaches to the analysis and resolution of conflicts. This consists of moving from the study of analytical approaches to understanding the deep-rooted causes of conflict, to third-party intervention approaches to preventing or ending violence, and to resolving and transforming conflict.

*Title:* ***The Difference between mediation and Restorative Justice/Practice***

*Author:* Brookes, D., McDonough, I.

*Type of material:* pdf

*Link:* [http://www.moj.gov.jm/sites/default/files/rj/Mediation\\_versus\\_Restorative\\_Practice.pdf](http://www.moj.gov.jm/sites/default/files/rj/Mediation_versus_Restorative_Practice.pdf)

#### Dutch

*Title:* ***Conflicthantering en onderhandelen***

*Author:* P. Huguenin

*Type of material:* Book. Ed. Bohn Staleuven Loghum, 2015.

*Link:* n.a.

*Subtopic:* Conflict resolution techniques

#### French

*Title:* ***Gérer les conflits autrement***

*Author:* William Ury, Jeanne Brett, Stephen Goldberg

*Type of material:* Book. Ed. A2C Medias, 2008

*Link:* n.a.

*Subtopic:* Conflict resolution techniques

#### German

*Title:* ***Trainingsfilm Interkulturelle Mediation und Konfliktlösung. Didaktische Materialien zum Kompetenzerwerb***

*Author:* Claude-Hélène Mayer

Type of material: DVD, 2008

Link: [https://www.waxmann.com/waxmann-buecher/?tx\\_p2waxmann\\_pi2%5bbuchnr%5d=1828&tx\\_p2waxmann\\_pi2%5baction%5d=show](https://www.waxmann.com/waxmann-buecher/?tx_p2waxmann_pi2%5bbuchnr%5d=1828&tx_p2waxmann_pi2%5baction%5d=show)

Title: **Mediation und Streitbeteiligung, Verhandlungstechnik und Rhetorik**

Authors: Katharina Gräfin von Schlieffen, Reiner Ponschab, Ulrike Rüssel, Torsten Harms

Type of material: Book, BWV, 2006.

Link: [https://www.amazon.de/Mediation-Streitbeteiligung-Verhandlungstechnik-Katharina-Schlieffen/dp/3830511329/278-1420959-4285505?ie=UTF8&\\*Version\\*=1&\\*entries\\*=0](https://www.amazon.de/Mediation-Streitbeteiligung-Verhandlungstechnik-Katharina-Schlieffen/dp/3830511329/278-1420959-4285505?ie=UTF8&*Version*=1&*entries*=0)

Title: **Mediation erforschen? Fragen - Forschungsmethoden - Ziele**

Authors: Dominic Busch, Claude-Hélène Mayer

Type of material: Introduction (p.p. 7-37) in book: *Mediation erforschen. Fragen - Forschungsmethoden – Ziele*. Springer VS, 2012.

Link: <http://www.springer.com/us/book/9783531186849>

Title: **Mediationsgesetz (MediationG), 21 July 2012 (BGBl. I p.1572)**

Author: German Confederation

Type of material: Law

Link: <https://www.gesetze-im-internet.de/bundesrecht/mediationsg/gesamt.pdf>

### Italian

Title: **La gestione costruttiva del Conflitto attraverso la mediazione**

Author: Alessandro Bruni

Type of material: PDF

Link: [http://www.concilia.it/La\\_gestione\\_costruttiva.pdf](http://www.concilia.it/La_gestione_costruttiva.pdf)

Subtopic: Typical indicators for conflicts in IM

Title: **La mediazione dei Conflitti sociali: una risorsa per migliorare la convivenza**

Author: Cestim Volontariato

Type of material: Online document , pp 1-19

Link:

[https://www.google.gr/?gws\\_rd=ssl#q=La+mediazione+dei+Conflitti+sociali:+una+risorsa+per+migliorare+la+convivenza+](https://www.google.gr/?gws_rd=ssl#q=La+mediazione+dei+Conflitti+sociali:+una+risorsa+per+migliorare+la+convivenza+)

*Subtopic:* Conflict resolution in IM; The role of the intercultural mediator in conflict resolution

### Polish

*Title:* **Rozwiązywanie konfliktów - materiały szkoleniowe**

*Author:* n.a.

*Type of material:* pdf

*Link:* <http://kreatywni.wsptwp.eu/wp-content/uploads/2010/10/ROZWI%C4%84ZYWANIE-KONFLIKT%C3%93W-materia%C5%82y-szkoleniowe.pdf>

*Title:* **Sposoby rozwiązania konfliktu wg Thomasa i S. Kratochvila**

*Author:* n.a.

*Type of material:* pdf

*Link:*

[http://pu.i.wp.pl/k,NDYzNDcxMTUsNzA3ODA0,f,Sposoby\\_rozwiazania\\_konfliktu\\_wg\\_Thomasa\\_i\\_S.\\_Kratochvila.pdf](http://pu.i.wp.pl/k,NDYzNDcxMTUsNzA3ODA0,f,Sposoby_rozwiazania_konfliktu_wg_Thomasa_i_S._Kratochvila.pdf)

### Portuguese

*Title:* **Mediação**

*Author:* Vasconcelos-Sousa, José

*Type of material:* Book, (2002)

*Link:*

<http://porbase.bnportugal.pt/ipac20/ipac.jsp?session=14533K31X1838.392255&profile=porbase&source=~!bnp&view=subscriptionssummary&uri=full=3100024~!1154409~!678&ri=3&aspect=subtab62&menu=search&ipp=20&spp=20&staffonly=&term=Jos%C3%83%C2%83%C3%82%C2%83%C3%83%C2%82%C3%82%C2%83%C3%83%C2%83%C3%82%C2%82%C3%83%C2%82%C3%82%C2%A9+Vasconcelos&index=.AW&uindex=&aspect=subtab62&menu=search&ri=3>

*Title:* **Mediação: seu impacto nos jovens mediadores interculturais: um estudo de caso**

*Author:* Fernandes, Elisabete Pires

*Type of material:* Master Thesis in Intercultural Relations, Open University, Lisbon ,(2006)

<p><i>Link:</i> n.a.</p>
<p><b>Title:</b> <i>Mediação - Construção de Pontes para uma melhor compreensão das margens</i></p> <p><b>Author:</b> Lima, Ana Paula</p> <p><b>Type of material:</b> Academic work conducted in the Graduation in Intercultural Mediation applied to Social Service of the Multicultural Studies Center / International University ,(2006)</p> <p><i>Link:</i> n.a.</p>
<p><b>Title:</b> <i>Resolução de Conflitos</i></p> <p><b>Author:</b> Ury, William; Brett, Jeanne &amp; Goldberg, Stephen</p> <p><b>Type of material:</b> Book , (2009)</p> <p><i>Link:</i> Actual, Ed.</p>

## *Topic 2: Inter-ethnic conflict particularities and coping strategies*

Training material
English
<p><b>Title:</b> <i>Intercultural Communication: A Reader</i></p> <p><b>Authors:</b> Larry A. Samovar, Richard E. Porter, Edwin R. McDaniel, Carolyn Sexton Roy</p> <p><b>Type of material:</b> Book, Cengage Learning, 2014</p> <p><b>Link:</b>  <a href="https://books.google.gr/books?id=v8sTCgAAQBAJ&amp;dq=intercultural+communication+in+public+services&amp;lr=&amp;hl=el&amp;source=gbs_navlinks_s">https://books.google.gr/books?id=v8sTCgAAQBAJ&amp;dq=intercultural+communication+in+public+services&amp;lr=&amp;hl=el&amp;source=gbs_navlinks_s</a></p>
<p><b>Title:</b> <i>Multicultural and Multi-ethnic Societies</i></p> <p><b>Authors:</b> Henri Giordan</p> <p><b>Type of material:</b> Online article</p> <p><b>Link:</b> <a href="http://www.unesco.org/most/giordeng.htm">http://www.unesco.org/most/giordeng.htm</a></p>

**Title: *Resolving Conflict in a Multicultural Environment***

**Authors:** Andrea Williams

**Type of material:** Article in *MCS Conciliation Quarterly*. Summer, 1994. Pp. 2-6.

**Link:** <http://www.colorado.edu/conflict/peace/example/will5746.htm>

#### Dutch

**Title: *De multiculturele samenleving in conflict***

**Author:** Bart Van Leeuwen, Ronald Tinevelt (red.)

**Type of material:** Book. Leuven, Acco, 2015.

**Link:** n.a.

#### French

**Title: *Du conflit ethnique: réflexion à partir d'ambiguïtes, des dits et non-dits***

**Author:** Claude-Richard Mbowou

**Type of material:** Webpage

**Link:** [http://www.irenees.net/bdf\\_fiche-analyse-1025\\_fr.html](http://www.irenees.net/bdf_fiche-analyse-1025_fr.html)

**Subtopic:**

#### Portuguese

**Title: *A mediação cultural luso-cabo-verdiana nas construções cognitivas***

**Author:** Ferreira, Lígia Évora

**Type of material:** Posgraduate Thesis, CEMRI – Centro de Estudos das Migrações e das relações Interculturais – Universidade Aberta, (2003)

**Link:** n.a.

**Title: *O Papel do Mediador Municipal: Estudo efetuado junto da comunidade cigana de Barcelos***

**Author:** Loureiro, Raquel

**Type of material:** Master Thesis in Mediation and Interculturality, (2012)

**Link:** [http://bdigital.ufp.pt/bitstream/10284/3679/3/DM\\_RaquelLoureiro.pdf](http://bdigital.ufp.pt/bitstream/10284/3679/3/DM_RaquelLoureiro.pdf)

***Title: Policiamento Comunitário em Lisboa: O Desafio da Abordagem Intercultural e da Mediação***

***Author: Diniz, Mónica & Santa Cruz, Cláudia***

***Type of material: Article in Scientific Book, in Intercultural Mediation in Europe: Narratives of Professional Transformation, (2014)***

***Link: [http://www.cm-lisboa.pt/fileadmin/Noticias/ficheiros/O\\_Policiamento\\_Comunit%C3%A1rio\\_em\\_Lisboa\\_O\\_Desafio\\_da\\_Abordagem\\_Intercultural\\_e\\_da\\_Media%C3%A7%C3%A3o.pdf](http://www.cm-lisboa.pt/fileadmin/Noticias/ficheiros/O_Policiamento_Comunit%C3%A1rio_em_Lisboa_O_Desafio_da_Abordagem_Intercultural_e_da_Media%C3%A7%C3%A3o.pdf)***

## 4.4. Module 4: Interpreting

### Topic 1: Interpreting techniques

Training material
English
<p><b>Title:</b> <i>The community interpreter. An international workbook.</i></p> <p><b>Author:</b> M.Bancroft et al.</p> <p><b>Type of material:</b> Book and pdf. SL, Culture and Language Press, 2015</p> <p><b>Link:</b> <a href="http://www.thecommunityinterpreter.com/assets/interior-contents-tcii-workbook-bw.pdf">http://www.thecommunityinterpreter.com/assets/interior-contents-tcii-workbook-bw.pdf</a></p> <p><b>Subtopic:</b> Tools and techniques in consecutive interpreting; Interpreting in intercultural mediation</p>
<p><b>Title:</b> <i>An interactional perspective on interpreting as mediation</i></p> <p><b>Authors:</b> Claudio Baraldi</p> <p><b>Type of material:</b> Article published in <i>Languages Cultures Mediation (LCM) Journal</i>, Vol 1, No 1-2 (2014). In pdf.</p> <p><b>Link:</b> <a href="http://www.ledonline.it/index.php/LCM-Journal/article/view/724">http://www.ledonline.it/index.php/LCM-Journal/article/view/724</a></p> <p><b>Abstract:</b> The importance of mediation in dialogue interpreting has been highlighted in a number of recent studies. Franz Pöchhacker has outlined three analytical dimensions to look at interpreting as mediation: (1) linguistic/cultural mediation, including intercultural mediation, is basically a synonym for interpreting; (2) cognitive mediation explains the subjectivity of interpreters; (3) contractual mediation involves facilitation of communication, conflict management and power relations. Pöchhacker advocates a distinction between the cognitive and the linguistic/cultural dimensions of mediation on the one hand, and the dimension of contractual mediation on the other. Empirical analysis of interpreter-mediated interaction can be used as the starting point for understanding the complexity of interpreting as mediation. The analysis of interpreter-mediated interactions in Italian healthcare services evidences: (1) the complex nature of linguistic (or language) mediation; (2) the relationship between language mediation and its cultural forms and contexts; (3) the relationship between language mediation and intercultural mediation; (4) the meaning of language mediation as facilitation of communication; (5) the limitations of interpreting as mediation. This analysis can have important implications for the achievement of higher levels of professionalism in interpreting.</p>

**Title: *The meaning of accuracy and culture, and the rise of the machine in interpreting and translation***

**Authors:** Sandra Hale, Anthony Liddicoat

**Type of material:** Article in *Cultus the Journal of Intercultural Mediation and Communiation*, 2015 vol. 8. In pdf

**Link:** [http://cultusjournal.com/files/Archives/cultus\\_\\_8\\_2015.pdf](http://cultusjournal.com/files/Archives/cultus__8_2015.pdf)

**Title: *The multifaceted nature of interpreting. A personal case of disempowerment.***

**Author:** Cinzia Spinzi

**Type of material:** Article in *Cultus the Journal of Intercultural Mediation and Communiation*, 2015 vol. 8. In pdf

**Link:** [http://cultusjournal.com/files/Archives/cultus\\_\\_8\\_2015.pdf](http://cultusjournal.com/files/Archives/cultus__8_2015.pdf)

**Title: *Are close renditions the golden standard? Some thoughts on translating accurately in healthcare interpreter-mediated interaction***

**Author:** Claudio Baraldi, Laura Gavioli

**Type of material:** Article in *The Interpreter and translator trainer*, Sep 2014

**Link:** <http://www.tandfonline.com/doi/pdf/10.1080/1750399X.2014.972029>

**Abstract:** ‘Close renditions’ – renditions that are very close, if not identical, in form and meaning, to the original utterances – are often considered fundamental in dialogue interpreting. It has been suggested that interpreters should address exhaustively and accurately all pieces of information, including those conveyed with minimal responses. This perspective seems to reflect the ‘golden standard’ that normatively guides interpreters’ training. Drawing from research over a long period, we look here at the work of ‘intercultural mediators’ providing interpreting service in healthcare. The analysis described in this article shows that closeness in the meaning and function of single utterances does not necessarily coincide with closeness in their function in the interaction. In order for renditions to be ‘close’, in their interactional function, to those in the other language, interpreting mediators need to achieve ‘accurate’ coordination work. So ‘accuracy’ in coordination should be looked at as a fundamental activity in dialogue interpreting to achieve translational closeness. Expanded dyadic sequences addressing what is going on and pursued in the interaction, for instance, are often necessary to achieve ‘close’ rendition, but their accurate management can be a very complex accomplishment. It is suggested that learning accurate coordination may be a major achievement in healthcare interpreter training.

**Title: *Interactional Pragmatics, Face and the Dialogue Interpreter***

*Author:* Ian Mason, Miranda Stewart

*Type of material:* Chapter (p.p. 51-70) in *Triadic Exchanges Studies in Dialogue Interpreting*, Routledge 2014

*Link:*

[https://www.academia.edu/3778068/Interaccional\\_Pragmatics\\_Face\\_and\\_the\\_Dialogue\\_Interpreter](https://www.academia.edu/3778068/Interaccional_Pragmatics_Face_and_the_Dialogue_Interpreter)

*Abstract:* Courtroom interaction features in Ian Mason's and Miranda Stewart's examination of the pragmatics of interpreting from the perspective of politeness and the negotiation of face. By comparing two very different events – cross-examination of a Spanish-speaking witness at the O.J.Simpson trial in the United States and interviews by immigration officials of illegal Polish immigrants – they are able to show that the inherently face-threatening nature of the events themselves (the witness whose credibility is being undermined, the immigrant who is about to be deported) leads to a great deal of face-work in the speech of questioner and interviewee alike. Relaying this attention to face appears to be problematic, regardless of which of two very different interpreter styles is adopted. The participation framework and footing within the triad are alluded to in Mason and Stewart's contributions.

*Title: **Interpreting as interaction***

*Author:* Cecilia Wadensjö

*Type of material:* Book, 1998/ 2013 Routledge

*Link:*

[https://books.google.gr/books?hl=el&lr=&id=vADKAwAAQBAJ&oi=fnd&pg=PP1&dq=triadic+encounters+in+community+interpreting&ots=eW-jMuBCOI&sig=-DSePOBmHGtRz0mp6oqtwnniCLA&redir\\_esc=y#v=onepage&q=triadic%20encounters%20in%20community%20interpreting&f=false](https://books.google.gr/books?hl=el&lr=&id=vADKAwAAQBAJ&oi=fnd&pg=PP1&dq=triadic+encounters+in+community+interpreting&ots=eW-jMuBCOI&sig=-DSePOBmHGtRz0mp6oqtwnniCLA&redir_esc=y#v=onepage&q=triadic%20encounters%20in%20community%20interpreting&f=false)

## French

*Title: **Petit guide pour orienter le travail d'entraînement en interprétation***

*Author:* Chris Guichot

*Type of material:* Pdf

*Link:* [http://www.cciconline.net/documents/texts/\(FR\)%20Guide\\_dentrainement.pdf](http://www.cciconline.net/documents/texts/(FR)%20Guide_dentrainement.pdf)

## German

*Title: **Trainingshandbuch für DolmetscherInnen im Asylverfahren, Module 5-8***

*Author:* UNHCR Österreich

*Type of material:* In pdf

*Link:* [http://www.bfa.gv.at/files/broschueren/Trainingsprogramm\\_WEB\\_15032016.pdf](http://www.bfa.gv.at/files/broschueren/Trainingsprogramm_WEB_15032016.pdf)

*Subtopic:* Tools and techniques in consecutive interpreting; interpreting in intercultural mediation: ethics and protocol

*Title:* ***Dolmetschen. Konzeptuelle Grundlagen und deskriptive Untersuchungen***

*Author:* Franz Pöchhacker

*Type of material:* Book. Stauffenburg, 2000.

*Link:* <http://www.stauffenburg.de/asp/books.asp?id=429>

*Subtopic:* Interpreting in intercultural mediation

### Portuguese

*Title:* ***O Guia-Intérprete: Mediador Intercultural***

*Author:* Brito, Luís Miguel

*Type of material:* Article - Revista Turismo & Desenvolvimento, nº 10, pp. 67-84, (2008)

*Link:* [https://comum.rcaap.pt/bitstream/10400.26/2446/3/2008.01.001\\_.pdf](https://comum.rcaap.pt/bitstream/10400.26/2446/3/2008.01.001_.pdf)

*Title:* ***A mediação intercultural no âmbito da interpretação à distância - Novos Rumos, Novos Desafios***

*Author:* Furtado, Marco António

*Type of material:* Book , (2013)

*Link:*

<https://books.google.pt/books?id=ZzOvAwAAQBAJ&pg=PT108&lpg=PT108&dq=t%C3%A9nicas+de+interpreta%C3%A7%C3%A3o+na+media%C3%A7%C3%A3o+intercultural&source=bl&ots=iZtjUuRn2v&sig=wwe1wSFm0c-Z36un5ntEJNYTe8l&hl=pt-PT&sa=X&ved=0ahUKEwil4YWioZPNAhVMOhQKHwaaAW0Q6AEIRzAH#v=onepage&q=t%C3%A9nicas%20de%20interpreta%C3%A7%C3%A3o%20na%20media%C3%A7%C3%A3o%20intercultural&f=false>

## Topic 2: Remote intercultural mediation services

Training material
English
<p><b>Title:</b> <i>Telephone Interpreting: A Comprehensive Guide to the Profession</i></p> <p><b>Author:</b> Nataly Kelly</p> <p><b>Type of material:</b> Book, pdf</p> <p><b>Link:</b> <a href="http://www.pacificinterpreters.com/docs/resources/telephone_interpreting_nataly_kelly.pdf">http://www.pacificinterpreters.com/docs/resources/telephone_interpreting_nataly_kelly.pdf</a></p>
<p><b>Title:</b> <i>Much ado about something remote: Stress and performance in remote interpreting</i></p> <p><b>Author:</b> Roziner I., Shlesinger M.</p> <p><b>Type of material:</b> Article - Interpreting, 2010, 12:2, 214–247</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>The application of new technologies to remote interpreting</i></p> <p><b>Author:</b> Connell, Tim</p> <p><b>Type of material:</b> Article - Linguistic Antverpiensia, 2006, NS 5,311-324</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>The application of new technologies to remote interpreting</i></p> <p><b>Author:</b> Price EL, Pérez-Stable EJ, Nickleach D, López M, K. L</p> <p><b>Type of material:</b> Article - Patient Educ Couns, 2012, 87 (2), 226–232</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>Remote interpreting</i></p> <p><b>Author:</b> Sabine Braun</p> <p><b>Type of material:</b> Chapter 23 in <i>The Routledge Handbook of Interpreting, 2015</i>, Eds. Holly Mikkelson, Renée Jourdenais</p> <p><b>Link:</b> <a href="https://www.routledgehandbooks.com/doi/10.4324/9781315745381">https://www.routledgehandbooks.com/doi/10.4324/9781315745381</a></p> <p><b>Abstract:</b> The evolution of communication technologies has created ample opportunities for</p>

distance communication in real time and has led to alternative ways for delivering interpreting services. On the one hand, mobile and internet telephony have made telephone communication more flexible, enabling conference calls with participants in two or more locations. On the other hand, videoconferencing has slowly established itself as a tool for verbal and visual interaction in real time, also between two or more sites.

**Title: *Remote interpretation in medical encounters: a systematic review***

**Author:** Azarmina P., Wallace P.

**Type of material:** Article - Journal of telemedicine and Telecare, 2005, vol.11, 140-145

**Link:** n.a.

**Title: *Comparing In-Person, Video, and Telephonic Medical Interpretation***

**Author:** Craig Locatis, Deborah Williamson, Carrie Gould-Kabler, Laurie Zone-Smith, Isabel Detzler, Jason Roberson, Richard Maisiak, and Michael Ackerman

**Type of material:** J Gen Intern Med. 2010 Apr; 25(4): 345–350. Published online 2010 Jan 27. doi: 10.1007/s11606-009-1236-x

**Link:** <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2842540/>

**Abstract:** Quasi-randomized control study. Objective: To compare remote medical interpretation services by trained interpreters via telephone and videoconference to those provided in-person. Results: Encounters with in-person interpretation were rated significantly higher by providers and interpreters, while patients rated all methods the same. There were no significant differences in provider and interpreter ratings of remote methods. Provider and interpreter comments on scales and interview data support the higher in-person ratings, but they also showed a distinct preference for video over the phone. Phone interviews were significantly shorter than in-person.

**Title: *Standard Practice Paper: Video Remote Interpreting***

**Author:** Registry of Interpreters for the Deaf Inc.

**Type of material:** Standard practice paper

**Link:** [http://nvrc.org/wp-content/uploads/2011/07/VRI\\_SPP1.pdf](http://nvrc.org/wp-content/uploads/2011/07/VRI_SPP1.pdf)

**Title: *Telephone Interpreting: Boon or Bane?***

**Author:** Holly Mikkelson

**Type of material:** Article published in Luis Pérez González, ed. *Speaking in Tongues: Language across Contexts and Users*. Universitat de València, 2003. pp. 251-269

<p><i>Link:</i> <a href="http://www.acebo.com/pages/telephone-interpreting-boon-or-bane">http://www.acebo.com/pages/telephone-interpreting-boon-or-bane</a></p>
<p><i>Title:</i> <b>Telephone Interpreting</b></p> <p><i>Author:</i> Kwintessential</p> <p><i>Type of material:</i> Webpage</p> <p><i>Link:</i> <a href="http://www.kwintessential.co.uk/translation/articles/telephone-interpreting.html">http://www.kwintessential.co.uk/translation/articles/telephone-interpreting.html</a></p>
<b>French</b>
<p><i>Title:</i> <b>Video interprétation à distance dans les soins de santé</b></p> <p><i>Author:</i> Shana Coenen</p> <p><i>Type of material:</i> PDF</p> <p><i>Link:</i> <a href="http://docplayer.fr/8409490-Video-interpretation-a-distance-vri-dans-les-soins-de-sante.html">http://docplayer.fr/8409490-Video-interpretation-a-distance-vri-dans-les-soins-de-sante.html</a></p>
<b>German</b>
<p><i>Title:</i> <b>Telefondolmetschen im Spital</b></p> <p><i>Author:</i> A. Bischoff, F. Grossmann</p> <p><i>Type of material:</i> Report, 2006</p> <p><i>Link:</i> <a href="http://www.0842-442-442.ch/files/content/Angebot/Infothek%20DE/Allg.%20Info/Telefondolmetschen_im_Spital.pdf">http://www.0842-442-442.ch/files/content/Angebot/Infothek%20DE/Allg.%20Info/Telefondolmetschen_im_Spital.pdf</a></p>
<p><i>Title:</i> <b>Nationaler Telefondolmetschdienst, Schweiz</b></p> <p><i>Author:</i> NTD</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://www.0842-442-442.ch/">http://www.0842-442-442.ch/</a></p>
<b>Portuguese</b>
<p><i>Title:</i> <b>Linha de Apoio ao Migrante</b></p> <p><i>Author:</i> High Commissioner for Migration</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://www.acm.gov.pt/-/linha-de-apoio-ao-migrante">http://www.acm.gov.pt/-/linha-de-apoio-ao-migrante</a></p>

**Title: Centro Nacional de Apoio ao Imigrante (CNAI)**

**Author:** High Commissioner for Migration

**Type of material:** website

**Link:** <http://www.acm.gov.pt/-/cnai-centro-nacional-de-apoio-ao-imigrante>

**Title: Serviço de Tradução Telefónica (STT)**

**Author:** High Commissioner for Migration

**Type of material:** website

**Link:** <http://www.acm.gov.pt/-/servico-de-traducao-telefonica>

## 4.5. Module 5: Professional ethics and tools

### Topic 1: Professional conduct and deontology code

Training material
English
<p><b>Title:</b> <i>Descriptions of interpreting and their ethical consequences</i></p> <p><b>Author:</b> Uldis Ozolins</p> <p><b>Type of material:</b> Online article</p> <p><b>Link:</b> <a href="http://www3.uah.es/fitispos_ij/OJS/ojs-2.4.5/index.php/fitispos/article/viewFile/9/5">http://www3.uah.es/fitispos_ij/OJS/ojs-2.4.5/index.php/fitispos/article/viewFile/9/5</a></p> <p><b>Abstract:</b> The current array of descriptions that are given of interpreting outside the conference room has bedeviled the field: from ‘community interpreting’ to ‘dialogue interpreting’ to ‘public service interpreting’ to ‘ad hoc interpreting’ to ‘non-professional interpreting’. Some descriptions avoid ‘interpreting’ altogether – ‘linguistic mediation’, ‘cultural mediation’ etc. Significantly, self-ascription by the practitioners themselves often does not match these imposed descriptions. Yet each description carries with it, implicitly or explicitly, a specific view of ethics, tied closely to perceived roles of interpreters, but often encompassing assumptions about tasks, personal or professional characteristics, or status. This messy terminological terrain is surveyed to reveal some altogether clear distinctions that can help our understanding of differentiating and common elements in interpreting. Building on that, the ethical implications of different descriptions are categorised to show that ethical responsibility in interpreting situations rests not with the interpreters alone, but with other players, particularly institutional players, in contracting language services.</p>
<p><b>Title:</b> <i>National Standard Guide for Community Interpreting Services</i></p> <p><b>Author:</b> Healthcare Interpretation Network</p> <p><b>Type of material:</b> Standard guide</p> <p><b>Link:</b> <a href="http://www.multi-languages.com/materials/National_Standard_Guide_for_Community_Interpreting_Services.pdf">http://www.multi-languages.com/materials/National_Standard_Guide_for_Community_Interpreting_Services.pdf</a></p>
<p><b>Title:</b> <i>Code of Ethics for Community Interpreters – Finland</i></p> <p><b>Author:</b> Finnish Association of Sign Language Interpreters</p> <p><b>Type of material:</b> Code of ethics</p>

*Link:* [http://wasli.org/wp-content/uploads/2013/10/80\\_coe-svt.pdf](http://wasli.org/wp-content/uploads/2013/10/80_coe-svt.pdf)

*Title:* **Ethics and the role of the interpreter**

*Author:* Uldis Ozolins

*Type of material:* Chapter 21 in *The Routledge Handbook of Interpreting, 2015*, Eds. Holly Mikkelsen, Renée Jourdenais

*Link:* <https://www.routledgehandbooks.com/doi/10.4324/9781315745381>

*Abstract:* Issues of ethics have always attended interpreting, as practitioners will often be privy to complex or highly privileged information – whether related to national security, or personal trauma or difficulty, or sensitive business negotiations. Trust in those doing the interpreting is paramount for participants who lack command of the other language, and recognition of ethical practice is fundamental to recognition as a profession.

*Title:* **Analyzing the interpreter's code of ethics**

*Author:* S. B. Hale

*Type of material:* Chapter (p.p. 101-134) in *Community Interpreting*. Basingstoke: Palgrave Macmillan, 2007.

*Link:* <http://www.palgrave.com/gp/book/9781403940681>

*Subtopic:* Deontology in intercultural mediation

#### Dutch

*Title:* **Gids voor interculturele bemiddeling in de gezondheidszorg**

*Author:* Verrept H., Coune I.

*Type of material:* PDF

*Link:*

[http://health.belgium.be/internet2Prd/groups/public/@public/@dg1/@mentalcare/documents/ie2divers/19091398\\_nl.pdf](http://health.belgium.be/internet2Prd/groups/public/@public/@dg1/@mentalcare/documents/ie2divers/19091398_nl.pdf)

#### French

*Title:* **Profil métier de l'interprète en milieu social**

*Author:* Cofetis-Fosovet

*Type of material:* PDF

Link: <http://www.setis.be/pdf/ProfilmetierIS.pdf>

**Title:** *Les femmes-relais médiatrices sociales et culturelles. Des principes déontologiques, un métier.*

**Author:** Margalit COHEN-ÉMERIQUE, Michèle GUILLAUME-HOFNUNG

**Type of material:** Deontology guide and professional profile in pdf

**Link:**

[http://www.professionbanlieue.org/c\\_\\_7\\_40\\_Publication\\_1974\\_\\_0\\_\\_Les\\_femmes\\_relais\\_mediatrices\\_sociales\\_et\\_culturelles\\_Des\\_principes\\_deontologiques\\_un\\_metier\\_87\\_p\\_a\\_telecharger.html](http://www.professionbanlieue.org/c__7_40_Publication_1974__0__Les_femmes_relais_mediatrices_sociales_et_culturelles_Des_principes_deontologiques_un_metier_87_p_a_telecharger.html)

### German

**Title:** *Berufskodex für interkulturell Dolmetschende und Vermittelnde*

**Author:** INTERPRET Switzerland

**Type of material:** Deontology code in pdf

**Link:** <http://www.inter-pret.ch/de/angebote/interkulturelles-dolmetschen-und-vermitteln-6.html>

**Title:** *Dolmetschen und Macht*

**Author:** Andres Dörte

**Type of material:** Pdf

**Link:** [http://www.fb06.uni-mainz.de/dolmetschwissenschaft/Dateien/Dolmetschen\\_und\\_Macht\\_DoerteAndres.pdf](http://www.fb06.uni-mainz.de/dolmetschwissenschaft/Dateien/Dolmetschen_und_Macht_DoerteAndres.pdf)

**Subtopic:** Ethics in interpreting

### Italian

**Title:** *Il codice deontologico del mediatore – Code of conduct of mediator*

**Author:** Angela Allegria

**Type of material:** Article

**Link:** n.a.

**Subtopic:** Deontology in intercultural mediation

**Title:** *ETICA, FILOSOFIA E MEDIAZIONE LINGUISTICA. Dall'Etica della Filosofia al Codice*

***Deontologico della Mediazione Linguistica – Ethics, philosophy and linguistic mediation. From ethics of philosophy to a code of conduct of linguistic mediation.***

*Author:* METTE RUDVIN

*Type of material:* Article

*Link:* <http://siba-ese.unisalento.it/index.php/linguellinguaggi/article/viewFile/15553/13504>

*Subtopic:* Deontology in intercultural mediation

#### Polish

*Title:* ***Kodeks etyczny mediatora***

*Author:* n.a.

*Type of material:* pdf

*Link:* <http://evenea.pl/file/event/118310/doc/ENMA%20KEM.pdf>

*Title:* ***Mediacje międzykulturowe – rola i kompetencje mediatora***

*Author:* n.a.

*Type of material:* pdf

*Link:*  
[http://www.ifis.up.krakow.pl/studia\\_sociologica/images/SS\\_VII\\_2/Aleksandra%20Winiarska.pdf](http://www.ifis.up.krakow.pl/studia_sociologica/images/SS_VII_2/Aleksandra%20Winiarska.pdf)

#### Portuguese

*Title:* ***Formação, profissionalização e identidade dos mediadores sociais***

*Author:* Silva, Ana Maria; Carvalho, Maria de Lurdes & Aparicio, Miriam

*Type of material:* PDF

*Link:* <https://repositorium.sdum.uminho.pt/handle/1822/41086>

## Topic 2: Professional identity and tools

Training material
English
<p><b>Title:</b> <i>The Professionalization of Community Interpreting</i></p> <p><b>Author:</b> Holly Mikkelson</p> <p><b>Type of material:</b> Online article</p> <p><b>Link:</b> <a href="http://aiic.net/page/1546/the-professionalization-of-community-interpreting/lang/1">http://aiic.net/page/1546/the-professionalization-of-community-interpreting/lang/1</a></p>
<p><b>Title:</b> <i>Intercultural mediation, a “new deal” for local policy making</i></p> <p><b>Author:</b> Bénédicte Halba</p> <p><b>Type of material:</b> Conference paper</p> <p><b>Link:</b> <a href="http://www.iriv.net/pdf/2011-Imiscoe-%20Warsaw.pdf">http://www.iriv.net/pdf/2011-Imiscoe-%20Warsaw.pdf</a></p>
<p><b>Title:</b> <i>Teaching Liaison Interpreting: Combining Tradition and Innovation</i></p> <p><b>Author:</b> Anallisa Sandrelli</p> <p><b>Type of material:</b> p.p. 173-196 in <i>Triadic Exchanges Studies in Dialogue Interpreting</i>, Ed. Ian Mason, 2014, Routledge</p> <p><b>Link:</b> <a href="http://samples.sainsburysebooks.co.uk/9781317640813_sample_573263.pdf">http://samples.sainsburysebooks.co.uk/9781317640813_sample_573263.pdf</a></p> <p><b>Abstract:</b> Annalisa Sandrelli starts from the perspective of the skills needed by graduate linguists in a European context. The training course which she describes does not purport to train professional dialogue interpreters but rather to offer liaison interpreting skills to language learners, thereby offering them an insight into the professional world and a range of transferable skills. An important part of this article is its investigation of the tools needed for autonomous learning and preparation for interpreting performance. She describes an innovative use of computer-based learning to enhance learners’ awareness of what interpreting involves and to provide practice in a number of the required skills. There can be no doubt that some of the principles involved in this computerbased programme are transferable to the professional trainee and to the design of trainee support systems.</p>
<p><b>Title:</b> <i>ENPSIT (European network for Public service interpreting and translation)</i></p>

*Author:* ENPSIT

*Type of material:* website

*Link:* <http://www.enspit.eu/>

*Title:* **International Medical Interpreters Association (IMIA)**

*Author:* IMIA

*Type of material:* website

*Link:* <http://www.imiaweb.org/>

*Title:* **Critical Link**

*Author:* Critical Link

*Type of material:* website

*Link:* <http://www.criticallink.org/>

*Title:* **NCIHC (National Council on interpreting in healthcare)**

*Author:* NCIHC

*Type of material:* website

*Link:* <http://www.ncihc.org/>

*Title:* **CHIA (California Healthcare Interpreting Association)**

*Author:* CHIA

*Type of material:* website

*Link:* <http://www.chiaonline.org/>

## Dutch

*Title:* **(ENPSIT) Europees netwerk voor sociaal tolken en vertalen**

*Author:* ENPSIT

*Type of material:* website

*Link:* <http://www.enspit.eu/>

## French

**Title: *Emergence et professionnalisation de l'interprétation communautaire en Belgique francophone***

**Author:** Anne Delizée

**Type of material:** Working paper - Université de Mons, humanorg Working paper, 2015/02

**Link:** n.a.

**Title: *(ENPSIT) Réseau européen pour l'interprétariat et la traduction en milieu social***

**Author:** ENPSIT

**Type of material:** website

**Link:** <http://www.enspit.eu/>

## German

**Title: *Von natürlichen Kommunikationskrücken zu professionellen Kommunikationsbrücken (Reflexionen zum Berufsprofil und zur Ausbildung professioneller Dolmetscher im medizinischen, sozialen und juristischen Bereich)***

**Author:** Şebnem Bahadır

**Type of material:** Article in TEXTconTEXT 14 = NF 4, 211-229, 2010.

**Link:** n.a.

**Subtopic:** The status of the intercultural mediator in Germany

**Title: *Qualifizierung zum/zur Sprach- und Integrationsmittler/-in***

**Author:** Antje Schwarze

**Type of material:** In: Bundesministerium für Arbeit und Soziales (Hg.): Gesundheitliche Versorgung von Personen mit Migrationshintergrund. Dokumentation Expertenworkshop am 5. Mai 2009, S.131-138.

**Link:** n.a.

**Subtopic:** The status of the intercultural mediator in Germany

**Title: *Sprach- und Kulturmittlung bzw. Kommunal Dolmetschen im Gesundheitsbereich***

*Author:* Christiane Stofner

*Type of material:* In pdf, 2006.

*Link:* <http://www.integrationshaus.at/cgi-bin/file.pl?id=255>

*Subtopic:* The status of the intercultural mediator in Austria

*Title:* **Mediationskompetenz: Mediation als Profession etablieren. Theoretischer Ansatz und zahlreiche Praxisbeispiele**

*Authors:* Karl Kreuser, Volker Heyse, Thomas Robrecht

*Type of material:* Book, p.p. 21-117

*Link:* [https://www.waxmann.com/waxmann-buecher/?tx\\_p2waxmann\\_pi2%5bbuchnr%5d=2605&tx\\_p2waxmann\\_pi2%5baction%5d=show](https://www.waxmann.com/waxmann-buecher/?tx_p2waxmann_pi2%5bbuchnr%5d=2605&tx_p2waxmann_pi2%5baction%5d=show)

*Subtopic:* Professional competences in mediation

*Title:* **Gemeindedolmetschdienst Berlin**

*Author:* Gemeindedolmetschdienst Berlin

*Type of material:* Website

*Link:* <http://www.gemeindedolmetschdienst-berlin.de/>

*Subtopic:* Job opportunities; IM services and organizations in other countries

*Title:* **Eine qualitative Studie zu Beschäftigungspotenzialen, Angebotsstrukturen und Kundenpräferenzen**

*Author:* Diakonie Wuppertal, im Auftrag des Bundesministeriums für Arbeit und Soziales, 2010

*Type of material:* Report

*Link:*  
<http://www.sprachundintegrationsmittler.org/index.php/infothek/publikationen/studien/sprach-und-integrationsmittler-in-als-neuer-beruf/detail>

*Subtopic:* Job opportunities

*Title:* **Schweizerische Interessengemeinschaft für interkulturelles Dolmetschen und Vermitteln**

*Author:* INTERPRET

*Type of material:* Website

Link: [www.inter-pret.ch](http://www.inter-pret.ch)

### Greek

Title: **Μητρώο Εκπαιδευμένων Διαπολιτισμικών Μεσολαβητών**

Author: Diverse

Type of material: Online registry and repository

Link: [www.intermediation.gr](http://www.intermediation.gr)

Title: **Κοινωνική Διερμηνεία στην Ελλάδα - CiGreece**

Author: CiGreece

Type of material: Website

Link: <http://www.cigreece.gr/>

Title: **Το νομικό πλαίσιο παροχής υπηρεσιών κοινωνικής διερμηνείας σε αλλοδαπούς στην Ελλάδα: *lex lata* και *lex ferenda*.**

Authors: Π.Γ. Κριμπάς, Σ.Χ. Δραγομάνοβιτς

Type of material: Report

Link: [http://www.cigreece.gr/%CF%80-%CE%B5-1\\_%CE%BD%CE%BF%CE%BC%CE%B9%CE%BA%CE%BF-%CF%80%CE%BB%CE%B1%CE%B9%CF%83%CE%B9%CE%BF\\_%CE%BA%CF%81%CE%B9%CE%BC%CF%80%CE%B1%CF%83\\_%CE%B4%CF%81%CE%B1%CE%B3%CE%BF%CE%BC%CE%B1%CE%BD%CE%BF-2/](http://www.cigreece.gr/%CF%80-%CE%B5-1_%CE%BD%CE%BF%CE%BC%CE%B9%CE%BA%CE%BF-%CF%80%CE%BB%CE%B1%CE%B9%CF%83%CE%B9%CE%BF_%CE%BA%CF%81%CE%B9%CE%BC%CF%80%CE%B1%CF%83_%CE%B4%CF%81%CE%B1%CE%B3%CE%BF%CE%BC%CE%B1%CE%BD%CE%BF-2/)

### Italian

Title: **MEDIAZIONE E MEDIATORI IN ITALIA. MEDIAZIONE LINGUISTICO-CULTURALE PER L'INSERIMENTO SOCIO-LAVORATIVO DEI MIGRANTI**

Author: CREIFOS (Centro di ricerca sull'Educazione Interculturale e sulla Formazione allo Sviluppo)

Type of material: PDF, pp 24-31 and 51- 80

Link: <http://www.creifos.org/pdf/mediazione.pdf>

Subtopic: The status of the intercultural mediator in the country

Title: **INDAGINE SULLA MEDIAZIONE CULTURALE IN ITALIA. La ricerca e le normative regionali**

*Author:* CISP (International Centre for People Development)

*Type of material:* PDF, pp 73 - 95

*Link:* <http://www.developmentofpeoples.org/uploads/analysis/analysis2-CISP-ricerche-italia.pdf>

*Subtopic:* The status of the intercultural mediator in the country

***Title:* La qualifica del mediatore interculturale. Contributi per il suo inserimento nel futuro sistema nazionale di certificazione delle competenze**

*Author:* Ministero dell'Interno (*Home Office*) - Gruppo di Lavoro Istituzionale sulla mediazione interculturale, 2014

*Type of material:* pdf, pp 6-23

*Link:* [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/DOSSIER%20DI%20SINTESI%20QUALIFICA%20MEDIATORI\\_28\\_07.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/DOSSIER%20DI%20SINTESI%20QUALIFICA%20MEDIATORI_28_07.pdf)

*Subtopic:* The status of the intercultural mediator in the country

***Title:* Il Mediatore culturale in sei Paesi europei**

*Author:* Simone Casadei, Massimiliano Franceschetti

*Type of material:* PDF . pp 25-28

*Link:* [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Il\\_Mediatore\\_culturale\\_in\\_sei\\_Paesi\\_europei.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Il_Mediatore_culturale_in_sei_Paesi_europei.pdf)

*Subtopic:* The status of the intercultural mediator in the country

***Title:* Registro pubblico dei mediatori interculturali**

*Author:* Roma Capitale

*Type of material:* Article

*Link:* [https://www.comune.roma.it/pcr/it/reg\\_pubb\\_dei\\_med\\_intercult.page](https://www.comune.roma.it/pcr/it/reg_pubb_dei_med_intercult.page)

*Subtopic:* Registries of intercultural mediators

## Polish

***Title:* Edukacja międzykulturowa**

*Author:* n.a.

*Type of material:* pdf , pp 51-64

Link: [http://erasmusplus.org.pl/wp-content/uploads/2014/02/pajp\\_ii\\_educacja\\_miedzykulturowa.pdf](http://erasmusplus.org.pl/wp-content/uploads/2014/02/pajp_ii_educacja_miedzykulturowa.pdf)

### Portuguese

**Title: *O Educador Social e o Animador Sociocultural. O que é a Educação Social?***

**Author:** Associação Promotora da Educação Social

**Type of material:** website

Link: <http://associacaopromotoradaeducacaosocial.blogspot.pt/2012/08/o-educador-social-e-o-animador.html>

### Topic 3: Role awareness in different settings

#### Training material

#### English

**Title: *“We were like them”. Intersecting Identities and Mediators' Intercultural Communication in a Municipal Service***

**Authors:** D. Soru, V. Schiavinato, M. Kh. Rhazzali & A. Aiello

**Type of material:** Article in *Journal of Intercultural Communication*, ISSN 1404-1634, issue 31, March 2013

Link: <http://www.immi.se/intercultural/nr31/soru.html>

**Title: *Bridging Cultures: Intercultural Mediation in Literature, Linguistics and the arts***

**Author:** Ciara Hogan

**Type of material:** book, pp 19 – 54

**Link:**

[https://books.google.it/books?id=Pd83BAAAQBAJ&pg=PA10&lpg=PA10&dq=Identifying+role+according+field+of+intervention+intercultural+mediator&source=bl&ots=h8xFwZzXl\\_&sig=p1raBX7yVZPPDakx7aihTSYm\\_bE&hl=it&sa=X&ved=0ahUKEwiyqdCjoJ3MAhUH1xQKHScECjsQ6AEITAA#v=onepage&q=Identifying%20role%20according%20field%20of%20intervention%20intercultural%20mediator&f=false](https://books.google.it/books?id=Pd83BAAAQBAJ&pg=PA10&lpg=PA10&dq=Identifying+role+according+field+of+intervention+intercultural+mediator&source=bl&ots=h8xFwZzXl_&sig=p1raBX7yVZPPDakx7aihTSYm_bE&hl=it&sa=X&ved=0ahUKEwiyqdCjoJ3MAhUH1xQKHScECjsQ6AEITAA#v=onepage&q=Identifying%20role%20according%20field%20of%20intervention%20intercultural%20mediator&f=false)

**Abstract:** With the rapidly developing globalization of various sectors of modern life, individuals,

organizations, and nations are becoming increasingly aware of the ways in which cultural diversity may not only be a potential cause of conflict but also a source of growth, creativity, and inspiration. If, traditionally, intercultural mediation has been understood as a conflict-solving strategy or as a means to facilitate communication between individuals from different cultural backgrounds, Bridging Culture aims at providing a framework and a set of theoretical reflections towards a larger vision of the field, presenting mediation as a particular form of critical intervention within the different domains of the humanities. The contributions in the present volume take intercultural mediation to be a multifaceted, interdisciplinary phenomenon, impacting upon the fields of linguistics and literature as well as translation and cultural studies, where themes such as interculturality, multilingualism, and cultural transfer are continual and urgent features of contemporary discourse and debate.

**Title: *Cultural mediators in Italy: a new breed of linguists***

**Authors:** Amato Amalia & Chris Garwood

**Type of material:** Online article in *inTRAlinea* Vol. 13.

**Link:**

[http://www.intralinea.org/archive/article/Cultural\\_mediators\\_in\\_Italy\\_a\\_new\\_breed\\_of\\_linguists](http://www.intralinea.org/archive/article/Cultural_mediators_in_Italy_a_new_breed_of_linguists)

**Title: *Intercultural Mediation & Conflict Resolution***

**Author:** Claude-Hélène Mayer

**Type of material:** book , pp 19 - 110

**Link:** n.a.

**Abstract:** This book gives information on procedures and processes of mediation in Western and intercultural contexts and explains them. Readers come in contact with what is special about mediation, and working with conflict, in interaction between Germans and Africans. Finally, the authors place at the readers' disposal introductory training methods, necessary for all who wish to work responsibly in intercultural contexts. The book's 'constructivist' approach affords the perception of new aspects and perspectives of German-African realities and of the current discussion on intercultural conflict-management.

**Title: *A central concern: developing intercultural competence***

**Author:** Alvino E. Fantini

**Type of material:** book, pp 25 - 33

**Link:** <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.117.8512&rep=rep1&type=pdf - page=33>

**Abstract:** In countries where ethnic diversity is on the rise, successful relationships with friends and

neighbors and intercultural partners depend on the ability to deal effectively with differences in a positive manner. This article explores current thinking about the nature of intercultural competence and its implications for education and training, especially for those who choose to work in international and intercultural contexts.

**Title: *IMISCOE - International migration, integration and social cohesion***

**Author:** IMISCOE - International migration, integration and social cohesion

**Type of material:** website

**Link:** <http://www.imiscoe.org/>

**Abstract:** IMISCOE is the largest European network of scholars in the area of migration and integration. The focus is on comparative research and publications, in the IMISCOE book series as well as in the journal CMS. The annual IMISCOE conferences is a key-moment in the agendas of most migration scholars in Europe. In addition, IMISCOE contributes to the training of young researchers and their exchange throughout Europe. The IMISCOE network was established as a Network of Excellence on April 2004 in the context of the EU 6th Framework program. The acronym stands for International Migration, Integration and Social Cohesion in Europe.

**Title: *Standing Committee 'The multilevel governance of migration and integration policy'***

**Author:** Benedicte Halba

**Type of material:** pdf, pp 3-24

**Link:** <http://www.iriv.net/pdf/2011-Imiscoe-%20Warsaw.pdf>

**Title: *The intercultural mediation: facilitate relations between immigrants and native born citizens***

**Author:** Elena Bianchini

**Type of material:** article

**Link:** [http://www.vittimologia.it/rivista/articolo\\_bianchini\\_2015-01.pdf](http://www.vittimologia.it/rivista/articolo_bianchini_2015-01.pdf)

**Abstract:** Nowadays it is necessary to deal with problems that arise in an increasingly globalised society. For this reason, it should be pointed out that conflicts in complex and multicultural societies exist and it is not possible to eliminate them. Therefore, it becomes necessary to learn how to cope with them as peacefully and effectively as possible. We have to deal with a proliferation of different forms of cohabitation, so in order to develop an effective intercultural communication it is necessary that social policies and individual efforts counteract the negative effects of prejudices and negative stereotypes. Cultural mediators are responsible for giving voice and visibility to immigrants.

**Title: *Cultural Competence in Interdisciplinary Collaborations: A Method for Respecting Diversity***

***in Research Partnerships***

*Author:* Reich Stephanie

*Type of material:* book

*Link:* n.a.

*Abstract:* For interdisciplinary work to be effective, members of the collaboration must recognize that cultural differences exist between and within disciplines. This paper conceptualizes disciplines as cultural groups and advocates for culturally competent practices to facilitate interdisciplinary research and practice. Specifically, each participant in interdisciplinary collaborations must value diversity, develop the capacity for self-assessment, work towards understanding one's own disciplinary culture, and be sensitive to the dynamics inherent when cultures interact.

***Title: T.I.P.S for intercultural dialogue – T-learning to Improve Professional Skills for intercultural dialogue***

*Author:* FOR.COM (Italy), Together with Auxilium (Austria), Iriv (France), HOU (Greece), TEU (Poland)

*Type of material:* report

*Link:* <http://www.iriv.net/pdf/Comparative%20research%20report%20-%20Final.pdf>

*Subtopic:*

**French**

***Title: L'interprète médiateur communautaire: entre ambiguïté et ambivalence***

*Author:* Yvan Léanza

*Type of material:* Article - L'autre, Cliniques, cultures et sociétés, 2006, Vol. 7, n°1, pp. 109-124

*Link:* n.a.

**German**

***Title: Dolmetschen im Krankenhaus. Rollenerwartungen und Rollenverständnisse***

*Author:* Raoua Allaoui

*Type of material:* Book. Cuvillier Verlag, 2005.

*Link:* <https://cuvillier.de/de/shop/publications/2593-dolmetschen-im-krankenhaus>

*Subtopic:* Identifying role according to field of intervention

**Title: *Rollenvielfalt beim Dolmetschen***

**Author:** Bundesamt für Gesundheit

**Type of material:** P.p. 48-57 in: *Sprachliche Brücken zur Genesung. Interkulturelles Übersetzen im Gesundheitswesen der Schweiz*. Pdf.

**Link:**

[www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6l0NTU042l2Z6ln1acy4Zn4Z2qZpnO2Yuq2Z6gpJCKdHx3gWym162epYbg2c\\_JjKbNoKSn6A--](http://www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6l0NTU042l2Z6ln1acy4Zn4Z2qZpnO2Yuq2Z6gpJCKdHx3gWym162epYbg2c_JjKbNoKSn6A--)

**Subtopic:** Identifying role according to scope of intervention

**Title: *Übersetzen: Theoretische Grundlagen einer symbolträchtigen Tätigkeit***

**Author:** Bundesamt für Gesundheit

**Type of material:** P.p. 19-27 in: *Sprachliche Brücken zur Genesung. Interkulturelles Übersetzen im Gesundheitswesen der Schweiz*. Pdf.

**Link:**

[www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6l0NTU042l2Z6ln1acy4Zn4Z2qZpnO2Yuq2Z6gpJCKdHx3gWym162epYbg2c\\_JjKbNoKSn6A--](http://www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6l0NTU042l2Z6ln1acy4Zn4Z2qZpnO2Yuq2Z6gpJCKdHx3gWym162epYbg2c_JjKbNoKSn6A--)

**Subtopic:** Power relations, hierarchy and the IM role

### Italian

**Title: *Dialoghi. Metodologie e strumenti di mediazione linguistica e culturale – Dialogues. Linguistic and cultural mediation methodologies***

**Author:** Andrea Morniroli, Annunziata Cipolla, Tiziana Fortino

**Type of material:** pdf, pp 1-36

**Link:** [http://www.ristretti.it/commenti/2007/dicembre/mediazione\\_culturale.pdf](http://www.ristretti.it/commenti/2007/dicembre/mediazione_culturale.pdf)

**Title: *Il colloquio nella relazione d'aiuto rivolta a rifugiati, richiedenti asilo e beneficiari di protezione internazionale – The meeting with refugees and asylum seekers***

**Author:** In Migrazione Association

**Type of material:** report

**Link:** [http://www.inmigrazione.it/UserFiles/File/Documents/16\\_IL%20COLLOQUIO.pdf](http://www.inmigrazione.it/UserFiles/File/Documents/16_IL%20COLLOQUIO.pdf)

**Title: *Le barriere culturali***

**Author:** Micheli Alessandra

**Type of material:** Article

**Link:** [http://www.didaweb.net/mediatori/articolo.php?id\\_vol=1903](http://www.didaweb.net/mediatori/articolo.php?id_vol=1903)

**Subtopic:** Identifying role according to scope of intervention

**Title: *Schede su la Mediazione Linguistico Culturale***

**Author:** Andrea Morniroli

**Type of material:** PDF, Cap 5-6

**Link:** <http://www.coopdedalus.it/documentazione/Pdf/schedemediazione.pdf>

**Subtopic:** Identifying role according to field of intervention

#### Polish

**Title: *Edukacja międzykulturowa***

**Author:** n.a.

**Type of material:** pdf , pp 51-64

**Link:** [http://erasmusplus.org.pl/wp-content/uploads/2014/02/pajp\\_ii\\_educacja\\_miedzykulturowa.pdf](http://erasmusplus.org.pl/wp-content/uploads/2014/02/pajp_ii_educacja_miedzykulturowa.pdf)

#### Portuguese

**Title: *Sobre a Mediação Intercultural - Cadernos de apoio à formação nº 3***

**Author:** Oliveira, Ana & Freire, Isabel

**Type of material:** Training Course Manual, Edited by the High Commissioner for Migration ,(2009)

**Link:**

<http://www.acm.gov.pt/documents/10181/233158/3.+Sobre..+A+Media%C3%A7%C3%A3o+Socio-Cultural.pdf/a41bd6b0-9e5d-4b5e-8dd3-18f9115cb91b?version=1.0>

## Topic 4: Self-improvement techniques

Training material
English
<p><b>Title:</b> <i>Preventing Burnout. Signs, Symptoms, Causes, and Coping Strategies</i></p> <p><b>Author:</b> Helpguide.org</p> <p><b>Type of material:</b> Online article</p> <p><b>Link:</b> <a href="http://www.helpguide.org/articles/stress/preventing-burnout.htm">http://www.helpguide.org/articles/stress/preventing-burnout.htm</a></p>
<p><b>Title:</b> <i>Prevention of Professional Burn-out with Care Workers: Self-Care and Organizational Care</i></p> <p><b>Author:</b> Unknown</p> <p><b>Type of material:</b> Training module</p> <p><b>Link:</b> <a href="http://www.pharos.nl/documents/doc/workforcare_module13.pdf">http://www.pharos.nl/documents/doc/workforcare_module13.pdf</a></p>
<p><b>Title:</b> <i>Self-Care for Therapists</i></p> <p><b>Author:</b> North American Drama Therapy Association</p> <p><b>Type of material:</b> Online guide</p> <p><b>Link:</b> <a href="http://www.nadta.org/membership/selfcare-for-therapists.html">http://www.nadta.org/membership/selfcare-for-therapists.html</a></p>
<p><b>Title:</b> <i>Recovering From Burnout. Finding Passion for Your Role Again</i></p> <p><b>Author:</b> Mindtools.com</p> <p><b>Type of material:</b> Online guide</p> <p><b>Link:</b> <a href="https://www.mindtools.com/pages/article/recovering-from-burnout.htm">https://www.mindtools.com/pages/article/recovering-from-burnout.htm</a></p>
<p><b>Title:</b> <i>Handbook of Reflection and Reflective Inquiry. Mapping a way of knowing for professional reflective inquiry</i></p> <p><b>Author:</b> N. Lyons (ed)</p> <p><b>Type of material:</b> e-book, 2010, Springer</p> <p><b>Link:</b> <a href="http://www.springer.com/us/book/978U387857435">www.springer.com/us/book/978U387857435</a></p>

**Title: *Pursuing the Good Life. 100 Reflections on Positive Psychology***

**Author:** C. Peterson

**Type of material:** Book, Oxford University Press

**Link:** <https://global.oup.com/academic/product/pursuing-the-good-life-9780199916351?cc=gr&lang=en&>

**Title: *On Looking: A Walker's Guide to the Art of Observation***

**Author:** A. Horowitz

**Type of material:** Book, 2013, Scribner

**Link:** n.a.

**Title: *The Power of Trained Observation: Observation Training - See and Hear Everything That Comes Into Your Five Senses***

**Author:** Leland Benton

**Type of material:** Advice & How To Book

**Link:** n.a.

**Title: *Predictions in the Brain: Using Our Past to Generate a Future***

**Author:** M. Bar (ed.)

**Type of material:** Book, Oxford University Press, 2011.

**Link:** n.a.

**Title: *Assertiveness***

**Author:** Psychology tools

**Type of material:** Online resources

**Link:** <http://psychology.tools/assertiveness.html>

**Title: *Assertiveness***

**Author:** Questia

**Type of material:** Online resources

Link: [www.questia.com/library/psychology/personality-and-emotions/assertiveness](http://www.questia.com/library/psychology/personality-and-emotions/assertiveness)

#### French

Title: ***Stress, estime de soi, santé et travail***

Author: Simon L. Dolan, André Arsenault

Type of material: Book - Presse de l'université du Québec, 2009, pp.305

Title: ***Assertivité: l'affirmation de soi dans le respect d'autrui***

Author: Thierry Tournebise

Type of material: Article

Link: <http://www.maieusthesie.com/nouveautes/article/assertivite.htm>

#### Greek

Title: ***Θέματα συμβουλευτικής - Εργασιακό άγχος***

Author: Μίτση Σχοινά, ΙΝΕ ΓΣΕΕ

Type of material:

Link: <http://www.inegsee.gr/wp-content/uploads/2015/06/ergasiako-agxos.pdf>

Title: ***Αποτελεσματική διαχείριση εργασιακού στρες***

Author: Αντωνίου Α.Σ., Cooper C.L.

Type of material: Book, Κλειδάριθμος, 2007

Link: n.a.

Title: ***Burnout: Σύνδρομο επαγγελματικής εξουθένωσης: Ερευνητικές προσεγγίσεις***

Author: Α. Σ. Αντωνίου (επιμ).

Type of material: Book, University Studio Press, 2008

Link: n.a.

#### Italian

Title: ***STRESS E TECNICHE DI RILASSAMENTO – Stress management and relaxing techniques.***

<p><i>Author:</i> Giulia Coccoi</p> <p><i>Type of material:</i> PDF, pp 13 to 31</p> <p><i>Link:</i> <a href="http://www.counselling-care.it/pdf/pdf_psico/Psicotrauma77.pdf">http://www.counselling-care.it/pdf/pdf_psico/Psicotrauma77.pdf</a></p> <p><i>Subtopic:</i> Stress management</p>
<p><i>Title:</i> <b>Burn-out</b></p> <p><i>Author:</i> Lidia Del Piccolo</p> <p><i>Type of material:</i> PDF</p> <p><i>Link:</i> <a href="http://www.dfpp.univr.it/documenti/OccorrenzaIns/matdid/matdid998922.pdf">http://www.dfpp.univr.it/documenti/OccorrenzaIns/matdid/matdid998922.pdf</a></p> <p><i>Subtopic:</i> Stress management</p>
<b>Polish</b>
<p><i>Title:</i> <b>Edukacja międzykulturowa</b></p> <p><i>Author:</i> n.a.</p> <p><i>Type of material:</i> pdf , pp 51-64</p> <p><i>Link:</i> <a href="http://erasmusplus.org.pl/wp-content/uploads/2014/02/pajp_ii_educacja_miedzykulturowa.pdf">http://erasmusplus.org.pl/wp-content/uploads/2014/02/pajp_ii_educacja_miedzykulturowa.pdf</a></p>
<p><i>Title:</i> <b>Vademecum trenera</b></p> <p><i>Author:</i> red. Kuźniak Aleksandra</p> <p><i>Type of material:</i> pdf , pp 137-147</p> <p><i>Link:</i> <a href="http://matrik.pl/files/vademecum_trenera_l.pdf">http://matrik.pl/files/vademecum_trenera_l.pdf</a></p>
<b>Portuguese</b>
<p><i>Title:</i> <b>A mediação: a comunicação em processo?</b></p> <p><i>Author:</i> Davallon, Jean</p> <p><i>Type of material:</i> Article, (2003)</p> <p><i>Link:</i> <a href="http://revistas.ua.pt/index.php/prismacom/article/viewFile/645/pdf">http://revistas.ua.pt/index.php/prismacom/article/viewFile/645/pdf</a></p>
<p><i>Title:</i> <b>Stress relacionado com o trabalho</b></p>

*Author:* Sacadura-Leite, E. & Uva, A. S.

*Type of material:* Article, chapter 3, pp. 25-42

*Link:* [https://www.ensp.unl.pt/ensp/corpo-docente/websites\\_docentes/sousa\\_uva/stress\\_relacionado\\_com\\_o\\_trabalho\\_st-6.pdf](https://www.ensp.unl.pt/ensp/corpo-docente/websites_docentes/sousa_uva/stress_relacionado_com_o_trabalho_st-6.pdf)

*Title:* **Desafiar o Desafio - Prevenção do Stress no Trabalho (2001)**

*Author:* Ramos, Marco

*Type of material:* Book

*Link:* RH, Ed.

## 4.6. Module 6: Specific fields of intervention

### Field 1: Health

Training material
English
<p><b>Title:</b> <i>The illness narratives: suffering, healing and the human condition</i></p> <p><b>Author:</b> A. Kleinmann</p> <p><b>Type of material:</b> Book - New York, Basic Book, 1988, pp. 285</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>Culture, health and illness</i></p> <p><b>Author:</b> C. Helman</p> <p><b>Type of material:</b> Book - Taylor &amp; Francis Ltd, 2007</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>International Medical Interpreters Association (IMIA)</i></p> <p><b>Author:</b> IMIA</p> <p><b>Type of material:</b> website</p> <p><b>Link:</b> <a href="http://www.imiaweb.org/">http://www.imiaweb.org/</a></p>
<p><b>Title:</b> <i>On professional and non-professional interpreting in healthcare services: the case of intercultural mediators</i></p> <p><b>Authors:</b> Claudio Baraldi and Laura Gavioli</p> <p><b>Type of material:</b> Article in EuJAL 2016; 4(1): 33–55</p> <p><b>Link:</b> n.a.</p>
<p><b>Title:</b> <i>Empathy: A "zone of uncertainty" in mediated healthcare practice</i></p> <p><b>Author:</b> Raffaella Merlini</p> <p><b>Type of material:</b> Article in <i>Cultus the Journal of Intercultural Mediation and Communiation</i>, 2015</p>

vol. 8. In pdf

Link: [http://cultusjournal.com/files/Archives/cultus\\_\\_8\\_2015.pdf](http://cultusjournal.com/files/Archives/cultus__8_2015.pdf)

**Title:** *The role of intercultural mediation in providing palliative care in a multicultural society*

**Authors:** Bart Van den Eynden, Joke Scheers, Hans Verrept, Monique Elseviers

**Type of material:** Article in *Supportive and Palliative Care*, Mar 2014

**Link:**

[https://www.researchgate.net/publication/260917491\\_THE\\_ROLE\\_OF\\_INTERCULTURAL\\_MEDIATION\\_IN\\_PROVIDING\\_PALLIATIVE\\_CARE\\_IN\\_A\\_MULTICULTURAL\\_SOCIETY](https://www.researchgate.net/publication/260917491_THE_ROLE_OF_INTERCULTURAL_MEDIATION_IN_PROVIDING_PALLIATIVE_CARE_IN_A_MULTICULTURAL_SOCIETY)

**Abstract:** Ill persons from ethnical minorities are not cared for optimally in our healthcare system. Intercultural mediation aims to improve the accessibility and the quality of care for ethnical minorities. Due to the aging of the first generation of migrants, more and more migrants in Flanders will face a growing need for palliative care. Migrants, elderly and palliative services are still rather unknown to each other. So it is not unthinkable that the intercultural mediator can play a significant role when in the future undoubtedly the number of migrant patients with palliative care needs will increase. While in the past interventions of intercultural mediators occurred rather on general wards, they now more often face palliative care. What could be the role of intercultural mediation in providing palliative care in a multicultural society? This study used a qualitative descriptive method from a phenomenological research perspective where for the thematic analysis the coding paradigm of grounded theory was used. Although a palliative care process must always be considered as an individual process, there are nevertheless many cultural differences. Both intercultural mediators and palliative care providers have less experience in guiding and supporting an intercultural palliative care process. The cooperation that currently exists, is considered as positive, although there are still many points waiting for improvement. The framework supporting intercultural mediators in guiding a palliative care process, is currently inadequate. This aspect should be paid for more attention in the near future.

**Title:** *The pragmatics of emotions in interlinguistic healthcare settings*

**Author:** Federico Farini

**Type of material:** Research in Language. Volume 11, Issue 2, Pages 163–187, ISSN (Online) 2083-4616, ISSN (Print) 1731-7533, DOI: 10.2478/v10015-012-0025-5, January 2014

**Link:**

[http://www.degruyter.com/dg/viewarticle.fullcontentlink:pdfeventlink/\\$002fj\\$002frela.2013.11.issue-2\\$002fv10015-012-0025-5\\$002fv10015-012-0025-5.pdf/v10015-012-0025-5.pdf?t:ac=j\\$002frela.2013.11.issue-2\\$002fv10015-012-0025-5\\$002fv10015-012-0025-5.xml](http://www.degruyter.com/dg/viewarticle.fullcontentlink:pdfeventlink/$002fj$002frela.2013.11.issue-2$002fv10015-012-0025-5$002fv10015-012-0025-5.pdf/v10015-012-0025-5.pdf?t:ac=j$002frela.2013.11.issue-2$002fv10015-012-0025-5$002fv10015-012-0025-5.xml)

**Abstract:** Data-based studies on interlinguistic medical interaction show that frequently migrant patients encounter difficulties in expressing their emotions and concerns. Such difficulties are not

always overcome through the intervention of an interpreter, as emotional expressions tend to “get missed” in translations which focus on problems and treatments in medical terms. The main question addressed here is: what types of interpreters’ actions cut out, or make relevant, migrant patients’ emotions? Our data is based on a corpus of 300 interlinguistic medical interactions in Arabic, Mandarin Chinese and Italian in two public hospitals in Italy. The conversations involve one Italian healthcare provider, an interpreter and a migrant patient. The corpus is analyzed drawing upon Conversation Analysis, studies on Dialogue Interpreting and Intercultural Pragmatics.

**Title:** *Interpreting in Crisis: The Interpreter's Position in Therapeutic Encounters*

**Author:** Cecilia Wadensjö

**Type of material:** Chapter (p.p. 71-86) in *Triadic Exchanges Studies in Dialogue Interpreting*, Ed. I. Mason, 2014, Routledge.

**Link:** [http://samples.sainsburysebooks.co.uk/9781317640813\\_sample\\_573263.pdf](http://samples.sainsburysebooks.co.uk/9781317640813_sample_573263.pdf)

**Abstract:** Cecilia Wadensjö takes up a particular issue regarding the triadic relationship, namely proxemics, the spatial positioning of the interpreter with respect to the other two parties. She examines this within the framework of psychotherapy sessions, in which patients, prompted by therapists, recount traumatic events from their recent past. In this highly sensitive environment, the interpreter him/herself is subject to a great deal of stress and may suffer ‘burnout’. But Wadensjö presents evidence which suggests that something as apparently simple as seating arrangements may have considerable impact both on the experience of the participants and on the outcome of the exchange. Specifically, the inclusion of the interpreter within a shared ‘communicative radius’ (opportunities for eye-contact, shared sightlines) with the other participants appears to have a positive effect on the quality of the experience for all concerned.

**Title:** *How Untrained Interpreters Handle Medical Terms*

**Author:** Bernd Meyer

**Type of material:** Chapter (p.p. 87-106) in *Triadic Exchanges Studies in Dialogue Interpreting*, Ed. I. Mason, 2014, Routledge.

**Link:** [http://samples.sainsburysebooks.co.uk/9781317640813\\_sample\\_573263.pdf](http://samples.sainsburysebooks.co.uk/9781317640813_sample_573263.pdf)

**Abstract:** Bernd Meyer pursues the theme of the competing discourses at work in many dialogue interpreting settings. Working with untrained interpreters in medical encounters – a not uncommon situation even now in many countries – he observes tendencies which, although they are no doubt also present in the behaviour of professional dialogue interpreters, are perhaps more prevalent or more readily observable in the spontaneous behaviour of non-professionals. Like Miguélez, he finds that the problem is not just that of knowing correct terminology. Rather, particular solutions adopted for rendering particular terms (when is a bruise a ‘bruise’ and when is it a ‘haematoma’?) have more to do with the participation framework, power, (lack of) distance between participants and the professional stance adopted by the interpreter than with any notion of technical

equivalence.

**Title:** *Doctor–patient consultations in dyadic and triadic exchanges*

**Author:** Valero Garcés, Carmen

**Type of material:** Article in *Interpreting*, Volume 7, Number 2, 2005, pp. 193-210(18)

**Link:** [https://www.researchgate.net/publication/233511291\\_Doctor-patient\\_consultations\\_in\\_dyadic\\_and\\_triadic\\_exchanges](https://www.researchgate.net/publication/233511291_Doctor-patient_consultations_in_dyadic_and_triadic_exchanges)

**Abstract:** This article presents the results of a study on doctor–patient interaction in dyadic and triadic exchanges. The analysis is based on transcripts of recordings done at healthcare centres in northern Madrid, Spain, and Minneapolis, USA. The methodological approach is that of institutional discourse analysis as developed by Drew and Heritage (Drew & Heritage 1992; Heritage 1995, 1997; Drew & Sorjonen 1997). Three different types of doctor–patient interaction are examined: (1) doctor/foreign-language patient; (2) doctor/ foreign-language patient/ad hoc interpreter; (3) doctor/ foreign-language patient/trained interpreter. Topics such as the assignment of participant roles, changes in the general structure, turn-taking, and asymmetrical relationships will be explored. The study is mainly descriptive and qualitative, but also includes some comparative quantitative analyses

**Title:** *Notes on the employment of intercultural mediators and interpreters in health care*

**Author:** Hans Verrept

**Type of material:** Conference paper, 2012

**Link:** <http://www.unibocconi.eu/wps/wcm/connect/cb9a7985-3ea1-479a-acfb-02ff4525562d/Plenary+3+--+Verrept+%282%29.pdf?MOD=AJPERES>

**Title:** *The end of life from an intercultural perspective. Mediators and religious assistants in the health service.*

**Author:** Rhazzali, K.

**Type of material:** Article in *Italian Journal of Sociology of Education*, 6(2), 224-255.

**Link:** [http://www.ijse.eu/wp-content/uploads/2014/06/2014\\_2\\_10.pdf](http://www.ijse.eu/wp-content/uploads/2014/06/2014_2_10.pdf)

**Title:** *Migration and health in the European Union*

**Author:** Bernd Rechel, Philipa Mladovsky, Walter Devillé, Barbara Rijks, Roumyana Petrova-Benedict, Martin McKee

**Type of material:** book , pp 55-78

*Link:* [http://www.euro.who.int/\\_\\_data/assets/pdf\\_file/0019/161560/e96458.pdf](http://www.euro.who.int/__data/assets/pdf_file/0019/161560/e96458.pdf)

*Abstract:* This book is the result of a collaboration between the European Observatory on Health Systems and Policies, the EUPHA Section on Migrant and Ethnic Minority Health, and the International Organization for Migration. The aim is to explore key features of health and migration in the European Union (EU). The increasing diversity of populations in Europe creates new challenges for health systems, which have to adapt in order to remain responsive.

*Title:* ***Health of Migrants - the way forward (Report of a global consultation)***

*Author:* World health organization

*Type of material:* pdf, pp 1-96

*Link:* [http://www.who.int/hac/events/consultation\\_report\\_health\\_migrants\\_colour\\_web.pdf](http://www.who.int/hac/events/consultation_report_health_migrants_colour_web.pdf)

*Abstract:* This is a report of a global consultation on Migrant Health (2010). This consultation report offers a summary of the issues discussed at the consultation and presents an outline for an operational framework to guide action by key stakeholders. In particular, provides: 1) the proceedings of the consultation, including an overview of the consultation process and inputs for discussion; 2) an outline for an operational framework to further action on migrant health. The framework outline is based on a synthesis of the inputs and recommendations from the consultation and suggests key priorities and corresponding actions in each of the four thematic areas.

*Title:* ***Infectious diseases of specific relevance to newly-arrived migrants in the EU/EEA***

*Author:* European Centre for Disease Prevention and control

*Type of material:* pdf, pp 1-6

*Link:* <http://ecdc.europa.eu/en/publications/Publications/Infectious-diseases-of-specific-relevance-to-newly-arrived-migrants-in-EU-EEA.pdf>

*Abstract:* Migrant populations entering the EU/EEA, and particularly children, are at risk of developing infectious diseases in the same way as other EU populations, and in some cases may be more vulnerable. It is important, therefore, that they should benefit from the same level of protection as indigenous populations with regard to infectious diseases, including those which can be prevented by routine vaccinations. This material aims to highlight the extremely low risk for EU/EEA countries of infectious disease outbreaks as a consequence of the current influx of migrants.

*Title:* ***Health and Migration in the European Union: Better Health for All in an Inclusive Society***

*Author:* General editors - Ana Fernandes and José Pereira Miguel

*Type of material:* pdf, pp 23-47

*Link:*

<http://www.insa.pt/sites/INSA/Portugues/Publicacoes/Outros/Documents/Epidemiologia/HealthMigrationEU2.pdf>

*Abstract:* This report is an integral part of the organisation of a conference on health and migration, the Ministry of Health's principal initiative during the Portuguese Presidency of the European Union. This report aims to bring together knowledge and information related to health problems in EU. The purpose is to provide knowledge on the relationship between health and the EU challenges it faces in view of the complex phenomenon of migration in an era of globalisation.

*Title: **Inequalities in Health care for migrants and ethnic minorities***

*Author:* Hans Verrept, Alexander Bischoff

*Type of material:* book , pp 115-140

*Link:*

<https://books.google.it/books?id=HFw8gdmnqXQC&pg=PA124&dq=ethnic+health+care+disparities+ue&hl=it&sa=X&ved=0ahUKEwiX-oTN06TLAhXGMBBoKHdb7DXgQ6AEILzAB#v=onepage&q=ethnic%20health%20care%20disparities%20ue&f=false>

*Title: **Medicine, Rationality and Experience: An Anthropological Perspective***

*Author:* Good B.J.

*Type of material:* book

*Link:* n.a.

*Abstract:* Biomedicine is often thought to provide a scientific account of the human body and of illness. In this view, non-Western and folk medical systems are regarded as systems of 'belief' and subtly discounted. This is an impoverished perspective for understanding illness and healing across cultures, one that neglects many facets of Western medical practice and obscures its kinship with healing in other traditions. Drawing on his research in several American and Middle Eastern medical settings, in this 1993 book Professor Good develops a critical, anthropological account of medical knowledge and practice. He shows how physicians and healers enter and inhabit distinctive worlds of meaning and experience. He explores how stories or illness narratives are joined with bodily experience in shaping and responding to human suffering and argues that moral and aesthetic considerations are present in routine medical practice as in other forms of healing

*Title: **The anthropologies of illness and sickness***

*Author:* Young

*Type of material:* book, pp 257-285

*Link:* n.a.

*Abstract:* Reviews the growing amount of research, writing, and professional activity in the field of medical anthropology. Incentives for anthropologists to enter this field are discussed, and it is suggested that responses to the inducements stem from an evolving conceptual system centered on the social and experiential particularities of sickness and healing. The anthropology of illness, social relations of sickness, and medicine as an ideological practice are reviewed. It is concluded that what all anthropologists of sickness share is the premise that social forces and relations permeate medical anthropology's field. When these social forces are ignored or deferred, knowledge of medical events becomes distorted.

***Title: Language barriers between nurses and asylum seekers: their impact on symptom reporting and referral***

*Author:* Bischoff, A., Bovier, P., Isah, R. Francoise, G., Ariel, E., Louis, L

*Type of material:* book

*Link:* n.a.

*Abstract:* The objective of this study was to determine whether language barriers during the screening interview affected the reporting of asylum seekers' health problems and their referral to further health care. Seven hundred and twenty-three standard screening questionnaires, administered by nurses to asylum-seekers at the time of entry into Geneva/Switzerland between June and December 1998, were reviewed, as well as information pertaining to language use during the interview. Language concordance between nurses and asylum seekers was assessed by considering the presence/absence of an interpreter, the type of interpreter present (trained, untrained), and the nurse's self-assessed proficiency in the language used during the medical interview. Nurses also recorded their own subjective assessment of the overall quality of communication during the interview.

***Title: Medical Interpreting and Cross-cultural Communication***

*Author:* Claudia Angelelli

*Type of material:* Book, Cambridge University Press, 2004

*Link:*

[https://books.google.it/books?hl=it&lr=&id=SzWDsIOjwwkC&oi=fnd&pg=PP1&dq=intercultural+mediation+Principles+of+communication+with+health+professionals&ots=T\\_IHe2GVNI&sig=uag5dS9Zvn064IRnG7txBM9vU1g#v=onepage&q&f=false](https://books.google.it/books?hl=it&lr=&id=SzWDsIOjwwkC&oi=fnd&pg=PP1&dq=intercultural+mediation+Principles+of+communication+with+health+professionals&ots=T_IHe2GVNI&sig=uag5dS9Zvn064IRnG7txBM9vU1g#v=onepage&q&f=false)

*Abstract:* This book explores the role of medical interpreters, drawing on data from over 300 medical encounters as well as interviews with the interpreters. Bringing together literature from

social theory, social psychology, and linguistic anthropology.

**Title:** *Interpreting in the healthcare setting: Access in cross-linguistic communication.*

**Author:** Claudia Angelelli

**Type of material:** Chapter (p.p. 573-585) in *The Routledge Handbook of Language and Health Communication*, 2014, Eds Heidi E. Hamilton, Wen-ying Sylvia Chou

**Link:** <https://www.routledge.com/The-Routledge-Handbook-of-Language-and-Health-Communication/Hamilton-Chou/p/book/9780415670432>

**Title:** *Health, Communication and Multicultural Communities: Topics on Intercultural Communication for Healthcare Professionals*

**Author:** Carmen Valero-Garcés

**Type of material:** book, pp 1 – 65/ 151 – 202

**Link:**

<https://books.google.it/books?id=ruamBgAAQBAJ&pg=PA41&dq=intercultural+mediation+Principles+of+communication+with+health+professionals&hl=it&sa=X&ved=0ahUKEwjC5OrStZ3MAhUJNxQKHYNIA24Q6AEIMDAA#v=onepage&q=intercultural%20mediation%20Principles%20of%20communication%20with%20health%20professionals&f=false>

**Abstract:** Communicating in multicultural settings is a field of central interest to those involved in ensuring access to healthcare. Ever-increasing migration requires access to essential legal, medical and social services. This book provides an overview of current issues in this field through a multi-faceted approach, situating the work of potential healthcare professionals and intercultural intermediaries in the broader context of public service providers and practitioners.

**Title:** *Healthcare interpreting*

**Author:** Cynthia E. Roat, Ineke H. M. Crezee

**Type of material:** Chapter 16 of *The Routledge Handbook of Interpreting*, 2015, Eds. Holly Mikkelsen, Renée Jourdenais

**Link:** <https://www.routledgehandbooks.com/doi/10.4324/9781315745381>

**Title:** *Interpreting in mental health care*

**Author:** Hanneke Bot

**Type of material:** Chapter 17 of *The Routledge Handbook of Interpreting*, 2015, Eds. Holly Mikkelsen, Renée Jourdenais

Link: <https://www.routledgehandbooks.com/doi/10.4324/9781315745381>

**Title: *Interpreters in Intercultural Health Care Settings: Health professionals' and professional interpreters' cultural knowledge, and their reciprocal perception and collaboration***

**Authors:** Ingrid Hanssen & Lise-Merete Alpers

**Type of material:** Article in *Journal of Intercultural Communication*, issue 23, June 2010

Link: <http://www.immi.se/intercultural/nr23/hanssen.htm>

**Title: *World Mental Health: Problems and Priorities in Low-income Countries***

**Author:** Robert Desjarlais

**Type of material:** book, pp 15-66

Link:

<https://books.google.it/books?hl=it&lr=&id=6AkE52aoFvoC&oi=fnd&pg=PA3&dq=world+health+or+ganization+migrant+Psychiatric+care&ots=yN7GQgtZiL&sig=35UBaJ3zwShwqA6wizhgf-8LOag#v=onepage&q=world%20health%20organization%20migrant%20Psychiatric%20care&f=false>

**Title: *EXPOSURE TO STRESS. Occupational Hazards in Hospitals***

**Author:** Centers for Disease Control and Prevention National Institute for Occupational Safety and Health (Atlanta – USA)

**Type of material:** report

Link: <http://www.cdc.gov/niosh/docs/2008-136/pdfs/2008-136.pdf>

**Abstract:** The report aims to identify the sources of occupational stress, the adverse health effects of occupational stress, and recommend work practices to reduce occupational stress.

**Title: *International Journal of Health, Culture and Migration***

**Author:** Daniela Daniele

**Type of material:** Journal

Link: <http://www.iismas.it/index.php/eng/Publications/International-Journal-of-Migration-and-Transcultural-Medicine/International-Journal-of-Health-Culture-and-Migration>

**Abstract:** The magazine is the official agency of the International Institute of Medical Sciences Anthropological and Social, a non-profit organization founded in 2002 that operates in the area of medical research related to migration and social marginalization. In particular, the Institute works to promote the implementation of measures to study, the prevention and the rehabilitation in the

social fabric of marginalized migrants, both medically and socio-cultural.

**Title: WHO-UNHCR-UNICEF joint technical guidance: general principles of vaccination of refugees, asylum-seekers and migrants in the WHO European Region**

**Author:** World health Organization - Europe

**Type of material:** website (article)

**Link:** <http://www.euro.who.int/en/health-topics/disease-prevention/vaccines-and-immunization/news/news/2015/11/who,-unicef-and-unhcr-call-for-equitable-access-to-vaccines-for-refugees-and-migrants/who-unhcr-unicef-joint-technical-guidance-general-principles-of-vaccination-of-refugees,-asylum-seekers-and-migrants-in-the-who-european-region>

**Title: The public health dimension of the European migrant crisis**

**Author:** European Commission

**Type of material:** report , pp 1-8

**Link:**

[http://www.europarl.europa.eu/RegData/etudes/BRIE/2016/573908/EPRS\\_BRI\(2016\)573908\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/BRIE/2016/573908/EPRS_BRI(2016)573908_EN.pdf)

#### Dutch

**Title: Organisatie van de gezondheidszorg**

**Author:** FOD Volksgezondheid

**Type of material:** website

**Link:** <http://www.belgium.be/nl/gezondheid/gezondheidszorg>

**Title: Naar een interculturele gezondheidszorg**

**Author:** Groupe ETHEALTH

**Type of material:** PDF

**Link:** [http://unia.be/files/legacy/2011\\_12\\_02\\_samenv\\_NL.pdf](http://unia.be/files/legacy/2011_12_02_samenv_NL.pdf), <http://www.health.belgium.be/nl>

**Title: Een arts van de wereld**

**Author:** C.Seeleman, J.Suurmond

**Type of material:** Book - Bohn Stafleu Van Loghum, 2005

*Link: n.a.*

*Title: **Medische terminologie***

*Author: R.G.Sterken*

*Type of material: Book - Maarssen, Elsevier/De Tijdstroom, 1998*

*Link: n.a.*

*Title: **Preventie***

*Author: Socialistische Mutualiteit*

*Type of material: website*

*Link: <https://www.fsmb.be/preventie>*

#### **French**

*Title: **Principales caractéristiques du système de santé belge***

*Author: INAMI*

*Type of material: PDF*

*Link: <http://www.coopami.org/fr/coopami/realisation/2013/pdf/2013110401.pdf>*

*Title: **Organisation des soins***

*Author: SPF Santé Publique*

*Type of material: website*

*Link: [http://www.belgium.be/fr/sante/soins\\_de\\_sante/](http://www.belgium.be/fr/sante/soins_de_sante/)*

*Title: **Vers des soins de santé interculturels***

*Author: Groupe ETHEALTH*

*Type of material: PDF*

*Link:*

*<http://health.belgium.be/internet2Prd/groups/public/@public/@dg1/@mentalcare/documents/ie2divers/19077013.pdf>*

**Title: Terminologie médicale: mouton des mots**

**Author:** Catherine Dicos

**Type of material:** Book - Kalidol, 2012, pp.289

**Link:** n.a.

**Title: Physiologie et physiopathologie humaine**

**Author:** M. Manto

**Type of material:** Book - ed. Saurempas médical, 2012

**Link:** n.a.

**Title: La communication dans la médecine au quotidien: Guide pratique**

**Author:** ASSM (l'Académie Suisse des Sciences Médicales)

**Type of material:** PDF

**Link:**

[https://www.google.gr/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwjFzsO\\_5prNAhVKFMAKHR8mAqcQFggiMAE&url=http%3A%2F%2Fwww.samw.ch%2Fdms%2Ffr%2FPublications%2FGuides-pratiques%2Ff\\_LF\\_Kommunikation.pdf&usg=AFQjCNGMsUI5Yakp9\\_ht6RXjsGUJodOqKg&bvm=bv.124088155,d.ZGg](https://www.google.gr/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwjFzsO_5prNAhVKFMAKHR8mAqcQFggiMAE&url=http%3A%2F%2Fwww.samw.ch%2Fdms%2Ffr%2FPublications%2FGuides-pratiques%2Ff_LF_Kommunikation.pdf&usg=AFQjCNGMsUI5Yakp9_ht6RXjsGUJodOqKg&bvm=bv.124088155,d.ZGg)

**Title: Prévention santé**

**Author:** Mutualités Socialistes

**Type of material:** website

**Link:** <https://www.fmsb.be/prevention-sante>

## German

**Title: Dolmetschen im Krankenhaus. Rollenerwartungen und Rollenverständnisse**

**Author:** Raoua Allaoui

**Type of material:** Book. Cuvillier Verlag, 2005.

**Link:** <https://cuvillier.de/de/shop/publications/2593-dolmetschen-im-krankenhaus>

**Title: Gemeindedolmetscherdienste als Beitrag zur Integration von Migranten in das regionale Sozial- und Gesundheitswesen - das Modell des Ethnomedizinischen Zentrums Hannover**

**Author:** Ramazan Salman

**Type of material:** Chapter in: *Gesundheit und Integration. Ein Handbuch für Modelle guter Praxis.* Beauftragte der Bundesregierung für Migration, Flüchtlinge und Integration (Hg.): 2. Aufl, S.246-256. In pdf.

**Link:** [http://www.bundesregierung.de/Content/Infomaterial/BPA/IB/gesundheit-und-integration.pdf?\\_\\_blob=publicationFile&v=7](http://www.bundesregierung.de/Content/Infomaterial/BPA/IB/gesundheit-und-integration.pdf?__blob=publicationFile&v=7)

**Title: *Gesundheit und Integration. Ein Handbuch für Modelle guter Praxis.***

**Author:** Diverse

**Type of material:** Handbook in pdf.

**Link:** [http://www.bundesregierung.de/Content/Infomaterial/BPA/IB/gesundheit-und-integration.pdf?\\_\\_blob=publicationFile&v=7](http://www.bundesregierung.de/Content/Infomaterial/BPA/IB/gesundheit-und-integration.pdf?__blob=publicationFile&v=7)

**Subtopic:** Health and integration; migrant women's health; mental health issues; awareness raising activities

**Title: *Mit Migranten für Migranten – Interkulturelle Gesundheit in Bayern***

**Author:** Ethno-Medizinisches Zentrum e.V. Hannover

**Type of material:** Website

**Links:** <http://www.bayzent.de/mimi-projekt/> ; <http://ethno-medizinisches-zentrum.de/>

**Subtopic:** Awareness raising activities

**Title: *Gesundheitliche Versorgung von Personen mit Migrationshintergrund***

**Author:** Bundesministerium für Arbeit und Soziales

**Type of material:** Dokumentation Expertenworkshop am 5. Mai 2009. Berlin.

**Link:** <http://www.migazin.de/2009/11/02/gesundheitliche-versorgung-von-personen-mit-migrationshintergrund/>

**Subtopic:** Various aspects of migrant health

**Title: *Spezielle Bedürfnisse besonderer Patientengruppen – besondere Ansprüche an spezielle***

## **Institutionen**

*Author:* Bundesamt für Gesundheit

*Type of material:* P.p. 58-62 in: *Sprachliche Brücken zur Genesung. Interkulturelles Übersetzen im Gesundheitswesen der Schweiz.* Pdf.

*Link:*

[www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6I0NTU042I2Z6ln1acy4Zn4Z2qZpnO2Yuuq2Z6gpJCKdHx3gWym162epYbg2c\\_JjKbNoKSn6A--](http://www.bag.admin.ch/shop/00038/00553/index.html?lang=de&download=NHZLpZeg7t,Inp6I0NTU042I2Z6ln1acy4Zn4Z2qZpnO2Yuuq2Z6gpJCKdHx3gWym162epYbg2c_JjKbNoKSn6A--)

*Subtopic:* Special caretaking conditions

*Title: **Kosten und Nutzen des interkulturellen Übersetzens im Gesundheitswesen***

*Authors:* Matthias Gehring, Iris Graf

*Type of material:* Report in pdf

*Link:*

<http://www.bag.admin.ch/themen/gesundheitspolitik/07685/12532/13706/index.html?lang=de>

*Title: **Migration und Gesundheit***

*Authors:* Michael Knipper, Yasar Bilgin

*Type of material:* Book, also in pdf. Konrad-Adenauer-Stiftung e.V., Sankt Augustin, 2009.

*Link:* [http://www.kas.de/wf/doc/kas\\_16451-544-1-30.pdf?100422141705](http://www.kas.de/wf/doc/kas_16451-544-1-30.pdf?100422141705)

## **Greek**

*Title: **Διαπολιτισμική Νοσηλευτική και Πολιτισμική Επάρκεια για τους Επαγγελματίες Υγείας***

*Authors:* Papadopoulos I., Καλοκαιρινού Α., Κουτά Χ.

*Type of material:* Book - Εκδόσεις Πασχαλίδης, 2011

*Link:* n.a.

*Abstract:* Η ποικιλομορφία του εθνικού και παγκόσμιου πληθυσμού (οικονομικοί μετανάστες, πρόσφυγες, αιτούντες πολιτικό άσυλο κ.ά) επιφορτίζει τον επαγγελματία υγείας με την προαγωγή της υγείας και την παροχή νοσηλευτικής φροντίδας σε άτομα, ομάδες και οικογένειες που προέρχονται από διαφορετικές κουλτούρες. Η παροχή υψηλού επιπέδου φροντίδας υγείας, απαιτεί γνώση και κατανόηση των ιδιαίτερων πολιτισμικών χαρακτηριστικών τους. Προϋποθέτει εξατομικευμένη και πολιτισμικά ευαίσθητη νοσηλευτική φροντίδα, βασισμένη στη γνώση των αξιών υγείας και της ασθένειας, στη θρησκεία, στην ιστορία, στην φιλοσοφία του πολιτισμού, στα ήθη και έθιμα, στις πεποιθήσεις και συμπεριφορές, στον τρόπο ζωής μέσα στις διάφορες

κουλτούρες. Προϋποθέτει επίσης πολιτισμική ενσυναίσθηση, σωστή σχέση και επικοινωνία, αποδοχή και σεβασμό στη διαφορετικότητα. Στο συγκεκριμένο άρθρο τονίζεται η ανάγκη της αποτελεσματικής διαπολιτισμικής προσέγγισης από τους επαγγελματίες υγείας με την απαιτούμενη πολιτισμική ευαισθησία και επάρκεια, με σκοπό την προαγωγή της υγείας στις οικογένειες με διαφορετική κουλτούρα.

**Title: Υγεία και κουλτούρα**

**Author:** Κούτα, Χ.

**Type of material:** Article in *Νοσηλευτική*, 46 (2), 2007

**Link:** <http://www.hjn.gr/%CF%85%CE%B3%CE%B5%CE%AF%CE%B1-%CE%BA%CE%B1%CE%B9-%CE%BA%CE%BF%CF%85%CE%BB%CF%84%CE%BF%CF%8D%CF%81%CE%B1/>

**Abstract:** Σκοπός του άρθρου αυτού είναι να καταγράψει τη σημασία της σχέσης κουλτούρας και υγείας, στοχεύοντας στην καλύτερη κατανόηση των αναγκών του ασθενούς και, κατά συνέπεια, την ποιοτικότερη φροντίδα του ατόμου. Στην καθημερινή ζωή η υγεία είναι πολύ σημαντική και φαίνεται ότι η κουλτούρα έχει άμεση σχέση με το επίπεδο της υγείας του ατόμου και της κοινότητας. Η έννοια της κουλτούρας είναι πολυδιάστατη και πολλοί ορισμοί έχουν δοθεί γι' αυτή. Μερικοί παράγοντες που μπορούν να επηρεαστούν από την κουλτούρα είναι η χρήση αλκοόλ, η διατροφή και η σεξουαλικότητα. Η κάθε κουλτούρα έχει τις δικές της πεποιθήσεις, αξίες και συνήθειες για την υγεία. Είναι λοιπόν σημαντικό να ευαισθητοποιηθούν οι επαγγελματίες υγείας, ώστε η κουλτούρα να λαμβάνεται σοβαρά υπόψη στην αξιολόγηση των αναγκών του ασθενούς. Οι επαγγελματίες υγείας πρέπει να κατανοήσουν ότι η κουλτούρα αποτελεί μια παράμετρο ζωτικής σημασίας για αποτελεσματική και επαρκή προαγωγή της υγείας. Η πολιτισμική επάρκεια του κάθε επαγγελματία υγείας, ιδιαίτερα των νοσηλευτών/τριών, θεωρείται πλέον απαραίτητο μέρος της εκπαίδευσής τους.

**Title: Διαπολιτισμική προσέγγιση οικογενειών με διαφορετική κουλτούρα από τους επαγγελματίες υγείας**

**Authors:** Αθανασοπούλου, Μ. & Χριστοδούλου, Μ.

**Type of material:** Article in *Ελληνικό Περιοδικό της Νοσηλευτικής Επιστήμης*, 4 (3)

**Link:** [http://journal-ene.gr/wp-content/uploads/2012/01/diapolitismiki\\_proseggisi\\_oikogeneion\\_me\\_diaforetiki\\_koultoura.pdf](http://journal-ene.gr/wp-content/uploads/2012/01/diapolitismiki_proseggisi_oikogeneion_me_diaforetiki_koultoura.pdf)

**Abstract:** Η ποικιλομορφία του εθνικού και παγκόσμιου πληθυσμού (οικονομικοί μετανάστες, πρόσφυγες, αιτούντες πολιτικό άσυλο κ.ά) επιφορτίζει τον επαγγελματία υγείας με την προαγωγή της υγείας και την παροχή νοσηλευτικής φροντίδας σε άτομα, ομάδες και οικογένειες που προέρχονται από διαφορετικές κουλτούρες. Η παροχή υψηλού επιπέδου φροντίδας υγείας, απαιτεί γνώση και κατανόηση των ιδιαίτερων πολιτισμικών χαρακτηριστικών τους. Προϋποθέτει εξατομικευμένη και πολιτισμικά ευαίσθητη νοσηλευτική φροντίδα, βασισμένη στη γνώση των αξιών υγείας και της ασθένειας, στη θρησκεία, στην ιστορία, στην φιλοσοφία του πολιτισμού, στα

ήθη και έθιμα, στις πεποιθήσεις και συμπεριφορές, στον τρόπο ζωής μέσα στις διάφορες κουλτούρες. Προϋποθέτει επίσης πολιτισμική ενσυναίσθηση, σωστή σχέση και επικοινωνία, αποδοχή και σεβασμό στη διαφορετικότητα. Στο συγκεκριμένο άρθρο τονίζεται η ανάγκη της αποτελεσματικής διαπολιτισμικής προσέγγισης από τους επαγγελματίες υγείας με την απαιτούμενη πολιτισμική ευαισθησία και επάρκεια, με σκοπό την προαγωγή της υγείας στις οικογένειες με διαφορετική κουλτούρα.

**Title: Μεταναστευτικό ρεύμα και διαπολιτισμική νοσηλευτική**

**Author:** Γ. Καδιγιαννόπουλος

**Type of material:** Online article

**Link:** <http://www.pemptousia.gr/2015/09/metanasteftiko-revma-ke-diapolitismiki-nosileftiki/>

**Title: Ιατρικό Λεξικό - Εγκυκλοπαίδεια υγείας**

**Author:** Iatronet

**Type of material:** Online medical dictionary

**Link:** <http://www.iatronet.gr/iatriko-lexiko/>

### Italian

**Title: Official website of Italian Ministry of health**

**Author:** Italian Ministry of health

**Type of material:** website

**Link:** [http://www.salute.gov.it/portale/salute/p1\\_4.jsp?area=Il\\_Ssn](http://www.salute.gov.it/portale/salute/p1_4.jsp?area=Il_Ssn)

**Title: Medical English and the International Scientific Network - Approfondimenti terminologici e esercitazioni nel settore dell'inglese medico - scientifico**

**Author:** Antonella Distante

**Type of material:** book

**Link:** <http://www.ibs.it/code/9788854828544/distante-antonella/medical-english-the.html>

**Title: L'accesso alle cure della persona straniera - Indicazioni operative**

**Author:** Anna Maria Luzi, Gaetano Mario Pasqualino, Lucia Pugliese, Matteo Schwarz, Barbara Suligo

*Type of material:* pdf , pp 1-58

*Link:* [http://www.salute.gov.it/imgs/c\\_17\\_opuscoliposter\\_199\\_allegato.pdf](http://www.salute.gov.it/imgs/c_17_opuscoliposter_199_allegato.pdf)

***Title:*** *Immigrazione mediazione culturale e salute*

*Author:* Claudio Baraldi, Viola Barbieri, Guido Giarelli

*Type of material:* book/pdf, pp 15-19

*Link:* <http://www.integrazionemigranti.gov.it/archiviadocumenti/mediazione-interculturale/Documents/Immigrazione%20Mediazione%20Culturale%20salute.pdf>

*Abstract:* This book is the result of a conference on medical and health sociology, in which have been analyzed the main topics of intercultural communication in the field of health services.

***Title:*** *INFORMASALUTE – Access to the National Health Service by non EU nationals*

*Author:* National Institute for Health, Migration and Poverty (NIHMP)

*Type of material:* pdf, pp 1-31

*Link:* [http://www.salute.gov.it/imgs/c\\_17\\_opuscoliposter\\_199\\_allegato.pdf](http://www.salute.gov.it/imgs/c_17_opuscoliposter_199_allegato.pdf)

*Abstract:* This guide is addressed to foreign citizens that live in Italy, with a regular permit of stay. It explains the mandatory actions to benefit the right to health, as a fundamental human rights.

***Title:*** *L'ambulatorio del guaritore*

*Author:* Pino Schirripa, Pietro Vulpiani

*Type of material:* book, pp 7-80

*Link:* n.a.

***Title:*** *Le parole dell'antropologia medica – Piccolo dizionario*

*Author:* Donatella Cozzi

*Type of material:* book , pp 67 – 180/ 205 - 300

*Link:* n.a.

***Title:*** *Report 2015 – Sa.Mi.Fo. – Health Center for Asylum seekers and refugees*

*Author:* Giancarlo Santone

*Type of material:* book

*Link:* [http://centroastalli.it/wp-content/uploads/2015/06/Samifo\\_REPORT-2015.pdf](http://centroastalli.it/wp-content/uploads/2015/06/Samifo_REPORT-2015.pdf)

*Subtopic:*

*Abstract:* Forced Migrants, escaped from their countries because of political, ethnic, religious or gender problems, are not comparable to Economic Migrants in terms of health. The healthcare dedicated to asylum seekers and refugees must be conceived through a systemic approach multi disciplinary and multidimensional at the same time. The local health net GRIS Lazio permitted to Public Health Care and Private Social Assistance to confront and share their ideas of good practice in order to create common resources developing common ways of reflection on critical areas in the matter of migrants health. The agreement protocol between ASL RM A and Centro Astalli association officially founded SAMIFO health center: a multi disciplinary integrated system between Public Health Care (ASL Roma A) and Private Social Assistance (Italian Jesuit Refugees Service).

*Title:* **Salute degli immigrati**

*Author:* SIMM – Italian society of Migrant’s medicine

*Type of material:* report, pp 205-230

*Link:*

[http://www.simmweb.it/fileadmin/documenti/Simm\\_x\\_news/2014/2014.osservasalute\\_immigrati.pdf](http://www.simmweb.it/fileadmin/documenti/Simm_x_news/2014/2014.osservasalute_immigrati.pdf)

*Title:* **Le patologie stress lavoro – correlate**

*Author:* Alfonso Cristaudo

*Type of material:* pdf, pp 2-36

*Link:* <https://www.unipi.it/ateneo/governo/amm/spp/formazione/stress/did/2.pdf>

*Title:* **ASSISTENZA SANITARIA PER CITTADINI STRANIERI**

*Author:* Ministero dell’Interno

*Type of material:* PDF

*Link:* <http://www.stranieriinitalia.it/news/guideviminale2007/L.pdf>

*Subtopic:* Migrant health policy

*Title:* **La tutela della salute degli immigrati nelle politiche locali**

*Author:* Caritas

*Type of material:* PDF, pp 31-58

*Link:* [http://www.caritasroma.it/wp-content/uploads/2010/09/DIRITTO\\_ALLA\\_SALUTE.pdf](http://www.caritasroma.it/wp-content/uploads/2010/09/DIRITTO_ALLA_SALUTE.pdf)

*Subtopic:* Migrant health policy

*Title:* **La festa, le feste, la globalizzazione: il senso**

*Author:* Arnaldo Nesti

*Type of material:* PDF

*Link:* <http://www.fupress.com/archivio/pdf/2552.pdf>

*Subtopic:* Feasts, rituals and related practices

*Title:* **La questione medica. Come uscire dalla palude**

*Author:* Ivan Cavicchi

*Type of material:* PDF (e-book)

*Link:* [http://www.quotidianosanita.it/ebook/questione\\_medica\\_ivan\\_cavicchi.pdf](http://www.quotidianosanita.it/ebook/questione_medica_ivan_cavicchi.pdf)

*Subtopic:* Principles of communication with health professionals

*Title:* **La cura degli altri: seminari di etnopsichiatria. Etnopsichiatria e mediazione culturale**

*Author:* Samuel Cargbo

*Type of material:* Book , pp 367-368

*Link:* n.a.

*Subtopic:* Intercultural mediation in psychotherapy: special requirements

*Title:* **Burn-out**

*Author:* Lidia Del Piccolo

*Type of material:* PDF

*Link:* <http://www.dfpp.univr.it/documenti/OccorrenzaIns/matdid/matdid998922.pdf>

*Subtopic:* Dealing with emotional load in the healthcare environment

*Title:* **LA SINDROME DEL BURN OUT: IMPATTO NELLE PROFESSIONI SANITARIE**

*Author:* Michele Prencipe

*Type of material:* PDF

*Link:* [http://www.scienzeinfermieristiche.net/files/burnout\\_michele\\_prencipe\\_psicopatologia.pdf](http://www.scienzeinfermieristiche.net/files/burnout_michele_prencipe_psicopatologia.pdf)

*Subtopic:* Dealing with emotional load in the healthcare environment

#### Polish

*Title:* **Polityka społeczna a problemy migracji**

*Author:* Polakowski Michał, Szelewa Dorota

*Type of material:* pdf, pp 20-23

*Link:* <http://library.fes.de/pdf-files/bueros/warschau/10685.pdf>

#### Portuguese

*Title:* **Imigração e saúde – O Gabinete de Saúde do CNAI enquanto observatório para o estudo das condições de acesso dos imigrantes aos serviços de saúde**

*Author:* Backström, Bárbara; Carvalho, Amelia & Inglês, Urbana

*Type of material:* Article in Scientific Magazine - Revista Migrações (ACIDI), nº 4, pp. 161-189, (2009)

*Link:* <http://www.om.acm.gov.pt/documents/58428/183863/Migr4.pdf/736b2a49-55c2-4fb2-bda3-c5ad8c417905>

## Field 2: Education

Training material
English
<p><b>Title:</b> <i>Interpreting in education</i></p> <p><b>Author:</b> Melissa B. Smith</p> <p><b>Type of material:</b> Chapter 18 of The Routledge Handbook of Interpreting, 2015, Eds. Holly Mikkelson, Renée Jourdenais</p> <p><b>Link:</b> <a href="https://www.routledgehandbooks.com/doi/10.4324/9781315745381">https://www.routledgehandbooks.com/doi/10.4324/9781315745381</a></p> <p><b>Abstract:</b> This chapter provides an overview of interpreting in educational settings. Not only may interpreters find themselves working with students, parents, and staff in infant or pre-school programs, primary or secondary schools and institutions of higher education, they may find further work opportunities in vocational and adult education or in professional development venues such as conferences, workshops, seminars, and conventions. While the issues presented will apply to all of these settings, interpreting in primary, secondary and post-secondary education will provide the framework for this discussion. Because of legislative mandates for inclusion of Deaf and hard of hearing students in public education, many signed-language interpreters work in educational settings. As a result, much of the research cited is gleaned from the field of signed-language interpretation. However, the challenges in effectively meeting the needs of English Language Learners being educated in the United States and immigrant students learning the language of host countries all over the world in many ways parallel those of Deaf and hard of hearing students.</p>
<p><b>Title:</b> <i>Intercultural Mediation as a strategy to facilitate relations between the School and Immigrant Families</i></p> <p><b>Author:</b> Catarci, M.</p> <p><b>Type of material:</b> Article in <i>Revista Electrónica Interuniversitaria de Formación del Profesorado</i>, 19(1), 127---140. In pdf</p> <p><b>Link:</b> <a href="https://www.google.gr/?gws_rd=ssl#q=Intercultural+Mediation+as+a+strategy+to+facilitate+relations+between+the+School+and+Immigrant+Families">https://www.google.gr/?gws_rd=ssl#q=Intercultural+Mediation+as+a+strategy+to+facilitate+relations+between+the+School+and+Immigrant+Families</a>.</p>
<p><b>Title:</b> <i>Crosscultural Perspectives on Interaction with Minority and Majority Children at Home and in Pre-school</i></p> <p><b>Authors:</b> Kerstin Nauc�er &amp; Sally Boyd</p> <p><b>Type of material:</b> Article in <i>Intercultural Communication</i>, ISSN 1404-1634, 1999, November, issue 2.</p>

*Link:* <http://www.immi.se/intercultural/nr2/naucler.htm>

*Title:* **Information guide for migrant families: The school in Belgium French-speaking community**

*Author:* Croix-rouge

*Type of material:* Brochure

*Link:* <http://www.croix-rouge.be/index.cfm/linkservid/B7BB4888-EE07-27BC-D559BDF5F5B44375/showMeta/0/>

*Title:* **Compulsory Education in Europe Eurydice – Facts and Figures 2015/16**

*Author:* Eurydice European Network

*Type of material:* report, pp 1-8

*Link:* [http://www.indire.it/lucabas/lkmw\\_img/eurydice/compulsory\\_education\\_in\\_UE.pdf](http://www.indire.it/lucabas/lkmw_img/eurydice/compulsory_education_in_UE.pdf)

*Title:* **Schools, VET and Adult education Schools, helping newly arrived refugees Europe. Challenges, ideas and inspiring practices**

*Author:* European Commission

*Type of material:* Report in pdf

*Link:* [http://ec.europa.eu/education/documents/school-vet-adult-survey-refugee\\_en.pdf](http://ec.europa.eu/education/documents/school-vet-adult-survey-refugee_en.pdf)

*Title:* **Strategies for effective intercultural communication for school children: from local initiatives of non-governmental organizations to systemic change**

*Author:* Open society institute

*Type of material:* article , pp 1-12

*Link:* [https://www.opensocietyfoundations.org/sites/default/files/smirnov\\_english.pdf](https://www.opensocietyfoundations.org/sites/default/files/smirnov_english.pdf)

*Title:* **Mediating language and culture**

*Author:* Michele Borrelli

*Type of material:* book , pp 275 - 304

*Link:*

<https://books.google.it/books?hl=it&lr=&id=7RGKhexeoygC&oi=fnd&pg=PA275&dq#v=onepage&q&f=false>

**Title: 8th European Forum on the rights of the child - Bullying and cyberbullying**

**Author:** European Commission

**Type of material:** pdf, pp 1-6

**Link:** [http://ec.europa.eu/justice/fundamental-rights/files/s3\\_forum\\_bullying\\_en.pdf](http://ec.europa.eu/justice/fundamental-rights/files/s3_forum_bullying_en.pdf)

**Abstract:** This document is report of the 8th European Forum on the rights of the child, it borns by the EU Agenda for the Rights of the Child, in which is reaffirmed the commitment of the EU to promote, protect and fulfil the rights of the child. The report sought to focus on actions to protect children when they are vulnerable, in particular to protect children from violence.

**Title: School bullying, training teachers could be the answer**

**Author:** European Commission

**Type of material:** webpage

**Link:** [http://ec.europa.eu/research/mariecurieactions/news-events/news/2015/school-bullying\\_en.htm](http://ec.europa.eu/research/mariecurieactions/news-events/news/2015/school-bullying_en.htm)

**Title: Integrating Immigrant Children into Schools in Europe**

**Author:** EACEA - Education, Audiovisual and Culture Executive Agency

**Type of material:** report, pp 7-28

**Link:** [http://eacea.ec.europa.eu/education/eurydice/documents/thematic\\_reports/101EN.pdf](http://eacea.ec.europa.eu/education/eurydice/documents/thematic_reports/101EN.pdf)

**Abstract:** As part of the European Year of Intercultural Dialogue 2008 the European Commission has asked the Eurydice network to update a part of the survey that it produced in 2004 on school integration of immigrant pupils in Europe. The choice concerned two aspects of particular importance in this context – improving communication between schools and the families of immigrant pupils and teaching the heritage language of the immigrant children.

#### Dutch

**Title: Gids voor ouders met kinderen in het basisonderwijs**

**Author:** Vlaamse gemeenschap

**Type of material:** Brochure

**Link:** <http://aalst.be/notelaar/documentatie/gidsvoorouders.pdf>

## French

**Title:** *L'enseignement en Fédération Wallonie Bruxelles*

**Author:** Fédération Wallonie - Bruxelles

**Type of material:** website

**Link:** <http://www.enseignement.be/>

**Title:** *Brochure à destination des parents migrants: l'école en communauté française*

**Author:** Croix-rouge

**Type of material:** Brochure

**Link:** <http://www.croix-rouge.be/index.cfm/linkservid/B7737854-CDEF-D5A3-63977AFBFEF2CFB1/showMeta/0/>

**Title:** *Pédagogie interculturelle*

**Author:** Xavière Remacle

**Type of material:** PDF

**Link:** [http://www.cbai.be/resource/docsenstock/formation/Ble\\_67\\_Xaviere\\_Remacle.pdf](http://www.cbai.be/resource/docsenstock/formation/Ble_67_Xaviere_Remacle.pdf)

## German

**Title:** *Konflikte selber lösen: Trainingshandbuch für Mediation und Konfliktmanagement in Schule und Jugendarbeit*

**Author:** Kurt Faller, Wilfried Kerntke, Maria Wackmann

**Type of material:** Book

**Link:** <https://www.amazon.de/Konflikte-selber-l%C3%B6sen-Trainingshandbuch-Konfliktmanagement/dp/3834605263>

**Subtopic:** Understanding school life; bullying at school

## Greek

**Title:** *Πέρα από τη γλωσσική επάρκεια: Πολιτισμική επίγνωση, διαπολιτισμική ενσυναίσθηση και διαμεσολάβηση στο σχολικό περιβάλλον*

**Author:** Βασίλης Παυλόπουλος

*Type of material:* Online lecture notes

*Link:*

[http://eclass.uoa.gr/modules/document/file.php/PSYCH138/%CE%94%CE%B9%CE%B1%CE%BB%CE%AD%CE%BE%CE%B5%CE%B9%CF%82/PSYCH138\\_lecture\\_pavlopoulos02.pdf](http://eclass.uoa.gr/modules/document/file.php/PSYCH138/%CE%94%CE%B9%CE%B1%CE%BB%CE%AD%CE%BE%CE%B5%CE%B9%CF%82/PSYCH138_lecture_pavlopoulos02.pdf)

*Title: Ταυτότητες υπό διαπραγμάτευση: Εκπαίδευση με σκοπό την ενδυνάμωση σε μια κοινωνία της ετερότητας*

*Author:* Jim Cummins

*Type of material:* Book, Gutenberg - Γιώργος & Κώστας Δαρδανός, 2003

*Link:* n.a.

*Title: Στερεότυπα και προκαταλήψεις: Κλειδιά και αντικλειδιά*

*Author:* Θάλεια Δραγώνα

*Type of material:* E-book

*Link:* <http://repository.edulll.gr/edulll/retrieve/3227/933.pdf>

*Title: Ο Θεός, ο δικός μου, ο δικός σου: Πολιτισμός, εκπαίδευση, ετερότητα: Έρευνα για τη διαπολιτισμική επικοινωνία*

*Author:* Μ. Κουκουνάρας - Λιάγκης

*Type of material:* Book, εκδ. Γρηγόρη, 2009

*Link:* n.a.

### Italian

*Title: Schede su la Mediazione Linguistico Culturale*

*Author:* Andrea Morniroli

*Type of material:* pdf, pp 3-17

*Link:* <http://www.coopdedalus.it/documentazione/Pdf/schedemediazione.pdf>

*Title: Piano triennale delle attività 2015 – 2017 – Triennial plan of activities 2015 - 2017*

*Author:* INDIRE - Istituto Nazionale di Documentazione, Innovazione e Ricerca Educativa – National institute of research and Innovation

*Type of material:* pdf, pp 1-22

*Link:* <http://www.indire.it/wp-content/uploads/2015/07/PTA-2015-2017.pdf>

*Title:* **Rete scuole migranti**

*Author:* Rete scuole migranti (Network for linguistic and social integration)

*Type of material:* website

*Link:* <http://www.scuolemigranti.org/>

*Title:* **Pratiche di accoglienza interculturale e mediazione pedagogica per gruppi di allievi adolescenti**

*Author:* Alain Goussot

*Type of material:* guide, pp 10-54

*Link:*

[http://www.cittametropolitana.bo.it/scuola/Engine/RAServeFile.php/f/Pratiche\\_di\\_accoglienza\\_interculturale.\\_Guida.pdf](http://www.cittametropolitana.bo.it/scuola/Engine/RAServeFile.php/f/Pratiche_di_accoglienza_interculturale._Guida.pdf)

*Abstract:* This guide aims to collect good practices in the field of refugees's reception, intercultural mediation and role playing.

*Title:* **Guida alle classi plurilingue**

*Author:* Erica Colussi, Antonio Cuciniello e Barbara D'Annunzio

*Type of material:* book/pdf, pp 9-82

*Link:* <http://www.ismu.org/2015/01/online-la-guida-alla-classe-plurilingue/>

*Title:* **Gli alunni stranieri nel sistema scolastico italiano - A.S. 2014/2015**

*Author:* Italian Education, Research and University Ministry

*Type of material:* pdf

*Link:* [http://www.istruzione.it/allegati/2015/Notiziario\\_Alunni\\_Stranieri\\_1415.pdf](http://www.istruzione.it/allegati/2015/Notiziario_Alunni_Stranieri_1415.pdf)

*Title:* **Website of Italian Education, Research and University Ministry**

*Author:* Italian Education, Research and University Ministry

*Type of material:* website

*Link:* [http://www.istruzione.it/urp/ordinamento\\_scolastico.shtml](http://www.istruzione.it/urp/ordinamento_scolastico.shtml)

*Title:* **Suggerimenti per un percorso di mediazione interculturale in ambito scolastico/educativo**

*Author:* Trentino Region

*Type of material:* pdf, pp 5-9

*Link:* <http://www.bildung.suedtirol.it/files/9113/7639/4739/Percorsodimediazioneculturale.pdf>  
<http://www.bildung.suedtirol.it/files/9113/7639/4739/Percorsodimediazioneculturale.pdf>

*Title:* **Qualifyme.it**

*Author:* Parsec Cooperative (Rome)

*Type of material:* website

*Link:* <http://qualifyme.it/>

*Abstract:* This website supports migrants and reception services involved in the processes/activities related to the recognition of educational qualification in Italy.

*Title:* **Le relazioni multiculturali nella scuola primaria**

*Author:* Alessandra Mannelli

*Type of material:* report

*Link:* <http://www.ifefromm.it/rivista/2012-xx/1/comunicazioni/4.%20Le%20relazioni%20multiculturali%20nella%20scuola%20primaria.pdf>

*Title:* **Le parole di una scuola che cresce**

*Author:* Italian Education Ministry

*Type of material:* pdf, pp 2-31

*Link:* [http://archivio.pubblica.istruzione.it/lascuolacresce/Dizionario\\_scuolacresce.pdf](http://archivio.pubblica.istruzione.it/lascuolacresce/Dizionario_scuolacresce.pdf)

*Title:* **SIGNIFICATO E FUNZIONE DELLA MEDIAZIONE CULTURALE NELLA SCUOLA**

*Author:* Miriam Traversi

*Type of material:* PDF , pp 18-25

*Link:* n.a.

<p><i>Subtopic:</i> The role of intercultural mediation in education</p>
<p><b>Title:</b> <i>Mediatori linguistico culturali in ambito educativo</i></p> <p><i>Author:</i> Aluisi Tosolini</p> <p><i>Type of material:</i> PDF</p> <p><i>Link:</i> <a href="http://www.pavonerisorse.it/intercultura/2002/mediatori.pdf">http://www.pavonerisorse.it/intercultura/2002/mediatori.pdf</a></p> <p><i>Subtopic:</i> The role of intercultural mediation in education</p>
<p><b>Title:</b> <i>Linee guida per l'accoglienza e l'integrazione degli alunni stranieri</i></p> <p><i>Author:</i> Ministero dell'istruzione, dell'università e della ricerca.</p> <p><i>Type of material:</i> PDF</p> <p><i>Link:</i> <a href="http://www.istruzione.it/allegati/2014/linee_guida_integrazione_alunni_stranieri.pdf">http://www.istruzione.it/allegati/2014/linee_guida_integrazione_alunni_stranieri.pdf</a></p> <p><i>Subtopic:</i> Schools for migrants</p>
<p><b>Title:</b> <i>Convivere nella diversità. Competenze interculturali e strumenti didattici per una scuola inclusiva – Coexist in diversity.</i></p> <p><i>Author:</i> Franca Zadra</p> <p><i>Type of material:</i> PDF</p> <p><i>Link:</i>  <a href="http://www.eurac.edu/en/research/autonomies/minrig/Documents/Diversity4Kids/Convivere%20nella%20diversita%C3%A0-Franca%20Zadra.pdf">http://www.eurac.edu/en/research/autonomies/minrig/Documents/Diversity4Kids/Convivere%20nella%20diversita%C3%A0-Franca%20Zadra.pdf</a></p> <p><i>Subtopic:</i> Intercultural communication and pedagogy</p>
<p><b>Title:</b> <i>LA MEDIAZIONE A SCUOLA: UNA POSSIBILE RISPOSTA AL BULLISMO?</i></p> <p><i>Author:</i> Patrizia D'Arcangelo</p> <p><i>Type of material:</i> PDF</p> <p><i>Link:</i> <a href="http://www.avvocatodarcangelo.com/wp/wp-content/uploads/2015/05/Bullismo-Mediazione-a-Scuola-avvocatodarcangelo.com_.pdf">http://www.avvocatodarcangelo.com/wp/wp-content/uploads/2015/05/Bullismo-Mediazione-a-Scuola-avvocatodarcangelo.com_.pdf</a></p> <p><i>Subtopic:</i> The role of the intercultural mediator in preventing / resolving bullying issues due to cultural diversity</p>

**Polish**

**Title: *Edukacja dla integracji***

**Author:** n.a.

**Type of material:** pdf

**Link:** [http://villa.org.pl/villa/wp-content/uploads/2013/12/edukacja\\_dla\\_integracji.pdf](http://villa.org.pl/villa/wp-content/uploads/2013/12/edukacja_dla_integracji.pdf)

**Title: *Poradnik dla imigrantów***

**Author:** n.a.

**Type of material:** pdf

**Link:** [http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik\\_imigrant\\_pl.pdf](http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik_imigrant_pl.pdf)

**Portuguese**

**Title: *O Mediador Sócio-Cultural em Contexto Escolar. Contributos para a compreensão da sua função social***

**Author:** Almeida, Vitor Manuel de

**Type of material:** Book, (2009)

**Link:** n.a.

**Title: *Inclusão dos alunos das comunidades ciganas nas escolas portuguesas***

**Author:** Pereira, Jorge

**Type of material:** Master Thesis , (2008)

**Link:** [http://repositorio.ul.pt/bitstream/10451/1734/1/21845\\_ulfl057131\\_tm.pdf](http://repositorio.ul.pt/bitstream/10451/1734/1/21845_ulfl057131_tm.pdf)

**Title: *Territórios, Interculturalidade e Mediação: entre redes e nós***

**Author:** Silva, Ana Maria & Carvalho, Lurdes

**Type of material:** Article , (2015)

**Link:**

[https://repositorium.sdum.uminho.pt/bitstream/1822/40126/1/2015\\_Revistapsicopedagogia\\_pp\\_048-052.pdf](https://repositorium.sdum.uminho.pt/bitstream/1822/40126/1/2015_Revistapsicopedagogia_pp_048-052.pdf)

### Field 3: Police and legislative services

Training material
English
<p><b>Title:</b> <i>Interpreting in asylum proceedings</i></p> <p><b>Author:</b> Sonja Pöllabauer</p> <p><b>Type of material:</b> Chapter 14 of <i>The Routledge Handbook of Interpreting</i>, 2015, Eds. Holly Mikkelsen, Renée Jourdenais</p> <p><b>Link:</b> <a href="https://www.routledgehandbooks.com/doi/10.4324/9781315745381">https://www.routledgehandbooks.com/doi/10.4324/9781315745381</a></p> <p><b>Abstract:</b> This contribution outlines specific characteristics of interpreting in asylum proceedings. It starts with a brief definition of terms and an overview of early developments. Aspects that are addressed in detail are the rationale behind and format of asylum interviews, modes of interpreting, interpreter role and training, language choice in asylum interviews, and linguistic, cultural and psychological specifics of interpreting in asylum hearings. The article concludes with an assessment of future directions and suggestions for further reading.</p>
<p><b>Title:</b> <i>UNHCR - The UN Refugee Agency</i></p> <p><b>Author:</b> UNHCR - The UN Refugee Agency</p> <p><b>Type of material:</b> website</p> <p><b>Link:</b> <a href="http://www.unhcr.org/cgi-bin/texis/vtx/home">http://www.unhcr.org/cgi-bin/texis/vtx/home</a></p>
<p><b>Title:</b> <i>Amnesty International</i></p> <p><b>Author:</b> Amnesty International</p> <p><b>Type of material:</b> website</p> <p><b>Link:</b> <a href="https://www.amnesty.org/en/">https://www.amnesty.org/en/</a></p>
<p><b>Title:</b> <i>Lisbon Municipal Policing: The Challenge of the Intercultural and Mediation Approach</i></p> <p><b>Author:</b> Diniz, Mónica &amp; Santa Cruz, Cláudia</p> <p><b>Type of material:</b> Chapter (p.p. 170-178) in <i>Intercultural Mediation in Europe: Narratives of Professional Transformation</i>, Ed. E. Arvanitis &amp; A. Kameas (2014). Common Ground</p> <p><b>Link:</b> <a href="http://www.academia.edu/10694207/Intercultural_Mediation_in_Europe_Narratives_of_Professio">http://www.academia.edu/10694207/Intercultural_Mediation_in_Europe_Narratives_of_Professio</a></p>

nal\_Transformation

**Title: Community Policing Safer Ameixoeira**

**Author:** Council of Europe

**Type of material:** Brochure, p.22 , in *Diversity Advantage Challenge - Selected Initiatives* (2015)

**Link:** <https://edoc.coe.int/en/living-together-diversity-and-freedom-in-europe/6555-diversity-advantage-challenge-selected-initiatives.html>

**Title: Segurança, Democracia e Cidades: o Manifesto de Aubervilliers e Saint-Denis**

**Author:** European Forum for Urban Security

**Type of material:** Brochure , (2012)

**Link:** <http://efus.eu/files/2013/06/manifeste-PT-WEB.pdf>

**Title: Italy Pro Bono Directory**

**Author:** International Refugee Rights Initiative

**Type of material:** website

**Link:** <http://www.refugeelegalaidinformation.org/>

**Title: Convention relating to the Status of Refugees**

**Author:** United Nations Conference

**Type of material:** Ohchr – United nations Human Rights (official website)

**Link:** <http://www.ohchr.org/EN/ProfessionalInterest/Pages/StatusOfRefugees.aspx>

**Title: Directive 2011/95/EU of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted**

**Author:** The European Parliament and of the Council

**Type of material:** European directive

**Link:** <http://eur-lex.europa.eu/legalcontent/EN/TXT/PDF/?uri=CELEX:32011L0095&from=IT>

**Title: COUNCIL DIRECTIVE 2003/9/ - laying down minimum standards for the reception of asylum**

**seekers**

*Author:* Council of the European Union

*Type of material:* European directive

*Link:* <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:031:0018:0025:EN:PDF>

**Dutch**

*Title:* **Lokale en Federale Politie**

*Author:* Police Locale

*Type of material:* website

*Link:* <http://www.lokalepolitie.be/zones>

*Title:* **Asielprocedure**

*Author:* Fedasil

*Type of material:* website

*Link:* <http://fedasil.be/>

**French**

*Title:* **Police locale et fédérale**

*Author:* Police Locale

*Type of material:* website

*Link:* <http://www.policelocale.be/zones>

*Title:* **Cours et tribunaux: manuel d'accompagnement**

*Author:* Cultures et Santé

*Type of material:* PDF

*Link:* <https://www.google.gr/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwin-7eV5ZrNAhXJCMaKHbpDDRoQFggaMAA&url=http%3A%2F%2Fwww.cultures-sante.be%2Fcomponent%2Fphocadownload%2Fcategory%2F13-pdf-ep-2012.html%3Fdownload%3D117%3Acours-et-tribunaux-guide&usq=AFQjCNGi2MhGXPgGHdnHJDpsuM9S4mDCuQ&bvm=bv.124088155,d.ZGg>

**Title: *Procédures d'asile***

**Author: Fedasil**

**Type of material: website**

**Link: <http://fedasil.be/>**

### German

**Title: *Trainingshandbuch für DolmetscherInnen im Asylverfahren***

**Author: UNCHR Österreich**

**Type of material: Handbook in pdf**

**Link: [http://www.bfa.gv.at/files/broschueren/Trainingsprogramm\\_WEB\\_15032016.pdf](http://www.bfa.gv.at/files/broschueren/Trainingsprogramm_WEB_15032016.pdf)**

### Greek

**Title: *Εγχειρίδιο διερμηνέων: Διερμηνεία με μετανάστες, πρόσφυγες και αιτούντες άσυλο***

**Author: ΜΕΤΑΔΡΑΣΗ**

**Type of material: Handbook**

**Link: n.a.**

**Title: *Υπηρεσία Πρώτης Υποδοχής***

**Author: Υπουργείο Προστασίας του Πολίτη**

**Type of material: Website**

**Link: [http://www.minocp.gov.gr/asylo.php?option=ozo\\_content&perform=view&id=3780](http://www.minocp.gov.gr/asylo.php?option=ozo_content&perform=view&id=3780)**

**Title: *Υπηρεσία Ασύλου***

**Author: Υπουργείο Προστασίας του Πολίτη**

**Type of material: Website**

**Link:**

**[http://www.minocp.gov.gr/asylo.php?option=ozo\\_content&perform=view&id=3779&Itemid=465&lang=](http://www.minocp.gov.gr/asylo.php?option=ozo_content&perform=view&id=3779&Itemid=465&lang=)**

**Italian**

**Title: *Il sistema giudiziario italiano – The Italian judiciary system***

**Author:** Consiglio Superiore della Magistratura

**Type of material:** book, pp 4-255

**Link:** <http://www.csm.it/documenti%20pdf/SistemaGiudiziarioItalianoTerzaEdizione.pdf>

**Title: *Dipartimento per le Libertà civili - The Department for Civil Liberties and Immigration***

**Author:** Italian Ministry of Interior

**Type of material:** website

**Link:** <http://www.libertaciviliimmigrazione.interno.it/dipim/site/it/index.html>

**Title: *Testo Unico sull'Immigrazione***

**Author:** Italian Parliament

**Type of material:** Law

**Link:** <http://www.camera.it/parlam/leggi/deleghe/98286dl.htm>

**Title: *Legge Bossi-Fini 189/02***

**Author:** Italian Parliament

**Type of material:** Law

**Link:** <http://www.parlamento.it/parlam/leggi/02189l.htm>

**Title: *Basics on asylum rights: European and Italian legislations***

**Author:** Programma integra – Tania Masuri

**Type of material:** ppt presentation

**Link:** n.a.

**Title: *Italian Police website***

**Author:** Ministry of Interior

**Type of material:** website

*Link:* <http://www.poliziadistato.it/>

*Title:* **Rapporto sulla protezione internazionale 2015**

*Author:* SPRAR - The system for the protection of asylum seekers and refugees

*Type of material:* book/pdf, pp 63-130

*Link:* [http://www.interno.gov.it/sites/default/files/t31ede-rapp\\_prot\\_int\\_2015\\_-\\_rapporto.pdf](http://www.interno.gov.it/sites/default/files/t31ede-rapp_prot_int_2015_-_rapporto.pdf)

*Title:* **Rapporto 'La buona accoglienza'**

*Author:* Leone Moressa Foundation

*Type of material:* book/pdf

*Link:* [http://www.fondazioneleonemoressa.org/newsite/wp-content/uploads/2016/01/LA-BUONA-ACCOGLIENZA-20\\_01\\_2016.pdf](http://www.fondazioneleonemoressa.org/newsite/wp-content/uploads/2016/01/LA-BUONA-ACCOGLIENZA-20_01_2016.pdf)

*Title:* **Decreto del Presidente della Repubblica 12 gennaio 2015, n. 21**

*Author:* Italian Parliament

*Type of material:* Italian law

*Link:*

[http://www.gazzettaufficiale.it/eli/id/2015/03/05/15G00029/sg;jsessionid=bWXvogg2xckZM8Vfxce3og\\_\\_.ntc-as1-guri2b](http://www.gazzettaufficiale.it/eli/id/2015/03/05/15G00029/sg;jsessionid=bWXvogg2xckZM8Vfxce3og__.ntc-as1-guri2b)

*Title:* **Testo Unico sull'Immigrazione – Immigration's regulation**

*Author:* Italian Parliament

*Type of material:* Law

*Link:* <http://www.camera.it/parlam/leggi/deleghe/98286dl.htm>

*Title:* **Legislative decree on standards for the qualification of third-country nationals (18/2014)**

*Author:* Italian Parliament

*Type of material:* Law

*Link:* <http://www.programmaintegra.it/wp/wpcontent/uploads/2014/03/Decreto-legislativo.pdf>

*Title:* **Permessi di soggiorno in Italia**

*Author:* INPS - National Social Security Institution

*Type of material:* website/pdf

*Link:*

<https://www.inps.it/portale/default.aspx?SID=%3B0%3B9398%3B9404%3B9405%3B&lastMenu=9414&iMenu=1&p4=2>

*Title:* **Decreto legislativo 18 agosto 2015, n. 142**

*Author:* Italian Parliament

*Type of material:* Italian law

*Link:* <http://www.gazzettaufficiale.it/eli/id/2015/09/15/15G00158/sg>

*Title:* **Indirizzi utili di associazioni ed enti di tutela in Italia e a Roma**

*Author:* Programma Integra

*Type of material:* Article

*Link:* <http://www.programmaintegra.it/wp/risorse/indirizzi-utili/> and <http://www.programmaintegra.it/wp/risorse/indirizzi-utili/roma/associazioni-ed-enti-di-tutela/>

*Subtopic:* Organizations that provide free legal support to migrants

#### Polish

*Title:* **Poradnik dla imigrantów**

*Author:* n.a.

*Type of material:* pdf

*Link:* [http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik\\_imigrant\\_pl.pdf](http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik_imigrant_pl.pdf)

#### Portuguese

*Title:* **Guia Prático dirigido às Forças Policiais para prevenir a discriminação das Comunidades Ciganas - Net-Kard Project**

*Author:* Sáez, Javier & Giménez, Sara

*Type of material:* PDF , (2014)

*Link:* <https://www.gitanos.org/upload/28/26/14-09->

24\_Guia\_Servicios\_Policiales\_Proyect\_Net\_Card\_PORTUGES\_web.pdf

**Title:** *Segurança, Democracia e Cidades: o Manifesto de Aubervilliers e Saint-Denis*

**Author:** European Forum for Urban Security

**Type of material:** Brochure , (2012)

**Link:** <http://efus.eu/files/2013/06/manifeste-PT-WEB.pdf>

#### Field 4: Public services and Labor

##### Training material

##### English

**Title:** *Opinion of the European Economic and Social Committee on 'The contribution of migrant entrepreneurs to the EU economy' (own-initiative opinion)*

**Author:** European Economic and Social Committee

**Type of material:** pdf

**Link:** <http://eur-lex.europa.eu/legalcontent/EN/TXT/PDF/?uri=CELEX:52012IE0638&from=IT>

**Title:** *The Missing Entrepreneurs 'POLICIES FOR INCLUSIVE ENTREPRENEURSHIP IN EUROPE'*

**Author:** OECD

**Type of material:** book, pp 79-168

**Link:** [http://www.keepeek.com/Digital-Asset-Management/oecd/industry-and-services/the-missing-entrepreneurs-2014\\_9789264213593-en#page1](http://www.keepeek.com/Digital-Asset-Management/oecd/industry-and-services/the-missing-entrepreneurs-2014_9789264213593-en#page1)

**Abstract:** The Missing Entrepreneurs 2014 is the second edition in a series of annual reports that provide data and policy analysis on inclusive entrepreneurship, and on its barriers, by target social groups across the European Union. Inclusive entrepreneurship involves business start-ups and self-employment activities that contribute to economic growth and social inclusion - notably of youth, women, seniors, immigrants and the unemployed. In addition to inspiring policy practices, this issue contains special thematic chapters on entrepreneurship by ethnic minorities, pro-entrepreneurship welfare support systems and support for entrepreneurship from unemployment.

**Title: *The Missing Entrepreneurs 2015 Policies for Self-employment and Entrepreneurship***

**Author:** OECD

**Type of material:** book, pp 83-187

**Link:** [http://www.keepeek.com/Digital-AssetManagement/oecd/employment/the-missing-entrepreneurs-2015\\_9789264226418-en#page1](http://www.keepeek.com/Digital-AssetManagement/oecd/employment/the-missing-entrepreneurs-2015_9789264226418-en#page1)

**Abstract:** The Missing Entrepreneurs 2015 is the third edition in a series of annual reports that provide data and policy analysis on inclusive entrepreneurship. Inclusive entrepreneurship involves business start-up and self-employment activities that contribute to social inclusion as well as to economic growth, covering entrepreneurship activities by social groups such as youth, women, seniors, immigrants and the unemployed. The report contains data on the scale and scope of entrepreneurship and self-employment activities across EU Member States by social target groups, as well as the barriers they face. The report also contains special thematic chapters on supporting growth for entrepreneurs from disadvantaged and under-represented groups, effective coaching and mentoring, and the role of public procurement in supporting inclusive entrepreneurship. Each thematic chapter discusses current policy issues and challenges, and makes recommendations for EU policy makers. The report also provides inspiring policy-practice examples from each of the 28 EU Members.

**Title: *Migrants/ minorities inclusion strategy paper***

**Author:** Programma integra

**Type of material:** pdf

**Link:** <http://www.programmaintegra.it/wp/wp-content/uploads/2016/04/MIGRANTS-MINORITY-INCLUSION-STARTEGY-PAPER.pdf>

**Abstract:** Due to the lack of an internationally agreed definition of the term "migrant entrepreneur", we have decided to follow the OECD approach: migrant entrepreneurs are defined as those foreign-born business owners "who seek to generate value through the creation or expansion of economic activity, by identifying new products, processes or markets". Often the term entrepreneur includes also the self-employed, regardless of the fact that they employ other people or not. This is the approach followed in this report, in which, therefore, the terms self-employed and entrepreneur have to be considered interchangeable. It must be pointed out that this is not a homogenous group as there are differences across "ethnicities", by gender and by duration of settlement in the host country (i.e. newly arrived, first-, second-generation, etc.). The concept also applies differently within different contexts and can vary between cities and regions and the national level.

**Dutch**

**Title: *Informatie en diensten van de overheid***

<p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://www.belgium.be/nl">http://www.belgium.be/nl</a></p>
<p><i>Title:</i> <b>Services publics région Bruxelles-Capitale</b></p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://be.brussels/brussel?set_language=nl">http://be.brussels/brussel?set_language=nl</a></p>
<p><i>Title:</i> <b>De Vlaamse Overheid</b></p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="https://www.vlaanderen.be/nl">https://www.vlaanderen.be/nl</a></p>
<b>French</b>
<p><i>Title:</i> <b>Services publics fédéraux</b></p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://www.belgium.be/fr">http://www.belgium.be/fr</a></p>
<p><i>Title:</i> <b>Institutions en Wallonie</b></p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://www.wallonie.be/">http://www.wallonie.be/</a></p>
<p><i>Title:</i> <b>Services publics région Bruxelles-Capitale</b></p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> <a href="http://be.brussels/bruxelles?set_language=fr">http://be.brussels/bruxelles?set_language=fr</a></p>
<b>Greek</b>
<p><i>Title:</i> <b>Μετανάστευση και παροχή υπηρεσιών σε μετανάστες στην Ελλάδα</b></p> <p><i>Author:</i> Χ. Μπάγκαβος, Δ. Παπαδοπούλου, Μ. Συμεωνάκη (επιμ.)</p> <p><i>Type of material:</i> Report, in pdf</p> <p><i>Link:</i> <a href="http://www.inegsee.gr/wp-content/uploads/2014/02/files/MELETH_291.pdf">http://www.inegsee.gr/wp-content/uploads/2014/02/files/MELETH_291.pdf</a></p>
<p><i>Title:</i> <b>Μετανάστευση και αγορά εργασίας. Η κατάσταση και τα προβλήματα που αναδεικνύει η</b></p>

**ελληνική πραγματικότητα. Προτάσεις για τις αναγκαίες πολιτικές.**

*Author:* Λ. Σύρου

*Type of material:* Διπλωματική εργασία, 2010

*Link:* [http://www.ekdd.gr/ekdda/files/ergasies\\_esta/T3/029/10223.pdf](http://www.ekdd.gr/ekdda/files/ergasies_esta/T3/029/10223.pdf)

*Title: Η επίδραση της μετανάστευσης στην αγορά εργασίας και στην εκπαίδευση στην Ελλάδα*

*Author:* Θ. Καραμανλή

*Type of material:* Thesis

*Link:* <https://dspace.lib.uom.gr/bitstream/2159/4003/1/Karamanli.pdf>

*Title: metanastes.gr*

*Author:* Unknown

*Type of material:* Website

*Link:* [www.metanastes.gr](http://www.metanastes.gr)

### Italian

*Title: Italian Ministry of Labour and Social policies*

*Author:* Italian Ministry of Labour and Social policies

*Type of material:* website

*Link:* n.a.

*Title: Sportello Unico per l'Immigrazione*

*Author:* Italian Ministry of Interior

*Type of material:* website

*Link:* <http://www.interno.gov.it/it/temi/immigrazione-e-asilo/modalita-dingresso/sportello-unico-immigrazione>

*Title: Guida ai servizi e ai punti informativi per i cittadini stranieri nel Lazio - Guide to services addressed to foreign nationals in Lazio*

*Author:* Programma integra

*Type of material:* guide

*Link:* <http://www.programmaintegra.it/wp/wpcontent/uploads/2014/09/ItalianoGuida.pdf>

*Abstract:* The “Guide to services and information points for foreign citizens in Lazio” is a practical tool for foreign citizens living in the Region which provides information and useful indications for social and civil needs. The guide indicates addresses, telephone numbers, office hours and modalities for accessing services and public information points present in Rome and in the municipalities of the Province of Lazio with more than 8,000 inhabitants. It is possible to ask for the presence of a linguistic-cultural mediator at the service and information points, if present.

*Title:* **Immigration offices in Italy**

*Author:* Programma integra

*Type of material:* website

*Link:* <http://www.programmaintegra.it/wp/risorse/indirizzi-utili/italia/uffici-immigrazione-delle-principali-questure/>

*Title:* **Immigration office – Rome (Dipartimento Politiche sociali, Sussidiarietà e Salute – Department of Social Policies and Health)**

*Author:* Municipality of Rome

*Type of material:*

*Link:* <http://www.comune.roma.it/pcr/it/newsview.page?contentId=NEW477135>

*Title:* **Centri di Orientamento al Lavoro (Roma) - Job Guidance Centres (Rome)**

*Author:* Municipality of Rome

*Type of material:* website

*Link:* [https://www.comune.roma.it/pcr/it/d\\_aepfl\\_oso\\_sol\\_sco.page](https://www.comune.roma.it/pcr/it/d_aepfl_oso_sol_sco.page)

*Title:* **Centri di Orientamento al Lavoro (Italia) - Job Guidance Centres (Italy)**

*Author:* Clik lavoro/Italian Ministry of Labour and Social Policies

*Type of material:* website

*Link:* <http://www.cliclavoro.gov.it/Operatori/Centro-impiego/Pagine/default.aspx>

*Title:* **Sistema informativo sui servizi sociali**

*Author:* Italian Ministry of Labour and Social Policies

*Type of material:* website

*Link:* <http://www.lavoro.gov.it/strumenti-e-servizi/Sistema-informativo-servizi-sociali/Pagine/default.aspx>

*Title:* **SPRAR**

*Author:* Italian Ministry of Interior

*Type of material:* website

*Link:* <http://www.sprar.it/>

*Abstract:* This is the official website of THE SYSTEM FOR THE PROTECTION OF ASYLUM SEEKERS AND REFUGEES (SPRAR) created under law no. 189 of 2002 and consists of a network of local authorities that set up and run reception projects for people forced to migrate. At a local level local authorities, with the valued support of the third sector, guarantee an "integrated reception" that goes well beyond the mere provision of board and lodging, but includes orientation measures, legal and social assistance as well as the development of personalised programmes for the social-economic integration of individuals.

*Title:* **Linee guida sul diritto alla residenza dei richiedenti e beneficiari di protezione internazionale**

*Author:* SPRAR - The system for the protection of asylum seekers and refugees

*Type of material:* book/pdf

*Link:* [http://www.sprar.it/images/QuadernoSC\\_lineeguida.pdf](http://www.sprar.it/images/QuadernoSC_lineeguida.pdf)

*Title:* **Dossier statistico Immigrazione 2015**

*Author:* IDOS Research and Study centre

*Type of material:* book, pp 255-328

*Link:* [http://www.programmaintegra.it/wp/wp-content/uploads/2015/11/Scheda-Dossier-2015\\_Statistico.pdf](http://www.programmaintegra.it/wp/wp-content/uploads/2015/11/Scheda-Dossier-2015_Statistico.pdf)

*Abstract:* This report summarizes the main contents related to the integration of migrants in Italy. It contains specific focus on: asylum seekers and refugees in Italy, immigrant workers, cases of ethnic and racial discriminations, acquisitions of citizenship, school enrollments, entrepreneurship, and unaccompanied minors.

*Title:* **Osservatorio Romano sulle Migrazioni**

*Author:* IDOS Research and Study centre

*Type of material:* book, pp 257 - 307

*Link:* [http://www.programmaintegra.it/wp/wpcontent/uploads/2016/02/2016\\_Sintesi-ORM-XI-Rapporto.pdf](http://www.programmaintegra.it/wp/wpcontent/uploads/2016/02/2016_Sintesi-ORM-XI-Rapporto.pdf)

***Title: V° Rapporto annuale 'I migranti nel mercato del lavoro in Italia'***

*Author:* Italian Ministry of Labour and Social Policies

*Type of material:* book, pp 26 – 55/ 64 - 117

*Link:* [http://www.programmaintegra.it/wp/wp-content/uploads/2015/07/Sintesi\\_V-Rapporto-annuale-MdL-migranti-2015-6luglio.pdf](http://www.programmaintegra.it/wp/wp-content/uploads/2015/07/Sintesi_V-Rapporto-annuale-MdL-migranti-2015-6luglio.pdf)

*Abstract:* This report contains italian data on: unemployment rate of immigrant population, immigrant enterprises, employment policies and italian job services.

***Title: Decreto Flussi 2015 'Programmazione transitoria dei flussi d'ingresso dei lavoratori non UE'***

*Author:* Italian government

*Type of material:* Law

*Link:* <http://www.programmaintegra.it/wp/wp-content/uploads/2016/02/decreto-flussi-2016.pdf>

*Abstract:* This is an italian law that establishes the rules of entry for work reasons addressed at foreign citizens, that want to obtain a regular stay permit.

***Title: IV Rapporto sui lavoratori di origine immigrata negli archivi INPS 'La regolarità del lavoro come fattore di integrazione'***

*Author:* INPS - National Social Security Institution and Research and study center IDOS

*Type of material:* report, pp 68-139

*Link:*

[https://www.inps.it/docallegati/Mig/informazioni/template/migranti/repository/node/N123456789/IV\\_Rapporto\\_Inps\\_Caritas\\_2011.pdf](https://www.inps.it/docallegati/Mig/informazioni/template/migranti/repository/node/N123456789/IV_Rapporto_Inps_Caritas_2011.pdf)

***Title: Gli eventi culturali. Ideazione, progettazione, marketing, comunicazione***

*Author:* Lucio Argano, Alessandro Bollo, Paolo Dalla Sega , Vivalda Candida

*Type of material:* book

*Link:* n.a.

*Abstract:* The book deals with operational guidance and critical paths, the process of realization of all cultural and artistic event, by analyzing in detail the salient aspects, such as: the creation of content and event dramaturgy, design and production planning, the specific marketing event itself, its communication and promotion.

*Title:* **servizi per gli immigrati**

*Author:* Cestim

*Type of material:* Article

*Link:* <http://www.cestim.it/index10servizi.html>

*Subtopic:* Public services and service departments addressed at migrants

*Title:* **servizi di informazione-orientamento e Presidi operativi territoriali**

*Author:* Regione Lazio - Politiche Sociali

*Type of material:* Article

*Link:* [http://www.socialelazio.it/prtl\\_socialelazio/?vw=contenutiDettaglio&idarg=266&idargP=49](http://www.socialelazio.it/prtl_socialelazio/?vw=contenutiDettaglio&idarg=266&idargP=49)

*Subtopic:* Public services and service departments addressed at migrants

*Title:* **Direzione Generale dell'immigrazione e delle politiche di integrazione**

*Author:* Ministero del Lavoro e delle Politiche Sociali

*Type of material:* Article

*Link:* <http://www.lavoro.gov.it/ministro-e-ministero/Il-ministero/Uffici-centrali/Pagine/DG-immigrazione-e-delle-politiche-di-integrazione.aspx>

*Subtopic:* Public services and service departments addressed at migrants

*Title:* **Titoli di soggiorno che consentono l'esercizio di attività lavorativa**

*Author:* Integrazione Migranti

*Type of material:* PDF

*Link:*  
<http://www.integrazionemigranti.gov.it/Normativa/Documents/Lavoro/soggiorni%20che%20consentono%20il%20lavoro.pdf>

*Subtopic:* The employment policy of immigrants in the host country ; Legal conditions of employment of foreigners (immigrants)

**Title: *L'assunzione di lavoratori stranieri***

**Author:** Integrazione Migranti

**Type of material:** Article

**Link:**

<http://www.integrazionemigranti.gov.it/normativa/procedureitalia/Pagine/Lavoro.aspx#titolo0>

**Subtopic:** The employment policy of immigrants in the host country; Legal conditions of employment of foreigners (immigrants)

**Title: *QUARTO RAPPORTO ANNUALE. Gli immigrati nel mercato del lavoro in Italia: sintesi delle principali evidenze***

**Author:** Direzione Generale dell'Immigrazione e delle Politiche di Integrazione - Ministero del Lavoro e delle politiche Sociali.

**Type of material:** PDF

**Link:**

[http://sitiarcheologici.lavoro.gov.it/Notizie/Documents/Sintesi\\_IV%20Rapporto%20annuale%20MdL%20Immigrati%202014.pdf](http://sitiarcheologici.lavoro.gov.it/Notizie/Documents/Sintesi_IV%20Rapporto%20annuale%20MdL%20Immigrati%202014.pdf)

**Subtopic:** The situation of immigrants in the labor market

### Polish

**Title: *Poradnik dla imigrantów***

**Author:** n.a.

**Type of material:** pdf

**Link:** [http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik\\_imigrant\\_pl.pdf](http://www.irp-fundacja.pl/transgranicznecentrum/pl-punkt/res-czytelnia/poradnik_imigrant_pl.pdf)

### Portuguese

**Title: *Projeto de Mediação intercultural em Serviços Públicos...Um contributo para a construção de cidades Interculturais***

**Author:** ACIDI, IP

**Type of material:** Presentation

**Link:** <http://www.cm->

## Field 5: Housing

Training material
English
<p><b>Title:</b> <i>Housing policy in Europe</i></p> <p><b>Author:</b> Balchin P.</p> <p><b>Type of material:</b> book, pp 97- 173</p> <p><b>Link:</b> <a href="https://books.google.it/books?hl=it&amp;lr=&amp;id=AX4T_17E1ygC&amp;oi=fnd&amp;pg=PP2&amp;dq=Balchin+P.+(1996),+Housing+policy+in+Europe,+Routledge,+London.&amp;ots=sD_39feRY7&amp;sig=2hmPvcGgX63hzdH2yZcRd_WZnzM#v=onepage&amp;q=Balchin%20P.%20(1996)%2C%20Housing%20policy%20in%20Europe%2C%20Routledge%2C%20London.&amp;f=false">https://books.google.it/books?hl=it&amp;lr=&amp;id=AX4T_17E1ygC&amp;oi=fnd&amp;pg=PP2&amp;dq=Balchin+P.+(1996),+Housing+policy+in+Europe,+Routledge,+London.&amp;ots=sD_39feRY7&amp;sig=2hmPvcGgX63hzdH2yZcRd_WZnzM#v=onepage&amp;q=Balchin%20P.%20(1996)%2C%20Housing%20policy%20in%20Europe%2C%20Routledge%2C%20London.&amp;f=false</a></p> <p><b>Abstract:</b> Housing Policy in Europe provides a comprehensive introduction to the economic, political and social issues of housing across the continent. The changing policy and practice of housing in fifteen countries from across Northern, Western, Southern and Central Europe are described, analyzed and compared.</p> <p>The book explains why different systems of tenure are dominant in different groups of countries, and the extent to which housing policies within these countries conform to different welfare systems.</p>
<p><b>Title:</b> <i>Immigrant integration policies and housing policies: the hidden links</i></p> <p><b>Author:</b> FIERI – International and European forum of migration researches</p> <p><b>Type of material:</b> report</p> <p><b>Link:</b> <a href="http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Rapporto-social-housing-ethnic-minorities_FIERI_2010_IT.pdf">http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Rapporto-social-housing-ethnic-minorities_FIERI_2010_IT.pdf</a></p>
<p><b>Title:</b> <i>The sustainable financing of housing policies in times of crisis</i></p> <p><b>Author:</b> Cecodhas</p> <p><b>Type of material:</b> pdf, pp 1 - 10</p>

**Link:** [http://web.gdw.de/uploads/pdf/stellungnahmen/CECODHAS\\_EU\\_housing\\_ministers.pdf](http://web.gdw.de/uploads/pdf/stellungnahmen/CECODHAS_EU_housing_ministers.pdf)

**Abstract:** This document contains the main conclusions of the Housing Ministers of the EU elaborated during an informal meeting that was held in December 2013 in Brussels.

**Title:** *Migrants, Minorities and Housing: Exclusion, Discrimination and Anti-Discrimination in 15 Member States of the European Union*

**Author:** Eumc - European Monitoring Centre on Racism and Xenophobia

**Type of material:** book, pp 13 – 117

**Link:** [http://fra.europa.eu/sites/default/files/fra\\_uploads/188-CS-Housing-en.pdf](http://fra.europa.eu/sites/default/files/fra_uploads/188-CS-Housing-en.pdf)

**Abstract:** The material in this report is a unique collection of information on disadvantage and discrimination against migrants and minorities in the housing sector in 15 EU countries. The topic of housing was added to the fields being studied by the EUMC in 2003, and national reports on the subject were produced for the first time by the EUMC's National Focal Points in 2004, covering the events of the previous year, with further updated material on housing added from their national reports of 2004.

**Title:** *Housing policy in the EU member states*

**Author:** European Commission (Directorate General for Research Working Document Social Affairs Series)

**Type of material:** webpage

**Link:** [http://www.europarl.europa.eu/workingpapers/soci/w14/text1\\_en.htm](http://www.europarl.europa.eu/workingpapers/soci/w14/text1_en.htm)

**Title:** *DGs - Migration and Home Affairs*

**Author:** European Commission

**Type of material:** website

**Link:** [http://ec.europa.eu/dgs/home-affairs/index\\_en.htm](http://ec.europa.eu/dgs/home-affairs/index_en.htm)

**Title:** *Cecodhas - Housing Europe*

**Author:** Cecodhas - Housing Europe

**Type of material:** website

**Link:** <http://www.housingeurope.eu/>

**Title:** *Programma integra - Social mediation services in the field of housing*

*Author:* Programma integra

*Type of material:* webpage

*Link:* [http://www.programmaintegra.it/eng/?page\\_id=19](http://www.programmaintegra.it/eng/?page_id=19)

***Title: Live in condominium. Guide to condominium regulations, intercultural communication, orientation to the banking services and asset management.***

*Author:* Programma integra, Spirit Romanesc and Oasi

*Type of material:* guidebook/handbook

*Link:* n.a.

*Abstract:* This guide is addressed to migrants who live in Italian condos but also to all those citizens who want information on social mediation in the field of housing, condos rules and reference figures in Italian condos, main banking instruments and managing savings. The guide is available in Italian, English, French, Spanish, Russian and Arabic.

***Title: Directive 2011/95/EU of the European Parliament and of the Council of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted***

*Author:* Council of EU and European Parliament

*Type of material:* directive

*Link:* <http://eur-lex.europa.eu/legalcontent/EN/TXT/PDF/?uri=CELEX:32011L0095&from=EN>

*Abstract:* The main objective of this Directive is, on the one hand, to ensure that Member States apply common criteria for the identification of persons genuinely in need of international protection, and, on the other hand, to ensure that a minimum level of benefits is available for those persons in all Member States.

***Title: Social housing and integration of immigrants in the European Union***

*Author:* Cecodhas - Housing Europe

*Type of material:* report, pp 4 -64

*Link:* <http://www.housingeurope.eu/resource-212/social-housing-and-integration-of-immigrants-in-the-european-union>

*Abstract:* The report includes: state of the art research and policy trends in the field of integration of immigrants; a country by country review which outlines the extent to which the role of housing policy is reflected in national regulatory frameworks; examples of housing and urban initiatives aimed at improving integration along with recommendations of criteria to guide the selection of

good practice; a list of European initiatives and organizations engaged with the issue of integration of immigrants.

**Title:** *Policy measures to ensure access to decent housing for migrants and ethnic minorities*

**Author:** Community Action Programme on Social Exclusion

**Type of material:** pdf, pp 1-8

**Link:** [http://ec.europa.eu/employment\\_social/social\\_inclusion/docs/decenthousing\\_leaflet\\_en.pdf](http://ec.europa.eu/employment_social/social_inclusion/docs/decenthousing_leaflet_en.pdf)

**Abstract:** The aim of this study is to identify and analyze the most effective policies to ensure access to decent housing for immigrants with legal status and people belonging to ethnic minority groups.

**Title:** *The impact of immigrants' segregation and concentration on social integration in selected European contexts*

**Author:** Sako Musterd – University of Amsterdam

**Type of material:** pdf, pp 331-348

**Link:** n.a.

**Abstract:** In large sections of the western world there are lively public and policy debates about segregation and integration and in particular about the potential impact of specific population compositions in certain neighbourhoods in cities on integration and social opportunities. There clearly are some prevailing ideologies, perceptions, assumptions and policy responses regarding segregation and potential (neighbourhood) integration effects. In this contribution these prevailing ideas will be addressed and subsequently confronted with theory on segregation, concentration, and neighbourhood effects, and finally confronted with empirical research and evidence.

**Title:** *Housing and integration of migrants in Europe*

**Author:** European Foundation for the Improvement of Living and Working Conditions

**Type of material:** report, pp 9-70

**Link:** [http://www.coe.int/t/democracy/migration/Source/migration/congress\\_public\\_2.pdf](http://www.coe.int/t/democracy/migration/Source/migration/congress_public_2.pdf)

**Abstract:** This report analyzes the housing of migrants, as a central issue affecting quality of life in general, a highly relevant aspect of the process of integration of migrants. On the one hand, the situation of migrants in a city with regard to their housing situation can be considered an important indicator for the state of structural integration in the receiving society. On the other hand, housing policies are an important part of general social policy at the local level, with a strong impact on future processes of integration of migrants and their descendants.

## Dutch

**Title: *De Vlaamse Overheid***

Type of material: website

Link: <https://www.vlaanderen.be/nl>

## French

**Title: *Institutions en Wallonie***

Type of material: website

Link: <http://www.wallonie.be/>

**Title: *Services publics région Bruxelles-Capitale***

Type of material: website

Link: <http://be.brussels/>

## Italian

**Title: *Integrazione, casa e immigrazione***

Author: ISMU Foundation

Type of material: book, pp 65-102

Link: <http://www.ismu.org/wp-content/uploads/2013/12/volume-casa-integrazione.pdf>

**Title: *Le politiche per la casa - La riforma del welfare***

Author: Baldini M.

Type of material: book, pp 34-41

Link: <http://www.cermlab.it/wp-content/uploads/2014/06/LBversione1.pdf>

**Title: *Le politiche abitative per gli immigrati in Italia***

Author: Censis - Research Centre on Social investments

Type of material: book, pp 1 - 45

*Link:* [http://www.cestim.it/argomenti/01casa/CENSIS\\_Immigrati\\_politiche\\_abitative\\_sintesi.pdf](http://www.cestim.it/argomenti/01casa/CENSIS_Immigrati_politiche_abitative_sintesi.pdf)

*Title:* **Immigrati, territorio e politiche urbane. Il caso italiano**

*Author:* Pier Luigi Crosta, Andrea Mariotto and Antonio Tosi

*Type of material:* webpage

*Link:* [http://cestim.it/argomenti/31italia/rapportipapers/dossier\\_migrazioni/parte\\_3/urbane.htm](http://cestim.it/argomenti/31italia/rapportipapers/dossier_migrazioni/parte_3/urbane.htm)

*Title:* **Fondazione Housing Sociale – Social Housing Foundation**

*Author:* Fondazione Housing Sociale – Social Housing Foundation

*Type of material:* website

*Link:* <http://www.fhs.it/>

*Title:* **Vivere in condominio. Guida ai regolamenti condominiali, alla comunicazione interculturale, orientamento ai servizi bancari e gestione del risparmio.**

*Author:* Programma integra, Spirit Romanesc and Oasi

*Type of material:* guidebook/handbook

*Link:* n.a.

*Abstract:* This guide is addressed to migrants who live in Italian condos but also to all those citizens who want information on social mediation in the field of housing, condos rules and reference figures in Italian condos, main banking instruments and managing savings. The guide is available in Italian, English, French, Spanish, Russian and Arabic.

*Title:* **Housing Lab**

*Author:* Housing Lab

*Type of material:* website

*Link:* <https://housinglab.wordpress.com/>

*Title:* **Testo unico delle disposizioni concernenti la disciplina dell'immigrazione e norme sulla condizione dello straniero**

*Author:* Italian Parliament

*Type of material:* Law, article n. 40

*Link:* <http://www.camera.it/parlam/leggi/deleghe/98286dl.htm>

*Abstract:* This Italian law regulates all the dispositions related to the migrant policies

*Title:* **Bando 2015 – Contributi affitto per cittadini italiani e stranieri**

*Author:* Rome Municipality – Department of Housing policies

*Type of material:* announcement

*Link:* [http://www.comune.roma.it/PCR/resources/cms/documents/ret\\_avviso\\_pubblico\\_2015.pdf](http://www.comune.roma.it/PCR/resources/cms/documents/ret_avviso_pubblico_2015.pdf)

*Title:* **La discriminazione nell'accesso all'alloggio. Analisi dei settori pubblico e privato**

*Author:* CIRDI - The Information Centre on Racism and Discrimination in Italy

*Type of material:* research

*Link:* <http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Ricerca-accesso-allalloggio-CIRDI.pdf>

*Abstract:* Italian research aims to underline all the discriminations in the housing market, to foreign citizens.

*Title:* **Rapporto sull'accoglienza di migranti e rifugiati in Italia. Aspetti, procedure, problemi**

*Author:* Italian Ministry of Interior

*Type of material:* abstract, pp 1-6

*Link:*

[http://www.programmaintegra.it/wp/wpcontent/uploads/2015/10/Abstract\\_Accoglienza\\_ok.pdf](http://www.programmaintegra.it/wp/wpcontent/uploads/2015/10/Abstract_Accoglienza_ok.pdf)

*Title:* **L.R. 14 Luglio 2008, n. 10 Disposizioni per la promozione e la tutela dell'esercizio dei diritti civili e sociali e la piena uguaglianza dei cittadini stranieri immigrati**

*Author:* Lazio Region

*Type of material:* law

*Link:* <http://www.issirfa.cnr.it/download/L.R.%20del%2014%20luglio%202008,%20n.%2010.pdf>

*Title:* **Gli eventi culturali. Ideazione, progettazione, marketing, comunicazione**

*Author:* Lucio Argano, Alessandro Bollo, Paolo Dalla Sega , Vivalda Candida

*Type of material:* book

*Link:* n.a.

**Title: *Il diritto all'abitazione come fondamentale diritto sociale***

**Author:** Integrazione Migranti

**Type of material:** Article

**Link:** <http://www.integrazionemigranti.gov.it/normativa/procedureitalia/Pagine/Abitazione.aspx>

**Subtopic:** Housing policy of the host country towards immigrants - goals, entities and instruments

**Title: *Integrazione, casa e immigrazione. Esperienze e prospettive in Europa, Italia e Lombardia***

**Author:** Alfredo Alietti e Alfredo Agustoni (ISMU)

**Type of material:** PDF, pp 65-83

**Link:** [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Integrazione\\_Casa-Immigrazione\\_ISMU\\_2013\\_IT.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Integrazione_Casa-Immigrazione_ISMU_2013_IT.pdf)

**Subtopic:** Housing policy of the host country towards immigrants - goals, entities and instruments

#### Polish

**Title: *Dostęp do mieszkań***

**Author:** n.a.

**Type of material:** pdf

**Link:** [http://www.migranthelpuk.org/wp-content/uploads/2015/06/EU-migrants-Access-to-Housing\\_\\_PL.pdf](http://www.migranthelpuk.org/wp-content/uploads/2015/06/EU-migrants-Access-to-Housing__PL.pdf)

#### Portuguese

**Title: *O Papel do Mediador Municipal: Estudo efetuado junto da comunidade cigana de Barcelos***

**Author:** Loureiro, Raquel

**Type of material:** Master Thesis in Mediation and Interculturality ,(2012)

**Link:** [http://bdigital.ufp.pt/bitstream/10284/3679/3/DM\\_RaquelLoureiro.pdf](http://bdigital.ufp.pt/bitstream/10284/3679/3/DM_RaquelLoureiro.pdf)