



LLP/LdV/TOI/10/IT/551



Lifelong Learning Programme

TOOL n. 6

List of guidelines for conflict management in intercultural dynamics

Some indication on the conflict anthropological and intercultural variables among prejudices and stereotypes – culture – identity – language

1	<p>Stereotypes and prejudices: are always lurking, it is necessary to avoid the conceptual and linguistic categories that produce them. Some examples: All Albanians are criminal. Italians are good people. All Muslims are terrorists. Africans are not punctual. Swiss are punctual ecc. Stereotypes always have a negative effect even when they are positive.</p>
2	<p>Culture: is not strictly connected to a defined territory. It is a space of relationships and meanings. Cultures do not migrate, but the people who establish new relationships in new contexts do. Culture is complex and it is made of the various roles that the people play. Examples: the culture of work, the culture of being parents, the organisational culture, etc. For migrants it is necessary to take both components into consideration: the migrant's culture + the modified culture of the country of origin.</p>
3	<p>Identity: is not a permanent “trademark”. It is a continuously evolving process and it is grounded on the relationship with others. It is a sense of belonging and sharing with the group. Examples: the worker's identity, the identity as a sense of belonging and identification with the workers of a company, the student's identity etc... It is necessary to keep in mind that national or geographical identities cannot be reproduced in the company as relational boundaries.</p>
4	<p>Language: Cultural and linguistic diversities are people's characteristics. Foreigners who stop using their mother language lose their linguistic capacities, expose themselves to communicative ambiguities, therefore developing linguistic behaviours, even non verbal ones, as a strategy to reduce insecurity and increase need to confirm their identity. To improve the relationship among people means to have a common language. To speak Italian in the company is a major factor of integration for foreign workers and a factor of development of positive relationships among workers. It is necessary to keep in mind that the frequent use of a minority language in the presence of people who do not understand/speak it, increases distrust, closure and prejudice in them.</p>

Diagnosis	<p>History:</p> <ul style="list-style-type: none"> □ How did it manifest? □ How long has it been going on? <p>Context:</p> <ul style="list-style-type: none"> □ By which behaviours/actions is it characterized? <p>Parts involved:</p> <ul style="list-style-type: none"> □ Is anyone feeding the conflict? □ Who will get something out of the conflict, if it persists? <p>Reasons</p> <ul style="list-style-type: none"> □ Are there any particular facts you do not agree upon? □ Is anyone in the group trying not to renounce something previously acquired? (eg. power, benefits...) <p>Dynamics</p> <ul style="list-style-type: none"> □ Have the hostilities increased since the beginning of the conflict?
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