

Formation pour les Médiateurs interculturels pour les Immigrants



Partie III

Matériel de formation

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1. Introduction: Champ et structure du matériel utilisé

Le but de la sélection du matériel de formation pour le cours IMfl TIME est de fournir aux institutions de formation et aux formateurs du matériel et des ressources spécifiques sur la médiation interculturelle. Du matériel disponible dans toutes les langues des partenaires et en anglais a été collecté et évalué quant à sa qualité et à sa fiabilité.

Le matériel collecté ne correspond pas à tous les contenus des modules de formation, car beaucoup d'informations de trame d'autres domaines sont impliquées et sont faciles à tracer pour les formateurs professionnels. Le projet TIME ne vise pas à collecter du contenu sur les compétences numériques, la psychologie, la sociologie, etc. en général¹. L'ensemble du matériel présenté dans ce document représente un pôle de ressources multilingue et encourage le transfert d'expériences et de bonnes pratiques, principalement dans la médiation interculturelle. Par conséquent, la connexion nécessaire entre toutes les informations de trame et la médiation interculturelle peut être réalisée. Cela aidera ensuite les prestataires de formation et les formateurs à atteindre effectivement les acquis de l'éducation et de la formation désirés, comme décrit dans la Partie 1 du cours de formation.

Le matériel collecté et proposé pour ce cours de formation a été structuré en 3 sections:

1. **Matériel de formation de base.** Cela comprend :
 - **Des ouvrages sur la médiation interculturelle** (en anglais) couvrant toute une série d'aspects, utiles pour la plupart des modules du cours. Des liens sont fournis vers la description et les contenus des ouvrages. Notons que la terminologie utilisée peut varier (médiation interculturelle ou interprétation communautaire ou interprétation de dialogue, etc.), bien que les services auxquels il est fait référence et leur contexte de prestation soient plus ou moins les mêmes.
 - **Plateformes de formation multilingues** pour les médiateurs interculturels. Une description des principales caractéristiques est fournie et indique des utilisations possibles pour le formateur.
2. **Etudes de cas.** Toutes les études de cas ont été sélectionnées à partir de la plateforme SONETOR. Les cas sélectionnés couvrent tous les domaines de la médiation interculturelle et peuvent être utilisés par le formateur dans divers sujets. Des sujets pertinents sont énumérés. Des liens sont fournis vers les cas sur la plateforme, où l'on retrouve aussi un outil de traduction pour les cas présentés dans d'autres langues que l'anglais.
3. **Matériel de formation spécialisé par sujet.** Il existe une vaste collection d'articles, de publications en ligne, de livres, etc. traitant d'aspects spécifiques de la médiation interculturelle. Lorsqu'ils sont disponibles, un extrait est fourni. Le matériel est énuméré en fonction du sujet auquel il fait référence et de la langue dans laquelle il apparaît.

¹ C'est pourquoi aucun matériel n'est présenté pour le Module 7 - Aptitudes numériques.

4. **Dépôt** (sur le site Web du projet, www.mediation-time.eu). Il s'agit de matériel de formation produit par le partenariat TIME pour certains sujets. Il est de nature plus générale, mais fournit des informations précieuses et sur mesure pour ce cours.

Tous les liens repris dans ce document étaient actifs au moment de sa compilation. Cependant, le partenariat ne peut pas être tenu pour responsable des changements pouvant déboucher sur l'invalidité des liens.

2. Matériel de formation de base

2.1. Livres

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

Description de l'éditeur (<https://www.routledge.com/Dialogue-Interpreting-A-Guide-to-Interpreting-in-Public-Services-and-the-Tipton-Furmanek/p/book/9781138784628>): Sur la base d'une récente recherche révisée par les pairs dans les études d'interprétation et des disciplines liées, *Dialogue Interpreting* aide les interprètes, étudiants et professeurs d'interprétation en exercice à naviguer parmi ce qui devient rapidement le domaine très expansif de l'interprétation de dialogue dans des domaines plus traditionnels, comme les domaines juridique et médical, et dans des domaines où de nouveaux besoins de courtage linguistique commencent seulement à être identifiés, comme l'asile, l'enseignement, l'aide sociale et la religion.

D'une approche innovante, ce guide met l'accent sur les dimensions collaboratives dans un cadre institutionnel et organisationnel plus large dans chacun des domaines couverts, et sur les services de compréhension dans le contexte des communautés locales. Les auteurs proposent des solutions aux problèmes de la vie réelle sur la base de la connaissance des pratiques et protocoles spécifiques au domaine, tout en invitant à la discussion sur les normes de pratique actuelles pour les interprètes. Citons parmi les caractéristiques clés :

- Des exemples contextualisés et des études de cas renforcés par des voix provenant du domaine, comme les avis de directeurs de services linguistiques et les publications d'associations professionnelles. Ces éléments permettent aux lecteurs d'évaluer les réponses appropriées par rapport à leurs contextes géographiques particuliers et leur expérience personnelle.
- Des activités visant à soutenir le développement structuré de compétences de recherche, la performance de l'interprète et le travail d'équipe. Elles peuvent être utilisées en classe ou en tant qu'apprentissage autodirigé ou collaboratif et sont complétées par du matériel sur le Portail des Etudes de Traduction (Translation Studies Portal).
- Un glossaire des termes clés et des indicateurs de ressources pour la poursuite du développement.

Lien vers un aperçu de chapitre : <https://www.routledge.com/Dialogue-Interpreting-A-Guide-to-Interpreting-in-Public-Services-and-the-Tipton-Furmanek/p/book/9781138784628>

Note pour le formateur : Une caractéristique importante de ce guide est qu'il clarifie les différences au niveau des définitions et de la terminologie en Europe et dans le monde, aidant ainsi les formateurs et les apprenants à éviter la confusion et à mieux utiliser les ressources disponibles. Des informations précieuses sont fournies sur le rôle et l'éthique des interprètes de dialogue - MI, ainsi que sur les questions relatives au développement professionnel continu.

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

Description de l'éditeur (<https://benjamins.com/#catalog/books/btl.76/main>): Lors des conférences et dans la littérature sur l'interprétation communautaire, une question brûlante surgit constamment : le rôle de l'interprète. Quelles sont les normes selon lesquelles les facilitateurs de la communication façonnent leur rôle ? Y a-t-il en effet un seul rôle pour l'interprète communautaire ou y en a-t-il plusieurs ? L'interprétation communautaire vise-t-elle à faciliter la communication, à responsabiliser les individus en leur donnant une voix, ou, plus largement, à restaurer l'équilibre des pouvoirs dans la société ? Dans cet ouvrage, des spécialistes et des praticiens de divers pays traitent ces questions et fournissent un échantillon représentatif des recherches en cours dans l'interprétation communautaire dans le monde occidental, intéressant tous ceux qui sont concernés par cette forme d'interprétation. Le chapitre d'ouverture dresse le cadre théorique et contextuel plus large pour le débat. Il est suivi d'une section traitant des codes et des normes, puis passe à l'exploration du rôle de l'interprète dans plusieurs contextes : tribunaux et police, soins de santé, écoles, cadres professionnels, services sociaux.

Lien vers un aperçu de chapitre : <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.

Description de l'éditeur (<https://benjamins.com/#catalog/books/btl.109/main>): Cet ouvrage de documents sélectionnés à partir de la conférence Critical Link 6 traite de l'impact d'une réalité qui change rapidement sur la théorie et la pratique de l'interprétation communautaire. Les récents développements sociaux, politiques et économiques ont débouché sur des phénomènes concernant directement le terrain, par exemple le multilinguisme dans des sociétés habituellement monolingues, l'émergence de paires linguistiques rares, ou de nouveaux problèmes liés aux langues dans les procédures de demande d'immigration, les institutions de sécurité sociale et les prisons. En répondant au besoin de réflexion critique et de solutions pratiques, les documents dans cet ouvrage abordent le paysage changeant de l'interprétation communautaire dans sa diversité. Ils traitent d'aspects politiques, sociaux, culturels, institutionnels, éthiques, technologiques, professionnels et éducatifs du terrain et intéresseront donc les académiciens, les praticiens et les décideurs politiques. Ils explorent plus spécifiquement des sujets tels que les rôles d'interprétation, les stratégies de communication, l'éthique par rapport à la pratique, l'interprétation par rapport au courtage culturel, les stratégies d'interprétation dans divers contextes interactionnels, la formation d'interprète et l'enseignement.

Lien vers un aperçu de chapitre : <https://benjamins.com/#catalog/books/btl.109/toc>

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

Description: Cette publication en ligne fournit un aperçu de l'état actuel des connaissances à propos de l'expérience psychologique de l'immigration, en se concentrant sur des facteurs qui touchent à l'ajustement. Des traits spéciaux de sous-groupes de migrants vulnérables sont décrits, ainsi que des implications pour l'éducation, l'évaluation dans divers contextes et les soins de santé.

Lien: <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. Egalement disponible en français.

Description de l'éditeur (<https://book.coe.int/eur/en/social-co-operation-in-europe/4738-pdf-constructing-an-inclusive-institutional-culture-intercultural-competences-in-social-services.html>): Si nous voulons développer une culture institutionnelle inclusive dans les sociétés de plus en plus pluralistes de l'Europe du 21ème siècle, se concentrer uniquement sur le développement des compétences et des connaissances ne suffit pas. Il doit y avoir des changements dans la manière dont les autorités administratives et les organisations fournissant des services au public voient leur rôle et dans les mesures qu'elles prennent. Alors qu'il est essentiel pour les migrants d'apprendre la langue de leur pays d'accueil, comprendre les codes de conduite, les normes, les allégeances, les règles et les exceptions constitue peut-être un défi tout aussi important. Mieux comprendre le tissu institutionnel est un élément inévitable de ce que l'on appelle « l'intégration »" et cela s'applique aussi aux minorités. Puisque ce processus ne se déroule pas sans assistance, ce guide présente plusieurs propositions pour aider à acquérir les compétences institutionnelles qui sont vitales pour la compréhension, le dialogue, l'orientation, la négociation et la résolution des conflits, pour ne citer qu'eux. Ce sont tous des aspects inhérents aux processus d'interaction et essentiels au respect de la diversité. Ce guide est un outil indispensable pour les opérateurs publics et privés, les travailleurs sociaux, les médiateurs et toutes les autres parties prenantes conscientes du besoin d'intégrer ces aspects dans leurs échanges, surtout lorsque les droits et la dignité humaine sont en jeu. Cela aidera à améliorer la confiance en les institutions publiques et à éviter le développement de la crainte ou de tout autre obstacle pouvant entraîner un accès inégal (voire inexistant) aux services sociaux, de soins de santé ou autres. Via cet ouvrage, le Conseil de l'Europe nous rappelle que dans les sociétés pluralistes, la garantie la plus efficace d'intégration réussie et de coexistence harmonieuse est la justice sociale.

Lien vers un aperçu du contenu: <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, 5th 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): Ce texte traite des problèmes et préoccupations centraux de la communication interculturelle en intégrant trois perspectives différentes : psychologique sociale, interprétative et critique. Le cadre dialectique, intégré tout au long de l'ouvrage, est utilisé comme un objectif pour étudier la relation de ces traditions de recherche. Ce texte est unique dans son emphase sur l'importance des histoires, de la culture populaire et des identités. La nouvelle édition présente une vaste discussion sur la mondialisation, les technologies assistées par ordinateur, le rôle de la religion dans des contextes nationaux et mondiaux et sur la manière dont ils se rapportent à la communication interculturelle.

Lien : <http://rasaneh.org/Images/News/AtachFile/15-8-1390/FILE634561743619907963.pdf>

Recommandation complémentaire : si le formateur maîtrise la langue allemande, il est fortement recommandé d'utiliser du matériel et des exercices du livre suivant :

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

Description: Ce manuel est structuré autour de quatre aspects principaux de la médiation interculturelle, à savoir le conflit, la médiation, la médiation interculturelle et les solutions possibles. Les parties informatives sont suivies par des exercices ciblés, qui développent les compétences d'autoréflexion. Ce riche matériel de formation convient aux activités d'apprentissage guidé et à l'auto-apprentissage.

Lien vers la page de l'éditeur : 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. Plateformes de formation en ligne

A. TRIALOG

Description: En 2013, la plateforme d'apprentissage électronique TRIALOG a été créée par INTERPRET, l'Association suisse pour l'Interprétation et la Médiation interculturelles (toutes les informations sur <http://trialog.inter-pret.ch/>). Cette plateforme fournit un libre accès à toute une série de matériel didactique, comme des vidéos, des interviews ou encore du matériel de recherche. Elle est mise à disposition en tant que ressource d'enseignement complémentaire facilitant l'amélioration des compétences interculturelles des médiateurs

interculturels, des formateurs et d'autres parties intéressées. Elle n'est pas conçue en tant qu'outil d'e-learning et son utilisation ne remplace pas la procédure d'apprentissage standardisée. La plateforme TRIALOG est disponible en allemand, français et italien.

La plateforme est organisée en trois sections : films, atelier et recherche. Dans la **rubrique vidéo**, l'utilisateur peut visionner des films d'interventions réussies et moins réussies dans des conversations tripartites, des interviews et des commentaires sur la formation et la supervision.

Dans **l'atelier**, l'utilisateur peut accéder à du matériel organisé par thème afin d'améliorer ses compétences interculturelles. Les problèmes relatifs à la *coopération* dans une situation tripartite et de *professionnalisme* sont abordés ; *des commentaires* d'utilisateurs de services MI et les MI proprement dits sont présentés ; des réponses sont données aux *questions* pouvant émaner du matériel. Par ailleurs, *des modèles de leçons* et *des fiches de travail* sont fournis, tout comme des *vidéos* avec transcriptions complètes de la conversation et des commentaires sur la qualité de l'intervention de l'interprète ainsi que des vidéos de conversations depuis le point de vue de professionnels suisses utilisant les services de MI.

Dans la **rubrique de recherche**, l'utilisateur peut rechercher des informations concernant la prédiscussion, le cours de la conversation, la transparence du rôle, le professionnalisme des experts suisses et du MI, le début d'une conversation, la discussion suivant l'intervention, et les problèmes organisationnels.

Utilisations possibles : Si les stagiaires maîtrisent l'une des langues de la plateforme, le formateur peut utiliser le matériel directement, de manière appropriée pour chaque leçon, ou attribuer du matériel pour des sessions d'auto-apprentissage. Si les stagiaires ne maîtrisent pas l'une des trois langues, le formateur peut analyser lui-même le matériel et décider de la manière de l'adapter ou d'intégrer les informations fournies dans la formation.

B. SONETOR

Description: La plateforme SONETOR (www.culturalmediators.eu) est une plateforme en ligne unique pour les médiateurs interculturels, récemment créée dans le cadre d'un projet EFTLV multilaréral Leonardo da Vinci (cofinancé par l'Union européenne). Des partenaires de cinq pays (Grèce, Autriche, Irlande, Pologne et Espagne) l'ont développée sur la base de recherches relatives aux besoins et au profil professionnel du médiateur interculturel.

Le projet a développé un **contenu de formation multimédia** pour les personnes qui travaillent ou souhaitent travailler en tant que médiateurs interculturels. Le matériel propose **un apprentissage en équipe** basé sur des situations que les médiateurs interculturels rencontrent dans leur travail quotidien, que ce soit dans les soins de santé, l'enseignement, ou dans des rencontres avec les services publics. Les scénarii décrivent des situations de travail réelles afin que les apprenants soient en mesure d'aider les migrants qui rencontrent des défis similaires. La plateforme utilise un outil de traduction.

Outre ces scénarii non guidés, la plateforme propose aussi un **contenu d'e-learning** et des outils de **réseautage social**. La plateforme de réseautage social multilingue offre à la communauté européenne des médiateurs interculturels un accès à :

- Une détermination collaborative de sujets en utilisant des wikis.
- Un échange d'expériences professionnelles et d'opinions en utilisant des blogs.
- Une amélioration des compétences via des modules d'e-learning spécifiquement conçus pour les médiateurs interculturels.
- Des discussions sur des sujets pertinents dans les forums communautaires en ligne.
- La capacité de contacter des pairs instantanément et directement via le chat ou d'envoyer des messages personnels directs depuis la plateforme.
- Des exemples de bonne pratique dans le domaine de la médiation culturelle.

Utilisations possibles : La plateforme peut être utilisée de plusieurs manières. Le formateur peut choisir d'engager les stagiaires dans des activités de formation en ligne. Il est aussi possible de choisir des scénarii afin de les analyser dans des études de cas qui desservent l'objectif de la leçon et du contexte spécifique. Le formateur peut aussi souhaiter utiliser le matériel disponible dans les modules d'e-learning ou attribuer des sections pour l'auto-apprentissage.

3. Etudes de cas

Note pour le formateur : Les cas présentés ici sont accessibles via la plateforme SONETOR. Pour pouvoir utiliser les liens, il peut être nécessaire d'être connecté. Les cas devraient être analysés et étudiés conformément à la méthodologie d'étude de cas décrite dans l'Annexe de la Partie II - Méthodologie de formation. Les cas peuvent être étudiés dans d'autres sujets que les sujets recommandés, selon les objectifs du formateur. Il se peut que des adaptations soient requises pour convenir au contexte national. D'autres cas peuvent aussi être utilisés si le formateur estime que c'est nécessaire.

[1]

Titre	Ezrah's pregnancy
Domaine	Santé
Lien	http://www.culturalmediators.eu/node/1768
Sujets pertinents	Module 1, Sujet 1; Module 6, Sujet 1
Langue originale	Grec

[2]

Titre	Pregnant woman's refusal to go to hospital - VIDEO
Domaine	Santé
Lien	http://www.culturalmediators.eu/content/pregnant-woman's-refusal-go-hospital-episode-1-video
Sujets pertinents	Module 1, Sujet 1; Module 6, Sujet 1
Langue originale	Anglais

[3]

Titre	Latoya's clitoridectomy
Domaine	Santé
Lien	http://www.culturalmediators.eu/node/1769
Sujets pertinents	Module 6, Sujet 1
Langue originale	Grec

[4]

Titre	Reference to appropriate treatment services
Domaine	Santé - Détox
Lien	http://www.culturalmediators.eu/node/1932
Sujets pertinents	Module 6, Sujet 1
Langue originale	Grec

[5]

Titre	Seminar for Afghan community
Domaine	Santé - activités pour les communautés immigrantes
Lien	http://www.culturalmediators.eu/node/1508
Sujets pertinents	Module 6, Sujet 1
Langue originale	Grec

[6]

Titre	Shortly before the ring bells
Domaine	Éducation
Lien	http://www.culturalmediators.eu/content/λίγο-πριν-χτυπήσει-το-κουδούνι-του-σχολείου
Sujets pertinents	Module 6, Sujet 2
Langue originale	Grec

[7]

Titre	Refusal of migrant family to send their children to school
Domaine	Éducation
Lien	http://www.culturalmediators.eu/node/2002
Sujets pertinents	Module 6, Sujet 2
Langue originale	Grec

[8]

Titre	Education in prisons
Domaine	Education - prisons
Lien	http://www.culturalmediators.eu/content/εκπαίδευση-στις-φυλακές
Sujets pertinents	Module 1, Sujet 1; Module 6, Sujet 2
Langue originale	Grec

[9]

Titre	Μουσουλμάννα σηματοφόρος [uniquement pour les communautés grecques]
Domaine	Éducation
Lien	http://www.culturalmediators.eu/content/μουσουλμάννα-σηματοφόρος
Sujets pertinents	Module 6, Sujet 2
Langue originale	Grec

[10]

Titre	Illegal detention of minor migrant
Domaine	Services de police et législatifs
Lien	http://www.culturalmediators.eu/content/παράνομη-κράτηση-ανηλίκου-μετανάστη
Sujets pertinents	Module 6, Sujet 3
Langue originale	Grec

[11]

Titre	Evicted... to a cell
Domaine	Services de police et législatifs ; Logement
Lien	http://www.culturalmediators.eu/content/έξωση-σε-κελί
Sujets pertinents	Module 6, Sujets 3 & 5
Langue originale	Grec

[12]

Titre	With two mediators
Domaine	Services de police et législatifs
Lien	http://www.culturalmediators.eu/content/με-δυσο-διαμεσολαβητές
Sujets pertinents	Module 6, Sujet 3
Langue originale	Grec

[13]

Titre	Child with no citizenship
Domaine	Services de police et législatifs
Lien	http://www.culturalmediators.eu/content/παιδί-χωρίς-ταυτότητα
Sujets pertinents	Module 1, Sujet 3 ; Module 6, Sujet 3
Langue originale	Grec

[14]

Titre	Ζητήματα σύστασης οικογένειας στην Ελλάδα [uniquement pour la Grèce]
Domaine	Services de police et législatifs
Lien	http://www.culturalmediators.eu/content/ζητήματα-σύστασης-οικογένειας-στην-ελλάδα
Sujets pertinents	Module 6, Sujet 3
Langue originale	Grec

[15]

Titre	Relations professionnelles : principes et contradictions
Domaine	Travail
Lien	http://www.culturalmediators.eu/content/επαγγελματικά-δίκτυα-αρχές-και-αντιφάσεις
Sujets pertinents	Module 6, Sujet 4
Langue originale	Grec

[16]

Titre	Migrants and bureaucracy
Domaine	Légalisation de séjour ; Services publics
Lien	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
Sujets pertinents	Module 1, Sujet 3 ; Module 6, Sujet 4
Langue originale	Grec

[17]

Titre	Municipality offices - Refugee seeker wants to get married to national of an EU country other than the one he currently lives in
Domaine	Services publics
Lien	http://www.culturalmediators.eu/content/municipality-offices-refuge-seeker-wants-get-married-national-eu-country-other-one-he
Sujets pertinents	Module 6, Sujet 4
Langue originale	Anglais

[18]

Titre	Minor asking for a visa in a Greek consulate of an African country
Domaine	Services publics
Lien	http://www.culturalmediators.eu/content/minor-asking-visa-greek-consulate-african-country
Sujets pertinents	Module 6, Sujet 4
Langue originale	Anglais

[19]

Titre	Apartment owner refusing to rent house to migrant
Domaine	Logement
Lien	http://www.culturalmediators.eu/content/apartment-owner-refusing-rent-house-migrant-episode-1-field-house-renting
Sujets pertinents	Module 6, Sujet 5
Langue originale	Anglais

[20]

Titre	One month rent as a deposit
Domaine	Logement
Lien	http://www.culturalmediators.eu/content/ένα-voίκι-για-εγγύηση-one-month-rent-deposit-episode-5
Sujets pertinents	Module 6, Sujet 5
Langue originale	Anglais / Grec

[21]

Titre	Renting a shop
Domaine	Logement
Lien	http://www.culturalmediators.eu/node/1926
Sujets pertinents	Module 6, Sujet 5
Langue originale	Grec

[22]

Titre	In search of a flat
Domaine	Logement
Lien	http://www.culturalmediators.eu/node/2191
Sujets pertinents	Module 6, Sujet 5
Langue originale	Grec

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>Title: <i>Interpreters and Cultural Mediators – different but complementary roles</i></p> <p>Author: Mayte C. Martín and Mary Phelan</p> <p>Type of material: 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>Link: http://doras.dcu.ie/16481/</p> <p>Subtopics: Related professions; Role awareness</p> <p>Abstract: 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>Title: <i>Conceptualising Linguistic and Cultural Mediation</i></p> <p>Authors: James Archibald and Giuliana Garzone</p> <p>Type of material: Article published in <i>Languages Cultures Mediation (LCM) Journal</i>, Vol 1, No 1-2 (2014). In pdf.</p> <p>Link: http://www.ledonline.it/index.php/LCM-Journal/article/view/775</p> <p>Abstract: 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

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

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

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

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

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

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=0ahUKewj1q82CxljMAhVFnRoKHcmWCFgQFggdMAA&url=http%3A%2F%2Fwww.sprachundintegrationsmittler.org%2Find>

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,Inp6i0NTU042l2Z6ln1acy4Zn4Z2qZpnO2YUq2Z6gpJCKdHx3gWym162epYbg2c_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

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

***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

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

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

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

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

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

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

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

Portuguese

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

<p><i>Author:</i> Marinho, Manuela & 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> http://revistas.lis.ulusiada.pt/index.php/is/article/view/999/1120</p>
<p><i>Title: A mediação sócio-cultural: um puzzle em construção</i></p> <p><i>Author:</i> Galego, Carla & Oliveira, Ana</p> <p><i>Type of material:</i> Scientific book, (2005)</p> <p><i>Link:</i> http://www.om.acm.gov.pt/documents/58428/177157/Estudo+14.pdf/526ae9d4-de4b-4a7f-be41-224ded16e9cb</p>
<p><i>Title: A Mediação Intercultural na Sociedade Portuguesa: especificidades deste contexto</i></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><i>Title: Interculturalidade e Mediação – Cadernos de apoio à formação nº 4</i></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> 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</p>
<p><i>Title: Mediação Cultural: alguns dos seus agentes</i></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> https://repositorio.iscte-iul.pt/handle/10071/3514</p>
<p><i>Title: Sobre a Mediação Intercultural - Cadernos de apoio à formação nº 3</i></p> <p><i>Author:</i> Oliveira, Ana & 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>

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> The public service in Germany</p> <p><i>Author:</i> Federal Ministry of the Interior</p> <p><i>Type of material:</i> Pdf, 2013.</p> <p><i>Link:</i> http://www.bmi.bund.de/SharedDocs/Downloads/EN/Broschueren/The_public_service_in_Germany_December_Id_24273_en.pdf?__blob=publicationFile</p> <p><i>Subtopic:</i> Public administration</p>
<p><i>Title:</i> Federal Republic of Germany. Public Administration. Country Profile</p> <p><i>Author:</i> United Nations</p> <p><i>Type of material:</i> Pdf, 2006.</p> <p><i>Link:</i> http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023309.pdf</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#.VOMLu01Mu1s>

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

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

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

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

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

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

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

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

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

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

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

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

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

onFile

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

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&

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

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

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

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

4.2. Module 2: Essentials in Humanities and Social Sciences

Topic 1: Communication theory and practice

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

Subtopic: Intercultural communication

Greek

Title: **Διαπολιτισμική επικοινωνία**

Author: Γ. Κριτσωτάκης

Type of material: Book

Link: n.a.

Italian

Title: **Parole comuni culture diverse. Guida alla comunicazione interculturale**

Author: Balboni P.

Type of material: book

Link: n.a.

Polish

Title: **Komunikologia - teoria i praktyka komunikacji**

Author: red. Emanuel Kulczycki, Michał Wendland

Type of material: pdf , pp 149-160

Link:

<https://repozytorium.amu.edu.pl/bitstream/10593/2849/1/Komunikologia.%20Teoria%20i%20praktyka%20komunikacji.pdf>

Title: **Nauki o komunikacji. Teoria i praktyka**

Author: Bruno Ollivier

Type of material: book

Link: n.a.

Portuguese

Title: **Pedagogia Social, comunicação e mediação intercultural**

Author: Vieira, Ana & Vieira, Ricardo

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

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

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

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

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

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+f%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

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

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

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

<p><i>Type of material:</i> Pdf</p> <p><i>Link:</i> http://ec.europa.eu/dgs/home-affairs/e-library/documents/policies/legal-migration/pdf/general/benchmarking_final_en.pdf</p> <p><i>Subtopic:</i> Integration</p>
<p><i>Title:</i> Irregular Migration, Migrant Smuggling and Human Rights: Towards Coherence</p> <p><i>Author:</i> International Council on Human Rights Policy</p> <p><i>Type of material:</i> Report, pdf</p> <p><i>Link:</i> http://www.ichrp.org/files/summaries/41/122_pb_en.pdf</p>
<p><i>Title:</i> Migration, distress and cultural identity</p> <p><i>Author:</i> Dinesh Bhugra</p> <p><i>Type of material:</i> Article in Oxford Journals, Medicine & Health, British Medical Bulletin, Volume 69, Issue 1, Pp. 129-141.</p> <p><i>Link:</i> http://bmb.oxfordjournals.org/content/69/1/129.full</p> <p><i>Subtopic:</i> Acculturation</p>
<p><i>Title:</i> Women and Migration: Incorporating Gender into International Migration Theory</p> <p><i>Authors:</i> Monica Boyd, Elizabeth Grieco</p> <p><i>Type of material:</i> webpage</p> <p><i>Link:</i> http://www.migrationpolicy.org/article/women-and-migration-incorporating-gender-international-migration-theory</p>
<p><i>Title:</i> The Intercultural Dynamics of Multicultural Working</p> <p><i>Author:</i> Collective work</p> <p><i>Type of material:</i> Book, 2010, Multilingual Matters</p> <p><i>Link:</i> n.a.</p> <p><i>Subtopic:</i> Teamwork in multicultural settings</p>
<p><i>Title:</i> Intercultural competence for all. Preparation for living in a heterogeneous world</p> <p><i>Author:</i> Josef Huber (ed.)</p>

<p><i>Type of material:</i> Guide, Ed. Council of Europe</p> <p><i>Link:</i> http://www.coe.int/t/dg4/education/pestalozzi/Source/Documentation/Pestalozzi2_EN.pdf</p>
Dutch
<p><i>Title:</i> <i>Inleiding tot de sociale en culturele antropologie</i></p> <p><i>Author:</i> P. Devlieger</p> <p><i>Type of material:</i> Book. Leuven, Acco.</p> <p><i>Link:</i> n.a.</p>
French
<p><i>Title:</i> <i>Introduction à l'anthropologie</i></p> <p><i>Author:</i> Claude Rivière</p> <p><i>Type of material:</i> Book, Hachette, 1997, coll. Les Fondamentaux</p> <p><i>Link:</i> n.a.</p>
German
<p><i>Title:</i> <i>Schlüsselqualifikation Interkulturelle Kompetenz - Arbeitsmaterialien für die Aus- und Weiterbildung, p.p. 1-18, 27-51</i></p> <p><i>Author:</i> Herbert Loebe, Eckart Severing</p> <p><i>Type of material:</i> Pdf, training course</p> <p><i>Link:</i> http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden_8_Inhalt.pdf</p> <p><i>Subtopic:</i> Basic sociocultural concepts; stereotypes</p>
Greek
<p><i>Title:</i> <i>Διαπολιτισμικές δεξιότητες για όλους: Προετοιμασία για τη ζωή μέσα σ' έναν ετερογενή κόσμο</i></p> <p><i>Author:</i> Josef Huber (ed.)</p> <p><i>Type of material:</i> Guide, Ed. Council of Europe</p>

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

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

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

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

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

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

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

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

Title: **Antropologia kulturowa**

Author: Gogacz Adam

Type of material: pdf

Link: 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

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

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

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

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

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

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

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

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

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

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

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

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--

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

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

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

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

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

Topic 6: Special characteristics of vulnerable groups

Training material
English
<p><i>Title:</i> Human Rights and Vulnerable Groups</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> http://www.sagepub.com/sites/default/files/upm-binaries/11973_Chapter_5.pdf</p>
<p><i>Title:</i> Vulnerable Groups</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> http://www.unhcr.org/4371fa162.pdf</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

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

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

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

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

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. Σαρρής, 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

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

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

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

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-

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

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

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%9ACE%B1%CE%BD%CE%B4%CF%85%CE%BB%CE%ACE%BA%CE%B7,%CE%91%CE%B3%CE%AC%CF%80%CE%B7/%CE%9ACE%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

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

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

4.3. Module 3: Mediation

Topic 1: Conflict resolution techniques

Training material
English
<p>Title: <i>Managing transcultural conflicts in organizations. Video and training material</i></p> <p>Authors: Claude-Hélène Mayer, Christian Martin Boness</p> <p>Type of material: DVD, 2012</p> <p>Link: https://www.waxmann.com/waxmann-buecher/?tx_p2waxmann_pi2%5bbuch%5d=BUC121477&tx_p2waxmann_pi2%5baction%5d=show&tx_p2waxmann_pi2%5bcontroller%5d=Buch&cHash=8045178ce696f323a0d887660ff32174</p> <p>Publisher's description: 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>Title: <i>Cross Cultural Conflict Resolution in Teams</i></p> <p>Author: John Ford</p> <p>Type of material: webpage</p> <p>Link: http://www.mediate.com/articles/ford5.cfm</p>
<p>Title: <i>Conflict analysis and resolution</i></p> <p>Author: Dennis J.D. Sandole, Sean Byrne, Ingrid Sandole-Staroste, Jessica Senehi</p> <p>Type of material: book, pp 19 - 58</p> <p>Link: https://books.google.it/books?hl=it&lr=&id=sWAEmN5u9U4C&oi=fnd&pg=PP1&dq=intercultural+m+mediator+field+of+intervention&ots=K91FcPajRI&sig=MbUJLCY7D9LUGhCLpLD4X_o0LS8#v=onepage</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

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

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

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

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+

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

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>Title: <i>Mediação - Construção de Pontes para uma melhor compreensão das margens</i></p> <p>Author: Lima, Ana Paula</p> <p>Type of material: 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>Title: <i>Resolução de Conflitos</i></p> <p>Author: Ury, William; Brett, Jeanne & Goldberg, Stephen</p> <p>Type of material: Book , (2009)</p> <p><i>Link:</i> Actual, Ed.</p>

Topic 2: Inter-ethnic conflict particularities and coping strategies

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

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

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

4.4. Module 4: Interpreting

Topic 1: Interpreting techniques

Training material
English
<p>Title: <i>The community interpreter. An international workbook.</i></p> <p>Author: M.Bancroft et al.</p> <p>Type of material: Book and pdf. SL, Culture and Language Press, 2015</p> <p>Link: http://www.thecommunityinterpreter.com/assets/interior-contents-tcii-workbook-bw.pdf</p> <p>Subtopic: Tools and techniques in consecutive interpreting; Interpreting in intercultural mediation</p>
<p>Title: <i>An interactional perspective on interpreting as mediation</i></p> <p>Authors: Claudio Baraldi</p> <p>Type of material: Article published in <i>Languages Cultures Mediation (LCM) Journal</i>, Vol 1, No 1-2 (2014). In pdf.</p> <p>Link: http://www.ledonline.it/index.php/LCM-Journal/article/view/724</p> <p>Abstract: 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

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

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

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

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

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

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

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

Link: <http://www.acebo.com/pages/telephone-interpreting-boon-or-bane>

Title: **Telephone Interpreting**

Author: Kwintessential

Type of material: Webpage

Link: <http://www.kwintessential.co.uk/translation/articles/telephone-interpreting.html>

French

Title: **Video interprétation à distance dans les soins de santé**

Author: Shana Coenen

Type of material: PDF

Link: <http://docplayer.fr/8409490-Video-interpretation-a-distance-vri-dans-les-soins-de-sante.html>

German

Title: **Telefondolmetschen im Spital**

Author: A. Bischoff, F. Grossmann

Type of material: Report, 2006

Link: http://www.0842-442-442.ch/files/content/Angebot/Infothek%20DE/Allg.%20Info/Telefondolmetschen_im_Spital.pdf

Title: **Nationaler Telefondolmetschdienst, Schweiz**

Author: NTD

Type of material: website

Link: <http://www.0842-442-442.ch/>

Portuguese

Title: **Linha de Apoio ao Migrante**

Author: High Commissioner for Migration

Type of material: website

Link: <http://www.acm.gov.pt/-/linha-de-apoio-ao-migrante>

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>Title: <i>Descriptions of interpreting and their ethical consequences</i></p> <p>Author: Uldis Ozolins</p> <p>Type of material: Online article</p> <p>Link: http://www3.uah.es/fitispos_ij/OJS/ojs-2.4.5/index.php/fitispos/article/viewFile/9/5</p> <p>Abstract: 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>Title: <i>National Standard Guide for Community Interpreting Services</i></p> <p>Author: Healthcare Interpretation Network</p> <p>Type of material: Standard guide</p> <p>Link: http://www.multiplelanguages.com/materials/National_Standard_Guide_for_Community_Interpreting_Services.pdf</p>
<p>Title: <i>Code of Ethics for Community Interpreters – Finland</i></p> <p>Author: Finnish Association of Sign Language Interpreters</p> <p>Type of material: Code of ethics</p>

Link: 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

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

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

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

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>Title: <i>The Professionalization of Community Interpreting</i></p> <p>Author: Holly Mikkelson</p> <p>Type of material: Online article</p> <p>Link: http://aiic.net/page/1546/the-professionalization-of-community-interpreting/lang/1</p>
<p>Title: <i>Intercultural mediation, a “new deal” for local policy making</i></p> <p>Author: Bénédicte Halba</p> <p>Type of material: Conference paper</p> <p>Link: http://www.iriv.net/pdf/2011-Imiscoe-%20Warsaw.pdf</p>
<p>Title: <i>Teaching Liaison Interpreting: Combining Tradition and Innovation</i></p> <p>Author: Anallisa Sandrelli</p> <p>Type of material: p.p. 173-196 in <i>Triadic Exchanges Studies in Dialogue Interpreting</i>, Ed. Ian Mason, 2014, Routledge</p> <p>Link: http://samples.sainsburysebooks.co.uk/9781317640813_sample_573263.pdf</p> <p>Abstract: 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>Title: <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

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

Greek

Title: Μητρώο Εκπαιδευμένων Διαπολιτισμικών Μεσολαβητών

Author: Diverse

Type of material: Online registry and repository

Link: 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/

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

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

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

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

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

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

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

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--

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--

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

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

Title: *Le barriere culturali*

Author: Micheli Alessandra

Type of material: Article

Link: 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_edukacja_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>Title: <i>Preventing Burnout. Signs, Symptoms, Causes, and Coping Strategies</i></p> <p>Author: Helpguide.org</p> <p>Type of material: Online article</p> <p>Link: http://www.helpguide.org/articles/stress/preventing-burnout.htm</p>
<p>Title: <i>Prevention of Professional Burn-out with Care Workers: Self-Care and Organizational Care</i></p> <p>Author: Unknown</p> <p>Type of material: Training module</p> <p>Link: http://www.pharos.nl/documents/doc/workforcare_module13.pdf</p>
<p>Title: <i>Self-Care for Therapists</i></p> <p>Author: North American Drama Therapy Association</p> <p>Type of material: Online guide</p> <p>Link: http://www.nadta.org/membership/selfcare-for-therapists.html</p>
<p>Title: <i>Recovering From Burnout. Finding Passion for Your Role Again</i></p> <p>Author: Mindtools.com</p> <p>Type of material: Online guide</p> <p>Link: https://www.mindtools.com/pages/article/recovering-from-burnout.htm</p>
<p>Title: <i>Handbook of Reflection and Reflective Inquiry. Mapping a way of knowing for professional reflective inquiry</i></p> <p>Author: N. Lyons (ed)</p> <p>Type of material: e-book, 2010, Springer</p> <p>Link: www.springer.com/us/book/978U387857435</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

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 Σχοινιά, 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.**

Author: Giulia Coccoi

Type of material: PDF, pp 13 to 31

Link: http://www.counselling-care.it/pdf/pdf_psico/Psicotrauma77.pdf

Subtopic: Stress management

Title: **Burn-out**

Author: Lidia Del Piccolo

Type of material: PDF

Link: <http://www.dfpp.univr.it/documenti/OccorrenzaIns/matdid/matdid998922.pdf>

Subtopic: Stress management

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

Title: **Vademecum trenera**

Author: red. Kuźniak Aleksandra

Type of material: pdf , pp 137-147

Link: http://matrik.pl/files/vademecum_trenera_l.pdf

Portuguese

Title: **A mediação: a comunicação em processo?**

Author: Davallon, Jean

Type of material: Article, (2003)

Link: <http://revistas.ua.pt/index.php/prismacom/article/viewFile/645/pdf>

Title: **Stress relacionado com o trabalho**

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

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>Title: <i>The illness narratives: suffering, healing and the human condition</i></p> <p>Author: A. Kleinmann</p> <p>Type of material: Book - New York, Basic Book, 1988, pp. 285</p> <p>Link: n.a.</p>
<p>Title: <i>Culture, health and illness</i></p> <p>Author: C. Helman</p> <p>Type of material: Book - Taylor & Francis Ltd, 2007</p> <p>Link: n.a.</p>
<p>Title: <i>International Medical Interpreters Association (IMIA)</i></p> <p>Author: IMIA</p> <p>Type of material: website</p> <p>Link: http://www.imiaweb.org/</p>
<p>Title: <i>On professional and non-professional interpreting in healthcare services: the case of intercultural mediators</i></p> <p>Authors: Claudio Baraldi and Laura Gavioli</p> <p>Type of material: Article in <i>EuJAL</i> 2016; 4(1): 33–55</p> <p>Link: n.a.</p>
<p>Title: <i>Empathy: A "zone of uncertainty" in mediated healthcare practice</i></p> <p>Author: Raffaella Merlini</p> <p>Type of material: 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

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

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

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

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

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

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

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

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

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://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/

*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%2F_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

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

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--

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

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

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

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

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

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

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

*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

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

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

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>Title: <i>Interpreting in education</i></p> <p>Author: Melissa B. Smith</p> <p>Type of material: Chapter 18 of The Routledge Handbook of Interpreting, 2015, Eds. Holly Mikkelson, Renée Jourdenais</p> <p>Link: https://www.routledgehandbooks.com/doi/10.4324/9781315745381</p> <p>Abstract: 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>Title: <i>Intercultural Mediation as a strategy to facilitate relations between the School and Immigrant Families</i></p> <p>Author: Catarci, M.</p> <p>Type of material: Article in <i>Revista Electrónica Interuniversitaria de Formación del Profesorado</i>, 19(1), 127---140. In pdf</p> <p>Link: https://www.google.gr/?gws_rd=ssl#q=Intercultural+Mediation+as+a+strategy+to+facilitate+relations+between+the+School+and+Immigrant+Families.</p>
<p>Title: <i>Crosscultural Perspectives on Interaction with Minority and Majority Children at Home and in Pre-school</i></p> <p>Authors: Kerstin Naclér & Sally Boyd</p> <p>Type of material: 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

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

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/smironov_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

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

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

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

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

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

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

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

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

Title: **SIGNIFICATO E FUNZIONE DELLA MEDIAZIONE CULTURALE NELLA SCUOLA**

Author: Miriam Traversi

Type of material: PDF , pp 18-25

Link: n.a.

Subtopic: The role of intercultural mediation in education

Title: *Mediatori linguistico culturali in ambito educativo*

Author: Aluisi Tosolini

Type of material: PDF

Link: <http://www.pavonerisorse.it/intercultura/2002/mediatori.pdf>

Subtopic: The role of intercultural mediation in education

Title: *Linee guida per l'accoglienza e l'integrazione degli alunni stranieri*

Author: Ministero dell'istruzione, dell'università e della ricerca.

Type of material: PDF

Link: http://www.istruzione.it/allegati/2014/linee_guida_integrazione_alunni_stranieri.pdf

Subtopic: Schools for migrants

Title: *Convivere nella diversità. Competenze interculturali e strumenti didattici per una scuola inclusiva – Coexist in diversity.*

Author: Franca Zadra

Type of material: PDF

Link:

<http://www.eurac.edu/en/research/autonomies/minrig/Documents/Diversity4Kids/Convivere%20nella%20diversita%C3%A0-Franca%20Zadra.pdf>

Subtopic: Intercultural communication and pedagogy

Title: *LA MEDIAZIONE A SCUOLA: UNA POSSIBILE RISPOSTA AL BULLISMO?*

Author: Patrizia D'Arcangelo

Type of material: PDF

Link: http://www.avvocatodarcangelo.com/wp/wp-content/uploads/2015/05/Bullismo-Mediazione-a-Scuola-avvocatodarcangelo.com_.pdf

Subtopic: The role of the intercultural mediator in preventing / resolving bullying issues due to cultural diversity

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

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

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

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

Field 3: Police and legislative services

Training material
English
<p>Title: <i>Interpreting in asylum proceedings</i></p> <p>Author: Sonja Pöllabauer</p> <p>Type of material: Chapter 14 of <i>The Routledge Handbook of Interpreting</i>, 2015, Eds. Holly Mikkelsen, Renée Jourdenais</p> <p>Link: https://www.routledgehandbooks.com/doi/10.4324/9781315745381</p> <p>Abstract: 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>Title: <i>UNHCR - The UN Refugee Agency</i></p> <p>Author: UNHCR - The UN Refugee Agency</p> <p>Type of material: website</p> <p>Link: http://www.unhcr.org/cgi-bin/texis/vtx/home</p>
<p>Title: <i>Amnesty International</i></p> <p>Author: Amnesty International</p> <p>Type of material: website</p> <p>Link: https://www.amnesty.org/en/</p>
<p>Title: <i>Lisbon Municipal Policing: The Challenge of the Intercultural and Mediation Approach</i></p> <p>Author: Diniz, Mónica & Santa Cruz, Cláudia</p> <p>Type of material: Chapter (p.p. 170-178) in <i>Intercultural Mediation in Europe: Narratives of Professional Transformation</i>, Ed. E. Arvanitis & A. Kameas (2014). Common Ground</p> <p>Link: http://www.academia.edu/10694207/Intercultural_Mediation_in_Europe_Narratives_of_Professio</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

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

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=

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

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

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

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

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

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

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> http://www.belgium.be/nl</p>
<p><i>Title:</i> Services publics région Bruxelles-Capitale</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> http://be.brussels/brussel?set_language=nl</p>
<p><i>Title:</i> De Vlaamse Overheid</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> https://www.vlaanderen.be/nl</p>
French
<p><i>Title:</i> Services publics fédéraux</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> http://www.belgium.be/fr</p>
<p><i>Title:</i> Institutions en Wallonie</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> http://www.wallonie.be/</p>
<p><i>Title:</i> Services publics région Bruxelles-Capitale</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> http://be.brussels/bruxelles?set_language=fr</p>
Greek
<p><i>Title:</i> Μετανάστευση και παροχή υπηρεσιών σε μετανάστες στην Ελλάδα</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> http://www.inegsee.gr/wp-content/uploads/2014/02/files/MELETH_291.pdf</p>
<p><i>Title:</i> Μετανάστευση και αγορά εργασίας. Η κατάσταση και τα προβλήματα που αναδεικνύει η</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

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

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

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**

<p><i>Author:</i> Italian Ministry of Labour and Social Policies</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> http://www.lavoro.gov.it/strumenti-e-servizi/Sistema-informativo-servizi-sociali/Pagine/default.aspx</p>
<p><i>Title:</i> SPRAR</p> <p><i>Author:</i> Italian Ministry of Interior</p> <p><i>Type of material:</i> website</p> <p><i>Link:</i> http://www.sprar.it/</p> <p><i>Abstract:</i> 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.</p>
<p><i>Title:</i> Linee guida sul diritto alla residenza dei richiedenti e beneficiari di protezione internazionale</p> <p><i>Author:</i> SPRAR - The system for the protection of asylum seekers and refugees</p> <p><i>Type of material:</i> book/pdf</p> <p><i>Link:</i> http://www.sprar.it/images/QuadernoSC_lineeguida.pdf</p>
<p><i>Title:</i> Dossier statistico Immigrazione 2015</p> <p><i>Author:</i> IDOS Research and Study centre</p> <p><i>Type of material:</i> book, pp 255-328</p> <p><i>Link:</i> http://www.programmaintegra.it/wp/wp-content/uploads/2015/11/Scheda-Dossier-2015_Statistico.pdf</p> <p><i>Abstract:</i> 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.</p>
<p><i>Title:</i> Osservatorio Romano sulle Migrazioni</p>

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

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

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

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

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

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

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>Title: <i>Housing policy in Europe</i></p> <p>Author: Balchin P.</p> <p>Type of material: book, pp 97- 173</p> <p>Link: https://books.google.it/books?hl=it&lr=&id=AX4T_17E1ygC&oi=fnd&pg=PP2&dq=Balchin+P.++(1996)+,+Housing+policy+in+Europe,+Routledge,+London.&ots=sD_39feRY7&sig=2hmPvcGgX63hzdH2yZcRd_WZnzM#v=onepage&q=Balchin%20P.%20(1996)%2C%20Housing%20policy%20in%20Europe%2C%20Routledge%2C%20London.&f=false</p> <p>Abstract: 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>Title: <i>Immigrant integration policies and housing policies: the hidden links</i></p> <p>Author: FIERI – International and European forum of migration researches</p> <p>Type of material: report</p> <p>Link: http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Rapporto-social-housing-ethnic-minorities_FIERI_2010_IT.pdf</p>
<p>Title: <i>The sustainable financing of housing policies in times of crisis</i></p> <p>Author: Cecodhas</p> <p>Type of material: pdf, pp 1 - 10</p>

Link: 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

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

Title: ***DGs - Migration and Home Affairs***

Author: European Commission

Type of material: website

Link: 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

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

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

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

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

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

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.programmointegra.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

Subtopic: Housing policy of the host country towards immigrants - goals, entities and instruments

Polish

Title: *Dostęp do mieszkań*

Author: n.a.

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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)

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