



Insights Into Multicultural Mediation

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Comprehensive Mediation Services



**COMPREHENSIVE
MEDIATION SERVICES**

Acknowledgement of Country

We acknowledge the Aboriginal people
as the Traditional Owners of this land
and we pay our respects to Elders
past and present.



HARMONY WEEK

**Let's come together to celebrate
our cultural diversity.**

From a refugee camp to a mediation business owner



SERVICES

- Family Dispute Resolution Services
- Workplace Mediation
- General Dispute Resolution
- Advocacy and Training

Website:

www.comprehensivemediation.com



Cultural Diversity in Australia



Insights Into Multiculturalism

Migrant

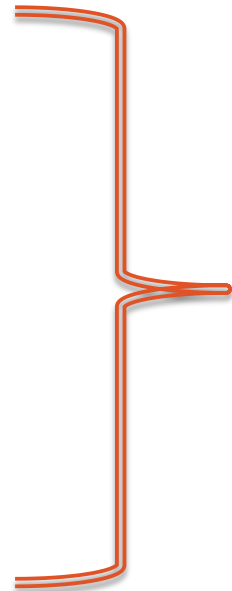
Asylum Seeker

Refugee

Migrant

Asylum Seeker

Refugee



What you see

-
- Words
 - Tonality
 - Body Language
 - Gestures

- Deep Structure is
- Beliefs
 - Values
 - Biases
 - Prejudices
 - Experiences
 - Fears
 - Dreams
 - Feelings

Culture

“Culture refers to the cumulative deposit of knowledge, experience, beliefs, values, attitudes, meanings, hierarchies, religion, notions of time, roles, spatial relations, concepts of the universe, and material objects and possessions acquired by a group of people in the course of generations through individual and group striving”

(Texas A&M University)

If culture exerts such a profound influence on their daily lives, how much more significant would its impact be on individuals navigating conflicts?

Practice Framework

Cultural Dominance

Cultural Avoidance

Cultural Accommodation

Cultural Compromise

Cultural Synergy

Case Study

- How could he have treated me like this, especially when back home, it would have been unthinkable?
- Why does Australia feel so different from what I had imagined?
- How do I even begin to reclaim my dowry? this feels like a betrayal beyond measure.
- Back home, he wouldn't have dared treat me with such disrespect. why here?
- Why does it seem like the Australian system always favours women? it feels unjust and hopeless.
- This situation is unbearable. can you please join me in prayer? we need strength to endure

Case Study



Some Take Aways

- Educate yourself about the cultural backgrounds of the partners
- Approach each party with respect for their cultural identity
- Practice listening to understand
- Create neutral ground
- Be flexible in your approach
- Built Trust
- Invest in continuous learning



Please contact Amiel for a chat 😊

Mediation Services/Training

One-on-One Coaching

Group Coaching

Supervision

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