

Table of Contents

Foreword	9
1. Introduction	13
2. Introduction to the Assemblage of Conceptual Subjects	19
2.1 Culture, Inter-Culturality, and Values	19
2.2 The Meaning and Importance of Conflict	25
2.3 Conflicts in Intercultural Contexts—A Question of Realities?	29
3. Introduction to Mediation in the Western Context	35
3.1 What is Mediation?	35
3.2 Areas of the Application of Mediation	39
3.3 What Is the Course of the Mediation Process?	40
3.4 Techniques of Mediation	44
3.5 Non-Violent-Communication (NVC) according to Marshall Rosenberg	49
3.6 The Role of the Mediator	52
4 Introduction to Mediation	55
4.1 Application to a Third Person	55
4.2 What Is Intercultural Mediation?	56
4.3 Areas of Approach in Intercultural Mediation	61
4.4. Dealing with Western Techniques in Intercultural Mediation	62
4.5 The Role of the Mediator in Intercultural Mediation	65
4.6 Challenges in Situations of Intercultural Mediation	67
4.6.1 Styles of Conflict	67
4.6.2 Mechanisms of Conflict-Resolution and Models of Conflict-Solving	72
4.6.3 Culturalization	73
4.6.4 Prejudices and Stereotypes	74
4.6.5 Culture as a Strategy	77
4.6.6 Emotions	77
4.6.7 Power and Power Imbalances	80

4.6.8	Dynamics of Escalation in Situations of Intercultural Conflict	88
4.7	Cultural Orientation and its Consequences	91
4.8	Intercultural Influences on the Setting of Mediation	104
5.	Mediating Interaction between Westerners and Africans	111
5.1	Introduction to Cultural Dimensions of Southern Africa	111
5.2	Conflictive Constellations in Western-African Interactions	114
5.3	African Conflict-Management in the Context of Southern Africa	121
5.4	Typical Conflict Situations between Westerners and Africans	124
5.5	African Cultural Paradigms and their Effects on Western-African Mediation Processes	130
5.6.	Possibilities for Mediation in Western-African Situations of Conflict	150
5.6.1	Examples of African Mediation in Intercultural Contexts	150
5.6.2	Foundations of Western-African Mediation Settings	155
6.	Training Opportunities for the Acquisition of Mediation-Related Inter-Cultural Competency	169
6.1	Acquisition of Intercultural Competency	169
6.2	The Development of an Intercultural Personality	171
6.3	Methods of Acquisition of Intercultural Competency	175
6.4	Cultural Self-Experiencing and Cultural Alienation	178
6.5	Case Studies	180
6.6	Cultural Assimilators	182
6.7	Exercises in Alienation	188
6.8	Simulations and Role-Playing	194
6.9	A Western-African Mediation Simulation	195
7.	Outlook	203
8.	Bibliography	205