Special Representative of the Secretary General for Roma Issues

COUNCIL   CONSEIL
OF EUROPE   DE L'EUROPE

PROGRAMME

Session1	Day 1	Day 2	Day 3	Day 4	
09h00-10h30	1. Opening session Overview of the context, objectives, programme. Getting to know each other Needs and expectations 2. Challenges in the interaction of Roma with public institutions	6. The work cycle of a mediator	10. Interaction with members of the Roma communities and facilitating intercultural communication	14. Tasks for the next six months. Local peer help structures. Expectations of mediators from institutions and local support structures	15. General information session for the local support structures. Role of support structures.
10h30-11h00	Break	Break	Break	Break	
11h00-12h30	3. Roles and tasks of mediators. What is real and effective intercultural mediation? Code of ethics of mediator	7. Strategies for building confidence and consensus	11. Interaction with public institutions Case management	16. Implementation, monitoring and involving key stakeholders. (Joint session: mediators and support structures)	
12h30-14h00	Break	Break	Break	Break	
14h00-15h30	4. Consequences of racism, discrimination and marginalisation	8. Preparatory phase and initial assessment	12. Field-specific training for mediators	17. Planning local implementation. Overcoming challenges. (Joint session: mediators and support structures)	
15h30-16h00	Break	Break	Break	Break	
16h00-17h30	5. Cultural differences, equal access to public services and human rights	9. Participatory, transparent and empowering planning.	13. Management of conflicts through mediation	18. Conclusions and evaluation (Joint session: mediators and support structures)	
17h30-18h00 evening	Review and conclusions of the day Roma history and socio-cultural background	Review and conclusions of the day	Review and conclusions of the day. Preparing next day		