Please cite as: EUAA, 'Conflict management and mediation in reception (Level B)' in *Training Catalogue*, August 2022.

Conflict management and mediation in reception (Level B)

Key information

Learning outcomes & description

Accredited module details

Key information

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This new pact-aligned version is available for translation.

Target group

Managers, directors, team leaders of reception facilities or agencies

EQF/MQF level

Level 6

Version

Version 1 (2026)

Entry requirements

Full qualification at EQF Level 5 or equivalent AND proficiency in English

Prerequisites

Successfully passed Conflict management and mediation in reception (level A) OR at least 6 months work experience in reception

Assessment

n/a

Languages

English

Learning outcomes & description

DESCRIPTION

The aim of this module is to provide learners with knowledge of conflict mediation methods relevant to acute and/or complex issues in reception. The module also equips learners with the knowledge and skills necessary to identify appropriate strategies to mediate, de-escalate and resolve complex conflict situations in reception, such as those occurring with local communities and stakeholders.

This module focuses on developing learners' skills to mediate and manage conflicts in reception settings through a blended learning approach. It first introduces key concepts, cultural dimensions, and conflict mediation theories, supported by case-based scenarios to practice culturally sensitive mediation. Learners then explore underlying causes of conflicts and effective strategies to manage acute and complex situations. A face-to-face session consolidates learning through group work, practical exercises, reflection, and feedback, preparing learners for real-life conflict management challenges.

LEARNING OUTCOMES

At the end of this module, the learner will be able to:

1. Outline methods to mediate acute and complex conflicts in reception

2. **Identify appropriate strategies to manage acute and complex conflict situations in reception.**

DELIVERY METHOD

This module is delivered through a blended learning methodology. Part of it is delivered as asynchronous (self-paced) learning and another part is delivered in a synchronous (face-to-face) session.

Accredited module details

Module details

Duration	**22 hours online learning** **1.5 days face to face**
Number of ECTS	**not accredited yet**
Language	**English**
Assessment	**n/a**

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