

Contents

Acknowledgments.....	6
Foreword.....	7
Introduction.....	9
Conflict – What an Opportunity!.....	12
Myself in the conflict.....	14
Communication.....	16
Intercultural learning.....	21
Conflict in EVS.....	24
Mediation.....	28
The most common problems in EVS projects.....	29
Terminology/Abbreviations/Glossary.....	30
Conclusion.....	31
Resources.....	32