

Meaningful intercultural interaction – Indicator 4: Proactively facing challenges and conflicts

The Intercultural Cities programme has a wealth of materials that include guides for cities, training materials for allies, examples of good practice and the different ways cities have used the anti-rumours methodology to challenge stereotypes, prejudices and hate speech, as well as evaluation tools. You can find more information on the dedicated [Anti-rumours page](#) on our website, where you find for example the [Toolkit for antirumours dialogue](#). You may also wish to consider assessing the risk of the project. Risk assessment for projects is always recommended, so as in for example the policy brief [Preventing the potential discriminatory effects of the use of artificial intelligence in local services](#).

Inspiration from other cities

Guro-gu, Republic of Korea, has a specific Ordinance on the Prevention and Resolution of Public Conflicts of Guro-gu. A conflict management deliberation committee and conflict mediation council are in operation to prevent and coordinate different public conflicts. Prior to the implementation of any project plan, a conflict diagnosis must be conducted to make active efforts to prevent and resolve conflicts. The conflict management deliberation committee and the conflict mediation council work to prevent conflicts expected in various public policy implementation processes and to promptly and accurately respond to conflicts that have already occurred. There are also regular public conflict meetings. The results of the conflict management deliberation committee and conflict resolution meetings are actively reflected in policy. In addition, a manual has been prepared to prevent public conflicts. According to the manual, Guro-gu has to conduct conflict diagnosis before establishing a project plan for large-scale public and private projects that have a total project cost of more than 500 million won and interests of 10 or more individuals or entities. After conducting a conflict diagnosis using the preventive public conflict diagnosis table, aspects of activities or projects are divided into those that could have severe conflicts (A), middle conflicts (B), and those with little chance of conflict (C). Conflicts judged to be at levels A and B are managed by the auditing department and the C level is managed by the usual department.

In [Oslo](#), Norway the mediation panel organised by the Norwegian Peoples Aid is a service where victims of discrimination can present their complaints, get advice, and engage in dialogue through mediation with the offenders the police and the discrimination tribunal in cases that do not meet the criteria of documentation and evidence required by the law for prosecution. The panel provides professional mediation services; outreach and counselling to victims organized by the Norwegian Centre Against Racism and Queer World; courses for businesses, organizations and public services on how to recognize and prevent discrimination; and an annual conference on human rights, in collaboration with the Oslo Pride Foundation and other stakeholders. The impact of the panel will be evaluated through analysis of the reports on complaints submitted to the Ombudsman for equality; the reports on hate crime submitted to Oslo Police District, while the statistics on attitudes towards minorities are collected by Statistics Norway (IMDI).

[Bilbao](#), Spain, has an anti-rumour campaign with an umbrella as a metaphor for the defence against rumours that fall from the sky. The city has developed a short game, in two forms of a scratch card and a web app, that allows the user to assess whether they are ‘protected’ from or ‘drenched’ by rumours. Following a series of fact-based questions, it tests the degree of knowledge people have about immigration and illustrates the truth or otherwise of common rumours about immigrants. Multiple-choice questions are used. In addition, a longer statement of factually accurate information is presented alongside each answer, with a view to raise awareness on the rumours and stereotypes that negatively affect coexistence of different city populations. A final score is given, indicating the degree of ‘protection’ from rumours. By disseminating this information more widely in social networks, the user may obtain additional ‘medals’ and join the campaign for the values of multiculturalism, social cohesion and combating racial discrimination. Similarly, and to ensure this information reaches groups of people who are not related, information technology and a paper version of the game were created.

In [Botkyrka](#), Sweden, anti-rumours cafés have been set up in libraries as a public platform to discuss and explore rumours and prejudices. Libraries were chosen as they are well attended by young people aged 18-25. Four anti-rumour cafés were set up and each one focused on a particular rumour. The initial theme was “criminality” (the most prominent theme of rumours in Botkyrka), followed by “incompatibility of the Swedish and immigrant cultures”, “unequal distribution of public resources” and “Swedish culture is under threat”. The rumour-theme, “Swedish culture is under threat”, was the most visited café. This notion of a threatened ‘Swedishness’ is often illustrated by the feeling that Swedish traditions are no longer being celebrated or performed as they used to be and that “the good old days” are dying out. Statistically, many Swedes attended the cafés in Tumba and Tullinge, with lower concentrations of immigrants. This challenge was addressed by organising “extra invitations” addressed to target groups from different demographic areas (Tullinge and Tumba). In addition, invitations and information about all the events were disseminated through social media (Facebook, internal web etc). The goal of each café was to encourage people to talk about rumours that they usually feel uncomfortable discussing, and the survey of the participants indicate that this goal was accomplished. One general outcome was a widespread belief that rumours lead to depression and that there is a need for more dialogue.

This is an extract from the guide “[How intercultural is your policy or project](#)”. For all indicators, checklists, and good practice, please see the full guide.