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Careers in Tolerance

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Tolerance is an urgent need at the local and global scale, but tolerance does not simply happen on its own. Instead, it benefits from formally educated professionals devoted to working for its advancement. The great demand for education to support and empower such professionals has been evident for many years. Almost a quarter of a century ago, Dr. Betty Reardon, Founder and Director of the Peace Education Center and Peace Education Graduate Degree Program at Columbia University, wrote the following in a 1997 publication:

"Any culture is fundamentally the result of learning. Education is that learning which is planned and guided by cultural values. A culture of peace thus requires an education planned and guided by the values of peace, human rights, democracy and, at its very core, tolerance."[1]

At the *International Conference on Tolerance* in Malta, October 2019, I had the honor of curating and moderating a panel on Careers in Tolerance that explored a range of professional options for those interested in promoting tolerance professionally. We examined many of the dynamics underpinning those careers. The panel format is, of necessity, broad rather than deep. This chapter allows for the luxury of presenting some of the topics the panelists and I would like to have explored in greater detail.

- Concepts of tolerance: conceptual career issues in bettering the world
- Tolerance and the arts
- Tolerance and the market: careers in international diversity

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[1] Betty A Reardon, "Tolerance: the Threshold of Peace; a Teaching/Learning Guide for Education for Peace, Human Rights and Democracy" (UNESCO, 1994).

14.1 Concepts of Tolerance: Conceptual Career Issues in Bettering the World

Those undertaking formal study in the field of tolerance will have a range of career opportunities upon graduation. With an education centered on tolerance and peace issues, these options include working as a diplomat or field officer. Opportunities with intergovernmental agencies or in the non-profit sector include director, communication specialist, policy officer, legal advocate, project manager, conflict resolution expert, trauma specialist, human resources, professor, or researcher. Those options, it should be noted, include only traditional paths. A number of other possibilities will be explored in other sections.

14.1.1 Geographical Possibilities: Mapping Out the Future

The demand for careers in tolerance is global in scope. Developing countries gain benefit from highly skilled, mission-driven professionals with practical knowledge of the problems confronting these nations. As author Cecilia Milesi explained in a 2019 article titled, "The Role of South-South Cooperation in Realizing the Vision of Peace and Development for All," decision-making power, knowledge, and resources lead to the least amount of division, conflict, and lack of understanding when taken from a horizontal approach.[2] When policy-makers are grounded in a conceptual and practical understanding of how policies affect communities, tolerance is well served. Voices of logic, pragmatism, and compassion are necessary to address complex issues with multiple stakeholders.

Developed countries, too, benefit from a cadre of tolerance-educated professionals as they seek to expand their efforts globally. For reasons beyond the scope of this chapter, developed nations are prone to reductionist or oversimplified perceptions of problems elsewhere. Having people educated and experienced in tolerance issues safeguards against this tendency and increases the likelihood that the policies of developed nations are beneficial.

14.1.2 Skills and Contributions from an Education in Tolerance

On average, those with formal education are more aware of complexity and more capable of bringing people together to make constructive, enduring

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[2]Cecilia Milesi, "The Role of South – South Cooperation in Realizing the Vision of Peace and Development for All," UNSSC, September 12, 2019.

change to the problems confronting the world. Those who pursue an education in tolerance studies, in particular, gain strategic competencies sharpened by experience, such as teamwork, conflict resolution, interpersonal relations, civic engagement, global citizenship, and leadership within a variety of areas including economic development, environmental studies, human security, migration studies, political philosophy, social policy, and urban studies.

Those with bachelor's degrees in tolerance-related fields are well served by continuing their education in graduate programs. The resulting knowledge and skill sets, complemented by personal passion, position them for thriving careers, as well as enhanced opportunities to promote tolerance.

14.1.3 Noble Leaders: Best Practice for Tolerance

The world still honors the late South African President and Nobel Peace Prize laureate Nelson Mandela for his accomplishments in conflict resolution, race relations, gender equality, and human rights. His work stands as a powerful legacy and inspirational example for what a life lived promoting tolerance could look like. The same is true of leaders such as the Dalai Lama, Martin Luther King Jr., and Mahatma Gandhi. While not traditionally referred to in these terms, their lives are an example of what in other fields would be called "best practice."

As in any other discipline, it is important for those seeking careers in tolerance to study best practice. The biographies and accomplishments of these leaders, and others like them, serve as grounds for education and advancement in conflict resolution and tolerance building, as well as the practical issues that must be confronted to ensure that such advancements are enduring. From the theoretical to the applied, their historical lessons strengthen current ways of working with others.

14.1.4 Professional Skills at the Next Level

Advanced degrees provide specialization within broader fields. A master's in Global Tolerance creates new opportunities for advancing academic and professional skill sets. Demand for such rigorously trained individuals will remain high. There are many gaps in tolerance and human rights around the world that need to be addressed.

14.2 Tolerance and the Arts

What is the role of the artist in promoting tolerance? A convenient place to begin answering that question is Classical Greece. While Thucydides

may not have mentioned it in his *The History of the Peloponnesian War*, modern scholars see identity and culture as prime drivers of conflict. Often, what may masquerade as clashes over politics or trade actually stem from those more primal divisions,[3] in this case, between Ionian Athenians and the Doric Spartans. Historically, war and conflict have often been byproducts of community building.

Two and a half millennia later, culturally driven conflict is alive and well in our postmodern world. The Yemeni Civil War, the breakup of Yugoslavia, the Rwandan genocide, and the Israeli–Palestinian conflict are just a few of the highest profile examples. *It becomes increasingly clear that peace depends on tolerance*, rather than the two existing as cofactors. Peace is sustainable only through the embrace not only of multicultural attitudes but also of multicultural practices and sensitivity to the needs of others.

Cultural globalization, through the diffusing of customs, meanings and ideas, has enormous potential to create an environment receptive to multiculturalism and, therefore, tolerance and, ultimately, peace. For at least the past two centuries, one of the main methods in which cultures communicate with each other is through the arts.

This brings us full-circle to the role that jobs within the arts play in fostering tolerance. In several ways, artists are in a unique and enviable position in this regard. First, unlike non-governmental organizations (NGOs), inter-governmental organizations (IGOs), or international business, artists generate output that people from diverse backgrounds actively and eagerly seek out. Second, while opportunities such as MFA programs exist and can certainly be beneficial, for those with the appropriate talents, no formal schooling is necessary to become an artist promoting tolerance.

One caveat is necessary. Many societies tend to assume the artist is a friend of tolerance and, certainly, there are countless examples of such. However, there is nothing that inherently makes it so. Indeed, there are instances of art being used to drive division. In addition to the hyperbolic examples of the 1930s propaganda, there are subtler occurrences, even among beloved classics, such as the St. Crispin's Day Speech in Shakespeare's *Henry V* or the Battle of Lake Peipus scene in Sergei Eisenstein's film *Alexander Nevsky*. The use of art as a vehicle for tolerance requires a conscious choice by the artist.

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[3] John Alty, "Dorians and Ionians," The Journal of Hellenic Studies 102 (1982): p. 1.

This section considers the media of acting, music, and literature. That should not be taken as an attempt to minimize the opportunities for careers in tolerance offered by other media.

14.2.1 Film and Television

Film and television have the capacity to directly reach vast numbers of people. While stage lacks the broad access of electronic media, most cultures assign drama a respectability and gravitas absent from their electronic counterparts, meaning its impact can be stronger upon those it does reach. From the 1920s until the present day, Hollywood has exposed billions of people around the world to American norms and values. More recently, Bollywood and filmmaking centers such as Hong Kong and Nigeria have also been vehicles for sharing culture with a global audience.

Film and television are especially promising choices for those seeking careers in tolerance. Because of the massive technical, commercial, and administrative support structures required by these media, they employ more people than most other creative industries and are full of opportunities for those interested in the arts as vehicles for tolerance but whose talents run in a different direction than performance.

14.2.2 Music

Music is unique among artistic media, in that at least part of its communication is free from dependence on language. While lyrics do matter, instrumentation and vocals can still be appreciated even in the absence of a shared language between performer and listener. And its effectiveness in communicating cultural information is unquestioned. Nearly 70 years after the appearance of Elvis and 60 years after The Beatles, rock 'n' roll has become part of the global iconography of freedom, youth, and rebellion. The high-energy and social awareness of hip hop has been adopted by cultures around the world as a vehicle for commenting on local concerns and issues.

America has no monopoly on the power of music. In recent decades, J-Pop and K-Pop have become vehicles for sharing information about and appreciation of the cultures of Japan and Korea with global audiences who otherwise might never have accessed such information. The genre known as *world music* is particularly noteworthy in this regard. While in some cases it is a straightforward vehicle for transmitting information about a single culture, in others, it becomes a pallet allowing musicians to create music weaving

together elements from multiple cultures, explicitly rather than implicitly making a statement about tolerance and multiculturalism. As expressed by Deborah Pacini Hernandez, a scholar of the socio-cultural impact of music, world music (1) blurs the lines of cultural comparison and (2) develops effective alliances among different cultures.[4]

Music also has a practical appeal to artists interested in promoting tolerance. Unlike film, television, or literature, in the age of the Internet, music allows small groups of people or even a lone individual to make an impact. Recording and mixing their own music and making it available via low-cost, low-barrier platforms, musicians have the potential to reach a global audience with minimal resources.

14.2.3 Literature

Centuries before film, television, or recorded music, cultures were already sharing ideas and learning about each other through literature. More recently, the written word has served as an active tool for cultural transmission rather than a passive vehicle. Foreign language instructors have embraced literature's potential as a teaching tool and an incentive for students to absorb their lessons. Literature has not only been found to promote communicative competence but also exposure to culture.[5]

In terms of accessibility and career opportunities, literature exists somewhere between acting and music. While self-publishing tools are ubiquitous, they still have not found the same acceptance or success as their musical equivalents. And while publishing houses, marketing firms, and translators offer opportunities for those whose talents do not run to writing, they are not so massive as the support structures for television and film.

14.3 Tolerance and the Market: Careers in International Business and Development

International business may not be what most people think of when they hear the words "careers in tolerance." Nevertheless, not only have

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[4]Deborah Pacini Hernandez, "A View from the South: Spanish Caribbean Perspectives on World Beat," The World of Music 35, no. 2 (1993): p. 48.

[5]Daniel Shanahan, "Articulating the Relationship between Language, Literature, and Culture: Toward a New Agenda for Foreign Language Teaching and Research," The Modern Language Journal 81, no. 2 (1997): p. 164.

international business and tolerance become intertwined, *international business profitability and tolerance are inexorably connected.*

Two factors have put international business at the vanguard of promoting tolerance, making such careers an appealing if less obvious road for those interested in tolerance. First, the number of people employed in international business is huge compared with those employed in IGOs or NGOs. This means, for most people, international business is their primary point of exposure to people from other countries and cultures. Second, significant overlap exists between factors that lead to international business success and those that promote tolerance. The most notable of these include diversity, teamwork, emotional intelligence, and women's empowerment.

14.3.1 Cultural Diversity

Diversity, a condition of systematized tolerance, has become the norm for international business. By pushing for tolerance not only within the business but within the broader community, business people can promote tolerance along multiple vectors. Practicing cultural diversity is a key aspect of business development in the 21st century. It has become vividly important for businesses as a competitive advantage in expanding reach and developing marketable products. Trends of increasing population mobility and migration have led to constant interactions with people of different cultures.[6] Cultural diversity positively affects the host region, providing different skills and services and a positive impact on regional growth and income.[7] Additionally, innovations are more likely to occur in a culturally diverse environment.[8]

14.3.2 Teamwork

When team members come from diverse backgrounds, as is the norm in international business, teamwork should become an exercise in applied tolerance. Whatever the backgrounds of its members, teams have a common goal and a shared desire for success. This requires respect for diverse communication styles as well as an ability to allow each member to contribute to their fullest extent in pursuit of the overall goal.

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[6]Gianmarco IP Ottaviano, and Giovanni Peri. "The economic value of cultural diversity: evidence from US cities." Journal of Economic geography 6, no. 1 (2006): 9–44.

[7]Annekatrin Niebuhr. "Migration and Innovation: Does Cultural Diversity Matter for Regional R&D Activity?" Papers in Regional Science 89, no. 3 (2010): 563–585.

[8]Richard Florida, "The Economic Geography of Talent," Annals of the Association of American Geographers 92, no. 4 (2002): pp. 743–755.

14.3.3 Emotional Intelligence

Emotional intelligence is the capacity to understand and work with emotions, reflecting both an individual's own emotional state and an awareness of the emotions around them. Emotional intelligence skills are key to working cross culturally, and interdisciplinary with different professions and sectors. It enhances skills such as self-awareness, self-regulation, motivation, empathy, and social skills. All of these skills have applications in the business environment. While baseline emotional intelligence varies between individuals, it is a teachable and practicable capacity.

14.3.4 Women's Empowerment

Women's empowerment is a crucial factor in modern international business. A company that does not fully empower half of its workforce is at a significant competitive disadvantage to those that do. Research shows that companies with women in leadership positions and on boards of directors are more profitable than those without. This practice is especially embraced by newer companies and those with younger workforces, such as startups. However, it has made inroads everywhere and seems likely to continue to do so, as those enterprises who cannot adapt get left behind.

14.3.5 Careers in Tolerance-Related Fields

While we hope readers appreciate the deeper explorations of topics presented in this chapter, we understand that they may also be interested in the more practical aspects of our panel, including the tolerance-driven careers which are available. That list is provided below:

- Human Rights Officer, United Nations Office of the High Commissioner for Human Rights
- Project Officer, Catholic Relief Services
- Neighborhood Action Planner, City Commission
- Researcher and International Relations Expert, Institute for Trade Studies and Research
- Chief of Media and Public Information, United Nations Development Program
- Disarmament, Demobilization, and Reintegration Specialist
- Founder and Director, Wi'am Center (Palestinian Conflict Resolution Center)
- Conflict Transformation Adviser, Danida Human Rights Program

- National Coordination Officer for Peacebuilding, United Nations Mission
- Director, Complaints and Legal Services, Ugandan Human Rights Commission
- Senior Analyst, Office of the Prosecutor, International Criminal Court (ICC)
- Legal Officer, United Nations International Criminal Tribunal
- Program Manager — Iraq Refugees, Swiss Agency for Development
- Psychologist, Alliance for Community Care, specializing in gay youth and refugees
- Coordinator, Restorative Justice Program, Conflict Mediation Services
- Victim Contact Worker and Mediator, Restorative Justice Program
- Refugee Resettlement Program staff member, Catholic Charities
- Trust Fund Manager, U.N. Trust Fund for the Elimination of Violence Against Women
- Program Officer for Africa, National Endowment for Democracy
- Researcher, Conflict and Peace Analysis Unit, Centre for Policy Alternatives[9]
- Communication Coordinator/Assistant
- Community Development Organizer
- Congressional or Legislative Aide Educator
- Human/Civil Rights Officer
- Journalist
- Media Critic/Specialist
- Program Assistant/Associate/Coordinator
- Public Advocate/Activist
- Public Relations Officer
- Research Assistant
- Speechwriter
- Attorney
- Community Mediator
- Consultant (Independent)
- Editorial Columnist/Lecturer
- Executive Director of Non-Profit or Non-Governmental Organization
- Director of Non-Profit Agency or Institute
- Governmental Advisor
- Human Resources/Personnel Manager

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[9]"Careers: Peace and Conflict Studies" (UMass Lowell), accessed July 5, 2020.

- International Negotiator
- Legal Advocate (poor, refugees, women, civil rights)
- Labor Negotiator
- Minister
- Ombudsperson
- Organizational Trainer/Facilitator Policy Analyst
- Professor
- Program Manager
- Research Associate
- Human Rights advisor for the UN. Job postings can be found on the UN website, usually acquired very fast. An adviser is usually expected to be sent to various nations around the world to a head office and integrate human safety and protection of human rights in crisis areas, and to also support the head humanitarian coordinator in the area.
- Protest coordinator for organizations such as Human Rights Watch, Amnesty International, UNICEF, IFHR, Freedom House, etc.
- App development for organizations such as the UN, Human Rights Watch, and/or the Guardian Project
- Data Analyst
- Regional Monitor (e.g., for Human Rights) Writer/Reporter (Free-lance)[10]
- Policy Developer
- Anti-Corruption Investigator
- International Diplomat
- International Crisis Relief Coordinator/Employee
- Investigative Journalist
- Peacekeeper
- Policy Evaluator/Analyst
- Legislative Advisor
- Economic Development Adviser/Analyst
- Human Rights Lawyer
- Human Rights Liaison to companies/governments
- Diversity Advocate
- Marketing Developer/Researcher geared toward tolerance and human rights
- Public Speaker/Advocate for human rights and tolerance
- Civil Rights Advocate

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[10]"Careers in Peace & Conflict Studies" (University of Utah), accessed 5 July 2020.

Figure 14.1   Career Opportunities Panelists shown with H. E. Dr. Ahmed Al Jarwan, President, Global Council for Tolerance and Peace. Left to Right: Tony Culley Foster, Orlando Kelm, Liesl Riddle, Hassan Diab, H. E. Ahmed Jarwan, Anjum Malik, Oddgeir Tveiten, Ida Beerhalter, and Lucy Wess.

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