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Title: **The Outsider as an Opportunity for Addressing Diversity**

Abstract:

The idea of diversity enables one to consider the nature of the reciprocal relationships between any person and collective who belong to any multi-cultural system, and the society at large to which they belong, as well as to any of its sub-systems.

This presentation, via using the methodology of "learning from success", will describe the effective transactions in which members of the above mentioned multi-cultural system were able to benefit from a sub-system belonging to society at large. This refers to transactions in which both have been beneficial and effective. This may refer to a school system which has effectively served pupils of the multi-cultural sub-system, to the army units in which the latter have been placed, to people in poverty who were able to inform their parliament on how to act for their benefit, for Arab children in the twilight zone of Jerusalem, who, from illegally selling goods, have been able to benefit from efforts to serve them in the course of their work.

In the presentation of these transactions, it transpired that these came about with the help of an Outsider, i.e. a social worker, a group of social activists, an organization, who were acknowledged and accepted by both to act for the benefit of each of them.

In each of the case examples, I and my colleagues served as acknowledged Outsiders. To describe each of them, I shall use the "learning from success" methodology, in the following way.

I shall present:

1. The positive outcomes in terms of "before" and "after".
2. The costs involved.
3. The actions deployed.
4. The principals of actions derived from the above.
5. Unresolved issues.

On the basis of each of the above "cases", I shall try to identify some of the common and separate principals and actions which have contributed to the success of the transactions in each of these cases.