

Mediator's skills

Academic Year: (2023 / 2024)

Review date: 19-05-2023

Department assigned to the subject: Criminal Law, Procedural Law and History Law Department

Coordinating teacher: PASOLEA , EMILIA OFELIA

Type: Compulsory ECTS Credits : 5.0

Year : 1 Semester : 1

REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Conflict
Communication
Negotiation
Mediation: features, process, techniques and areas

OBJECTIVES

The objective of the subject is that students know how to apply with ease in practice the different techniques and tools used in the management of conflict resolution. To this end, students work on the management of communication skills and the practical application of the different techniques and tools used in mediation.

DESCRIPTION OF CONTENTS: PROGRAMME

Common topics

- Mediation process and mediation elements
- Communication
- Mediation models
- Areas of mediation

Specific topics

- Mediation techniques:
 - Normalization
 - Reformulation
 - Reframing
 - Recognition of others
 - Synopsis
 - Focus on the future
 - Empowerment
- Communication tools:
 - Active listening
 - Empathy
 - Assertiveness
 - Proactivity
- Mediation models: Harvard, circular-narrative and transformative
- Motivational interview and narrative

LEARNING ACTIVITIES AND METHODOLOGY

TRAINING ACTIVITIES

- Theoretical classes
- Practical classes
- Individual student work
- Group work
- Assessment tests

TEACHING METHODOLOGIES

-Presentations in class with computing and audiovisual media support, which develop the main concepts of the subject and provides the bibliography to complement the learning of the students.

- Role play.
- Viewing and/or analysis of recordings.
- Resolution of practical cases, problems, etc. raised by professor individually or in group.
- Presentation and discussion in class, under the moderation of professor of topics related to the content of the matter, as well as case studies.
- Critical reading of recommended texts of the subject studied: press articles, reports, manuals and/or academic articles, well for its subsequent discussion in class, either to expand and consolidate the knowledge of the subject.

ASSESSMENT SYSTEM

- Evaluation of practical skills: 40%
- Individual or group work during the course: 20%
- Final exam: 40% (TEST)

Those students who have not passed the subject in ordinary call, will be summoned to a final exam (100% value) in extraordinary call.

% end-of-term-examination:	40
% of continuous assessment (assignments, laboratory, practicals...):	60

BASIC BIBLIOGRAPHY

- D. SAINT-MEZARD OPEZZO ¿Comunicación: Buenas prácticas y errores¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos, 2013
- ESTEBAN SOTO, Y. ¿Las armas del negociador para lograr el acuerdo: las microtécnicas de la mediación¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos, 2013
- FUNES LAPONI, S. ¿Comunicación: Emociones y poder¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos, 2013
- M. OTERO PARGA ¿Los modelos teóricos de la mediación¿, en Mediación y solución de conflictos: habilidades para una necesidad emergente, Tecnos, 2013
- R. ALZATE SÁEZ DE HEREDIA ¿Generando opciones en mediación¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos, 2013
- SOLETO MUÑOZ, H, Mediación y resolución de conflictos: técnicas y ámbitos , Tecnos, 2013
- SOLETO MUÑOZ, J. "Mediación y solución de conflictos: habilidades para una necesidad emergente", Tecnos, 2007
- Soletto Muñoz, H Mediación y resolución de conflictos: técnicas y ámbitos , Tecnos, 2013

ADDITIONAL BIBLIOGRAPHY

- M. OTERO PARGA ¿La ética del mediador¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos, 2013
- S. FUNES LAPONNI, ¿Comunicación: Emociones y poder¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos , 2013
- S. FUNES LAPONNI, ¿Comunicación: Emociones y poder¿, en Mediación y Resolución de Conflictos. Técnicas y ámbitos, Tecnos , 2013