

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

- Synchronous/asynchronous online theory class
- Practical classes online synchronous/asynchronous
- Synchronous/asynchronous online theoretical/practical classes
- Synchronous online tutorials
- Individual student work
- Synchronous/asynchronous online evaluation 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

The rating system will combine different evaluative methods on the basis of the knowledge to be acquired. In each of the subjects will include an individualized assessment of the student through the realization of a test at the end of the subject, as well as its participation, attitude and competition in the realization of the different dynamics and practices carried out during the course.

- Participation in synchronous online class: 30%
- Individual or group work carried out during the course in synchronous or asynchronous online mode.: 20%
- Synchronous online practical skills assessment : 30%
- Synchronous online final exam: 20%

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

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|---|----|
| % end-of-term-examination: | 20 |
| % of continuous assessment (assignments, laboratory, practicals...): | 80 |

BASIC BIBLIOGRAPHY

- SOLETO MUÑOZ, H 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, H Mediación y solución de conflictos: habilidades para una necesidad emergente, Tecnos, 2007

ADDITIONAL BIBLIOGRAPHY

- Helena Soleto Muñoz El proceso de mediación, Tecnos, 2017
- Ramón Alzate Sáez de Heredia GENERANDO OPCIONES EN MEDIACIÓN, Tecnos, 2017
- Yolanda Esteban Soto Las armas del mediador para lograr el acuerdo las microtécnicas de la mediación, Tecnos , 2017