

CONFLICT RESOLUTION MEDIATION IN ACTION

18.SEP-13.OCT.2023

SAP OVERVIEW

Mediation is an alternative dispute resolution (ADR) mechanism based on the dialogue between parties, facilitated by a mediator, aimed at the construction of an agreement that satisfies their interests.

It empowers individuals, families and communities by providing them with the necessary knowledge, resources and strategies to create meaningful solutions that will work for all parties involved. With the right support, mediation can be a powerful and transformative tool for resolving conflicts and improving relationships.

With this course it is intended that the students become familiar with the characteristics of mediation, its procedure and its practical application.

Students will also acquire communication and conflict management techniques and will develop ethical and cultural awareness, emotional sensitivity, personal empathy, creativity, and balance.

LEARNING OUTCOMES

At the end of this RUN-EU SAP, you will be able to:

- Distinguish mediation from other out-of-court mechanisms (such as arbitration).
- Understand the framework of mediation in Europe.
- Be skilled in communication techniques in a mediation proceeding.
- Identify and apply the stages of the mediation process.
- Be skilled in and apply some of the mediator techniques.

+INFO: www.run-eu.eu

Organised by: Polytechnic of Leiria,
IPCA, NHL Stenden

DATE From **18 September to 13 October 2023**
Face-to-Face Week: IPCA , Barcelos, Portugal 9-13 Oct

MODE OF DELIVERY Blended

LANGUAGE OF INSTRUCTION English

ECTS CREDITS 3

ACADEMIC RECOGNITION

To be defined by each home institution.

ELIGIBLE PARTICIPANTS

All RUN-EU degree students.

HOW TO APPLY

Fill in the application form (**QR or website**)



DEADLINE FOR APPLICATIONS

14 July 2023

CONTACT DETAILS

Cátia Sofia Marques Cebola – PLeiria (catia.cebola@ipleiria.pt)
Irene Maria Portela – IPCA (iportela@ipca.pt)
Linda de Pee – NHL Stenden (linda.de.pee@nhlstenden.com)

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18.SEP-13.OCT.2023

SELECTION CRITERIA

Selection will be based on requirements and submitted applications concerning motivation. The selection team will also take steps toward ensuring diversity and representativity. The total number of students to be selected is 30.

LEARNING AND TEACHING STRATEGY

The course is based on experiential learning (experiencing and doing to learn). Learning will be guided through discussions and group work, role-plays, lectures, multimedia presentations, group dynamics and games. Practice plays an essential role in this course.

PREREQUISITES

No prerequisites.

COURSES LEADERS | LECTURERS

Cátia Sofia Marques Cebola - PLeiria
Susana Sardinha Monteiro - PLeiria
Diana Leiras - IPCA
Irene Portela - IPCA
Erna van der Meulen - NHL Stenden
Linda de Pee - NHL Stenden
Joke Patberg - NHL Stenden

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PHYSICAL MOBILITY | SCHOLARSHIPS AVAILABLE

The selected students will receive travel grants based on the travel distance and the subsistence costs in the country in which the SAP is offered.

Travel:

- Polytechnic of Leiria - IPCA: €40
- Austria - Portugal: €330
- Finland - Portugal: €470
- Hungary - Portugal: €380
- Ireland - Portugal: €270
- The Netherlands - Portugal: €330

Subsistence

- The subsistence grant for Portugal is €460.

MEANS AND CRITERIA FOR ASSESSMENT

Assessed during group discussions and exercises. Active participation and attendance will be also taken into account. The evaluation of the course will be carried out through the following criteria:

- participation in activities and quality of interventions.
- multiple choice test (10 questions) in Moodle.
- evaluation in the final role play as mediator.

CERTIFICATION

To be defined by each home institution.

REFERENCE READING

- Fisher, Roger & W. Ury (1999) "Getting to Yes", Ed. Random House;
- Moore, Christopher W. (2003). The mediation process: practical strategies for resolving conflict, 3^a ed., Jossey-Bass, San Francisco, 2003.
- Beer, Jennifer E. & Stief, Eileen (2012). The Mediator's Handbook. New Society Publishers.

SHORT
ADVANCED
PROGRAMME

RUN REGIONAL
UNIVERSITY
NETWORK
EUROPEAN UNIVERSITY

CONFLICT RESOLUTION MEDIATION IN ACTION

18-29.SEPT.2023 | ONLINE WEEKS

PROGRAMME AT A GLANCE

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GMT+2	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00
MONDAY 18/9			EUROPEAN CONTEXT AND LEGAL FRAMEWORK								
FRIDAY 22/9			CONFLICT AND COMMUNICATION TECHNIQUES								
MONDAY 25/9			MEDIATION PROCESS OVERVIEW & INTERCULTURAL MEDIATION								
FRIDAY 29/9			ONLINE MEDIATION. ODR PLATFORMS AND NEW TRENDS OF DIGITAL JUSTICE								

SHORT
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RUN REGIONAL
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CONFLICT RESOLUTION MEDIATION IN ACTION

9-13.OCT.2023 | FACE-TO-FACE WEEK

PROGRAMME AT A GLANCE

+INFO: www.run-eu.eu

	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+2											
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00
MONDAY 9/10			INTRODUCTION	WORKSHOP	LUNCH BREAK	ROLE PLAY					
TUESDAY 10/10			WORKSHOP	WORKSHOP	LUNCH BREAK	ROLE PLAY					
WEDNESDAY 11/10	CULTURAL PROGRAMME										
THURSDAY 12/10			WORKSHOP	TEAM WORK	LUNCH BREAK	COACHING & ROLE PLAY					
FRIDAY 13/10			BRIEFINGS	COACHING	LUNCH BREAK	PUBLIC ROLE PLAY	OVERALL QUALITY ASSESSMENT				

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9 OCTOBER

MONDAY 9H00-16H30 - IPCA

GMT+2	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00
MONDAY 9/10			INTRODUCTION		WORKSHOP	LUNCH BREAK	ROLE PLAY				

Introduction

🕒 9h00-10h30

👥 Group

👤 Cátia Marques Cebola (PLeiria)
Susana Sardinha Monteiro (PLeiria)

- 📄 Welcome and opening session
- Introducing the learning outcomes

General Framework

🕒 10h45-12h15

👥 Group

👤 Cátia Marques Cebola (PLeiria)
Susana Sardinha Monteiro (PLeiria)

- 📄 Mediation conceptualization
- Mediation and other ADR
- Mediation ODR - introduction to the concept
- Principles of mediation
- Main legal rules of mediation in European context

Role Play

🕒 13h00-16h30

👥 Group

CONFLICT RESOLUTION MEDIATION IN ACTION

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10 OCTOBER

TUESDAY 9H00-16H30 · IPCA

GMT+2	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00
TUESDAY 10/10			WORKSHOP	WORKSHOP	LUNCH BREAK	ROLE PLAY					

Conflict & Communication Management & techniques

🕒 9h00-12h15

👥 Group

👤 Linda de Pee (NHL Stenden)

Erna van der Meulen (NHL Stenden)

- Content mediation contract.
- Identifying and applying different communication techniques.
- Knowing and being able to differentiate between the different communication techniques of the Mediator.
- Training communication skills.

Role Play

🕒 13h00-16h30

👥 Group

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11 OCTOBER

WEDNESDAY 9H00-16H30 · IPCA

GMT+2	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00

WEDNESDAY
11/10

CULTURAL PROGRAMME

Cultural Programme
(to be defined)

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12 OCTOBER

THURSDAY 9H00-16H30 - IPCA

GMT+2	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00
THURSDAY 12/10			WORKSHOP	TEAM WORK			COACHING & ROLE PLAY				

Mediation Process overview & Intercultural Mediation

🕒 9h00-12h15

👥 Group

👤 Joke Patberg (NHL Stenden)

Erna van der Meulen (NHL Stenden)

Linda de Pee (NHL Stenden)

- 📄 Identify the phases of the mediation process and their objectives.
- Identify cultural differences.
- Understanding of the Harvard model.

Coaching & Role Play

🕒 13h00-16h30

👥 Group

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13 OCTOBER

FRIDAY 9H00-16H30 - IPCA

GMT+2	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00
GMT+1	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00
GMT	8h00	9h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00
FRIDAY 13/10			BRIEFINGS		COACHING	LUNCH BREAK	PUBLIC ROLE PLAY		OVERALL QUALITY ASSESSMENT		

Briefings

- 🕒 9h00-10h30
- 👥 Group

Online Mediation

ODR Platforms and new trends of digital justice

- 🕒 11h00-12h15
- 👥 Group
- 👤 Cátia Marques Cebola (PLeiria)
- 👤 Susana Sardinha Monteiro (PLeiria)

- 📄 Online Dispute Resolution (ODR): history and current state of the art.
- Online communication: text, video, audio.
- Adaptation of techniques and mediation process from face-to-face to online.

Public Role Play & Overall Assessment

- 🕒 13h00-16h30
- 👥 Group

SHORT
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PROGRAMME

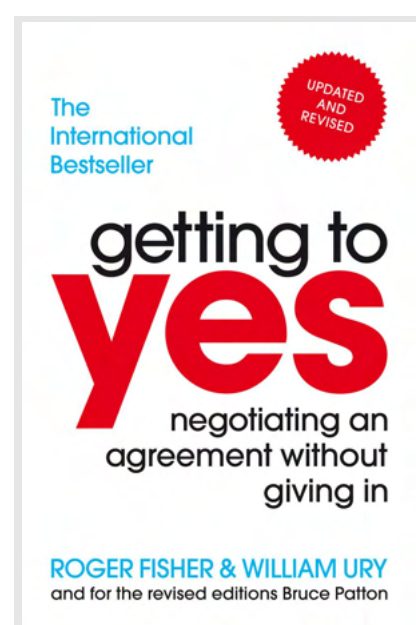
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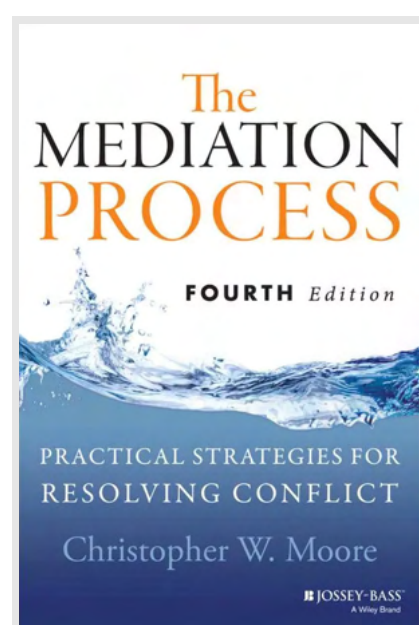
9-13.OCT.2023

REFERENCE READING

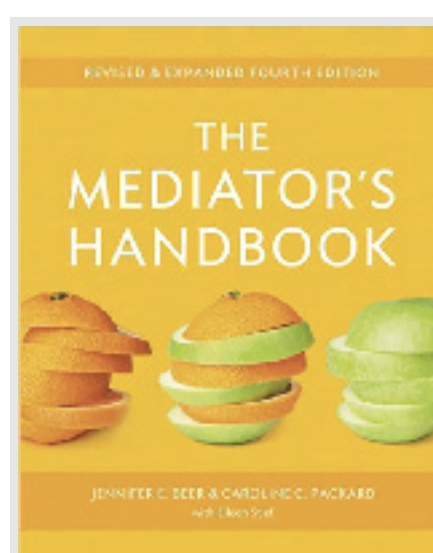
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Fisher, R. & Ury, W. (1999)
Getting to Yes.
Random House



Moore, C W. (2003).
The mediation process.
Jossey-Bass



Beer, J E. & Stief, E. (2012).
The Mediator's Handbook.
New Society Publishers