

Academic Year/course: 2021/22

## 26158 - Social work in the area of mediation

### Syllabus Information

---

**Academic Year:** 2021/22

**Subject:** 26158 - Trabajo social en el ámbito de la mediación

**Faculty / School:** 108 - Facultad de Ciencias Sociales y del Trabajo

**Degree:** 274 - Degree in Social Work

**ECTS:** 5.0

**Year:** 4 and 3

**Semester:** Second semester

**Subject Type:** Optional

**Module:**

## 1. General information

### 1.1. Aims of the course

The optional course "Social Work in the field of mediation" aims to provide students knowledge, abilities, skills and competencies on the role of Social Work in mediation to resolve social conflicts.

The course focuses on mediation as an alternative to conflict resolution (ARC). Mediation arises from the nonviolent resolution of social conflicts and is a valid instrument for the processes of approach and social intervention in different contexts and areas where Social Work has a relevant role in social, economic, environmental, cultural and political leadership.

The course raises social mediation within the historical role of Social Work in the non-violent resolution of conflicts and negotiation processes that require the techniques and instruments of mediation. In this line, the subject is organized into three differentiated blocks:

1. The Conflict and Mediation. Definition, typology of conflicts and mediation models.
2. Social Work and Mediation. Mediation as a model of Social Work intervention. Mediation as a profession.
3. Areas of mediation. Socio-legal context of the mediation field.

The approaches of each block and their objectives are aligned with the following Sustainable Development Goals (SDG) of the United Nations 2030 Agenda (<https://www.un.org/sustainabledevelopment/es/>), in such a way that the acquisition of the learning outcomes of the subject provides training and competence to contribute to some extent to its achievement, specifically in the following sustainable development goals:

Goal 1 - End of Poverty: Social Work carries out its work directly with the population in vulnerable situations and the course focuses on providing skills to lead negotiation processes through mediation strategies to create solid regulatory frameworks to eradicate poverty (Target 1.b).

Goal 3 - Health and Well-being: Mediation in the health field is carried out by Social Work professionals. Social workers accompanying processes to protect and to promote health rights. Mediation requires understanding health development and financing processes as well as health care in vulnerable populations (Target 3.8 and 3.c.).

Goals 4 and 5 - Equal access to education and gender equality: Social Work is a profession that guarantees the rights of minorities and seeks to guarantee equal access to women in social exclusion contexts. Social mediation occurs in educational and family areas. Social mediation seeks conciliation and strengthening the negotiation and conflict resolution processes in the aforementioned areas.

Goal 8 - Decent work and economic development: during economic development, workers have suffered the ups and downs of the economic model and labour rights, as well as the decrease in the criteria of decent work are diminished. Social Work accompaniment through labour mediation and is aimed at protecting the labour rights of workers who can be included in the vulnerable population in precarious jobs.

### 1.2. Context and importance of this course in the degree

Social Work intervenes with individuals, families, groups, communities and organizations (capitalist companies and companies of the social economy).

Social Workers considered the relationship of help in situations of social, economic, cultural, environmental and political exclusion. The course titled "Social Work in the field of mediation" is placed in the degree program as an optional course that complements the basic training of social workers once they have completed most of the core courses offers in the first and second years.

The course offers training in mediation techniques and alternative conflict resolution to be used in different areas of

intervention (family, school, community, neighbourhood, work and criminal/penitentiary). Social Work is consolidated in the above areas to improve the quality of life of individuals and the social welfare of social subjects from the public administration, private companies and social initiative companies (social companies), as well as from free professional practice.

If the students decide to matriculate to course, s/he have passed the subjects of Social and Communication Skills of Social Work (in 1st and 2nd year) of Module A Social Work: Concepts, Methods, Theories and application.

### 1.3. Recommendations to take this course

It would be advisable that students have passed the Social Skills and communication of Social Work (in 1st and 2nd year) of Module A Social Work: Concepts, Methods, Theories and its application.

## 2. Learning goals

### 2.1. Competences

**Upon passing the course, the students will have increased their skills to:**

1. Identify several elements take part in a conflict.
2. Apply specific techniques and methods from Social Work in different areas of mediation (i.e. family, labour, police, community, neighbourhood and criminal mediation and so on).
3. Use mediation as an intervention strategy for alternative conflict resolution. Critically analyze the different perspectives of Social Work in the fields of social, labour and criminal mediation.

### 2.2. Learning goals

In order to the competencies, the student must demonstrate that they have achieved the following knowledge and put into practice the following abilities both individually and in groups:

#### Knowledge

1. Identify the different elements of the conflict: actors, positions, interests, needs, perceptions, emotions, resources of the parties.
2. Know the specific methods for Social Work in the field of social, labour and criminal mediation.
3. Know and critically understands the different theoretical and methodological perspectives in social work in the field of mediation.
4. Recognize the fundamentals of the mediation services that are developed in Aragon.

#### Capabilities

1. Design a social mediation strategy based on the follow-up of methodological phases and/or stages
2. Knows how to articulate himself in the phases of social mediation from the movements of mediation.
3. Design a mediation project as an intervention strategy aimed at alternative conflict resolution. Coordinate teamwork within mediation services with co-mediation processes.
4. Establish cooperation strategies with other actors of specialized social services.
5. Offer alternative techniques for nonviolent resolution of social conflicts in groups and communities

### 2.3. Importance of learning goals

Alternative conflict resolution is based on the cooperative construction of responses to specific and dynamic needs of contemporary societies. Collaboration and cooperation are strategies that must be considered when finalizing a negotiation, conciliation or arbitration. Mediation is the strategy that allows unlocking negotiations that have come to be blocked by legitimate but conflicting interests of the parties in conflict.

The graduate in Social Work is a professional who has the knowledge and technical skills to accompany and lead a mediation process that unblocks the negotiation process, as well as in certain areas offer alternatives to the escalation of the conflict and the containment of episodes of verbal and aggressive violence between the parties.

Social life is characterized by the links between individuals that require combining cooperation and competition strategies, when competition is proposed in social life it can hinder and deform social, economic, cultural, environmental and political links, making it necessary to generate processes pedagogical and accompanying joint and cooperative work aimed at overcoming problems and difficulties created by competitive and antagonistic relationships between the actors in the conflict.

21st-century society is characterized by greater interdependence between subjects, generating highly enriching experiences due to the wide diversity of societies, but also conflictive due to interests contrary to coexistence and social harmony. The society of the 21st century requires spaces and professionals that, through the participation of everyone, can overcome many of the obstacles. Social Work in the fields of mediation offers relevant possibilities to implement knowledge in spaces that require cooperation for social peace.

## 3. Assessment (1st and 2nd call)

### 3.1. Assessment tasks (description of tasks, marking system and assessment criteria)

The student must demonstrate that he has achieved the knowledge and skills of the course through differentiated assessment activities in two modalities, namely, continuous assessment and single assessment.

**1. Continuous evaluation. This evaluation is indicated for the students who will follow and participate in the weekly classes during the 15 weeks of the course. The macro activities designed for continuous evaluation are the following:**

- *Written knowledge tests* (40% of the total mark).
  - There will be three exams related to each block of the subject. The materials for its preparation are in the ADD-Moodle, and other readings or materials worked by contents. It will be necessary to pass each of the tests to pass the course.
- *Practical cases* (30% of the total mark)
  - They will be done in a group in class and in some of the activities the students will be asked for their individual work that will serve as an evaluation.
- *Tutored work* (30% of the total mark)
  - The students will prepare in groups (maximum 7 and minimum 5 students) a mediation proposal in the face of a conflict that must be studied for an intervention by a group of Social Work professionals.

The supervised work has the purpose of carrying out an analysis and mediation proposal. For this, the groups will use the models seen in the theoretical classes and the examples of the practical sessions. The final objective of the work is to evaluate the competencies and group skills that must be applied considering the principles, techniques and mediation models that to understand the role of social mediation performed by social workers.

**2. Unique or single evaluation. This evaluation is aimed at students who for different reasons will not be able to follow the weekly classes and submit the requested work weekly. Students who wish to take the single assessment must communicate it in the first week of the course.**

The macro activities designed for the single assessment are the following:

- *Theoretical-practical test* (50% of the total mark)
  - The students who decide on the single assessment must take an exam of the entire course program. The dates will be indicated in the academic calendar of the faculty.
- *Development of the practical course plus the presentation of the route* (20% and 10% respectively of the total of the note).
  - The practical case will be based on the realization of a mediation route in the face of a conflict characterized in the chosen area. The route designed for the course must be presented at the examination site.
- *Delivery of two Specialized Analytical Reviews from Social Work* (20% of the total of the note).
  - The Specialized Analytical Reviews from Social Work (RAETS) will be carried out the prior agreement between the holder of the subject and each student. The objective of these RAETS is to generate a dialogue between the selected reading and the Social Work literature.

For the unique or single evaluation, the indicated products must be delivered and made, the lack of a product excludes the single evaluation.

## 4. Methodology, learning tasks, syllabus and resources

### 4.1. Methodological overview

The methodology followed in this course is oriented towards the achievement of the learning objectives. It is based on learning by doing, case studies, teamwork etc. that favor the development of communicative skills and critical thinking. A wide range of teaching and learning tasks are implemented, such as lectures, practice sessions, autonomous work, tutorials, and assessment tasks. The macro activities are the following:

1. Learning by doing, students will be able to identify the different elements that intervene in a conflict, as well as.

2. Case studies, students identify specific techniques and methods for Social Work in different areas of mediation (eg family, labor, police, community, neighborhood and criminal mediation).
3. Teamwork. the direction and tutorials aim to orient the mediation as an intervention strategy for the alternative resolution of conflicts, from the realization of group work. From the autonomous study, the students will have elements to critically analyze the different perspectives of Social Work in the fields of social, labor and criminal mediation.

Students are expected to participate actively in the class throughout the semester.

Classroom materials will be available via ADD-Moodle. These include a repository of the lecture notes used in class, the course syllabus, as well as other course-specific learning materials, including a discussion forum.

Further information regarding the course will be provided on the first day of class.

## 4.2. Learning tasks

**The course has 5 european credits transfer system and is distributed as follows:**

1. Master class activities (T1): 25 teaching hours are planned, corresponding to 2.5 credits (ETCS)
2. Learning by doing activities (T2): group work is proposed in the 15-hour practical seminars throughout the course, corresponding to 1.5 credit (ECTS)
3. Tutored and autonomous work carried out by groups (T6): 10 hours of group work are planned, corresponding to 1 credit (ECTS)

The course is designed to be followed on the ADD-Moodle platform and communication tools are offered through the platform, such as forums and mailing for the group of students.

## 4.3. Syllabus

**The course program contains three blocks:**

1. The Conflict and Mediation. Definition, typology of conflicts and mediation models.
  1. The first block has the purpose of contextualizing the theory of conflict and the proposal of mediation as an alternative resolution of conflicts based on nonviolent action.
2. Social Work and Mediation. Mediation as a model of Social Work intervention. Mediation as a profession.
  1. The second block raises the role of Social Work in mediation, as well as the professional figure of social mediators in situational contexts of intervention and social support.
3. Areas of mediation. Socio-legal context of the mediation field.
  1. The third block offers elements to contextualize the areas where Social Work can use mediation techniques and strategies, either from professional mediation or from the use of specific techniques to address conflicts and achieve joint goals with social subjects.

The topics of each week are introduced above.

Program

1st Week

- Purpose: to present and contextualize the subject from the first block.
- Topics: Social Work, concepts, methods, theories and application. The professional profile of social work and mediation as a multidisciplinary exercise. Course information such as competencies, content, timing, resources, learning and evaluation results, indications of tutorials is offered.
- Assessment: individual workshop consisting of the realization of brief initial writing on the multidisciplinary nature of Social Work and its relations with social mediation.

2nd Week

- Purpose: the week aims to introduce the elements of the conflict, as well as the participants, beliefs, needs and interests of the actors. The class is divided into two theoretical sessions that present the characteristics of the conflict and the escalation of the conflict. The practical part is aimed at the consolidation of the work and discussion groups of the subject.
- Topics: elements of mediation and conflict such as actors, positions, needs and interests, perceptions, emotions, among others. The escalation of the conflict is raised from the conflict theory.
- Assessment: the students will create a working group based on a conflict coding activity from the category of violence.

3rd Week

- Purpose: the week introduces several types of conflict and the responses to the conflict from the analysis of communication processes. The practical exercise focuses on identifying the elements of the conflict as well as determining the responses to the conflict.
- Content: types of conflict and response to conflict. Communication between the litigants.
- Evaluation: practical exercise based on the identification of the elements of conflict, types of conflict and alternatives for a conflict.

#### 4th Week

- Purpose: the week introduces the conditions for mediation and makes differentiation of a negotiation process. The general phases of a mediation process are identified. The practical workshop arises from a mediation assumption where the phases must be identified and will be carried out as individual work to be presented next week.
- Topics: Negotiation and mediation. Conditions for the negotiation, Phases of the Negotiation: Preparation, Exploration phase, Interaction phase, Closing phase. The stages of mediation according to Moore (1986) are presented.
- Assessment: practical exercise based on the identification of skills for teamwork and the identification of the phases of mediation.

#### 5th Week

- Purpose: the week introduces the main mediation models among which are the traditional model, the linear model, the transformative model and the narrative circular model. The practical workshop focuses on the group dramatization of a conflict where the group participants must choose a mediation model
- Topics: Mediation. Main Models of Mediation: Traditional, Linear or Harvard, Transformative, the Narrative Circular and the Transcend model of J. Galtung.
- Assessment: preparatory exercise for group dramatization based on the application of a specific mediation model. Similarly, the continuous assessment exam of the first block will be carried out.

#### 6th Week

- Purpose: the week collects the elements of reflection from the previous week and raises the mediation process from the analysis of human communication, paying attention to the characteristics, semantics and praxis of communication. The group workshop focuses on reflection to prepare the dramatization process under the analysis of communication.
- Topics: communication in the mediation process. Human communication: characteristics, syntactic, semantics, and pragmatics of communication. The axioms of the theory of communication.
- Assessment: the practical exercise is based on the analysis of metaphors as a process of construction and critical analysis of the metaphor. The metaphor has a central utility in the construction of social identity. The object of analysis will be in the current metaphors.

#### 7th Week

- Purpose: the week introduces the conditions of mediation, emphasizing the role of the mediator as well as their functions and possible strategies. The stages of mediation are presented in greater detail, namely: premediation, training or framing, tell me, clarification, proposals, towards an agreement, closing and monitoring of the agreement. The group workshop activity focuses on the practice of the role of the mediator.
- Topics: Mediation and the necessary conditions. The role of the Mediator. Functions of the Mediator. Mediator Strategies. The Phases of Mediation.
- Assessment: the practical case is carried out. Presentation of a conflict and dramatized practice of the role of the mediator.

#### 8th Week

- Purpose: The week presents the essential functions of the mediator figure, namely, helping the parties to assertively communicate and positively reformulate their own narratives. Similarly, the facilitator's functions on mediation processes are identified, encouraging and developing the creativity of the parties to resolve the conflict in which they are immersed.
- Topics: Mediator Duties: Help the parties count. Facilitate communication between the parties. Specific techniques of mediation sessions.
- Assessment: realization of the role play with the presentation of the report of the exercise

#### 9th Week

- Purpose: The week exposes the characteristics of family mediation, focusing on power imbalances in mediation. In the same way, the obstacles that may arise in family mediation are raised, examples such as interpersonal, external and internal blocks, new romantic relationships, other family members.

- Topics: Family Mediation. Characteristics. Children, adolescents and family mediation. Managing power imbalances in mediation.
- Assessment: the evaluative exercise is based on the use of the evaluation matrix of the work. The groups must carry out a self-evaluation that will be based on the previous week works.

#### 10th Week

- Purpose: The week exposes and categorizes conflict resolution at school, focusing on peace education processes.
- Topics: School mediation, intercultural and intercultural school measurement. Conflict resolution at school. Theoretical bases of conflict resolution at school. Conflict resolution and education for peace.
- Assessment: the evaluation exercise will be used to carry out the continuous evaluation exam of the first block

#### 11th Week

- Purpose: The week raises the elements for community mediation. A difference is made between neighbourhood and community mediation from community mediation as a fundamental basis in the participation and mobilization of resources by Social Work.
- Topics: Community and neighbourhood mediation. Legal elements of neighbourhood mediation and proposals from Social Work for community mediation.
- Assessment: the evaluation exercise is based on the identification of the elements of community mediation from the community Social Work.

#### 12th Week

- Purpose: The week exposes the criminal mediation processes, specifically it focuses on the Restorative Justice proposal and the centrality of the victim.
- Topics: Criminal, prison and police mediation. Restorative Justice.
- Assessment: the evaluation focuses on identifying the elements of criminal mediation in a practical case of a national or international nature.

#### 13th Week

- Purpose: The week exposes mediation processes in organizational and business areas, emphasizing union mediation and negotiation.
- Topics: Labor mediation and in organizations. The complex organization.
- Assessment: the evaluation focuses on identifying the elements that characterize the mediation in a highly complex communicational work situation.

#### 14th Week

- Purpose: The week has the purpose of closing the continuous evaluation with the delivery of the final group work of the course and the completion of the third exam of the corresponding block.
- Topics: Students will take the third block exam, which will consist of questions from the third block and compilation of questions from the previous blocks.
- Assessment: The evaluation consists of the presentation of the final work carried out in groups and the completion of the third exam.

#### 15th week

- Purpose: conducting the one-time evaluation and presentation of the final assessment indicated for the final evaluation.
- Topics: the final work is presented in a single evaluation consisting of the two RAETS and the mediation route in the face of an identified conflict characteristic of a mediation field.
- Assessment: final exam of all course content.

## 4.4. Course planning and calendar

### Calendar of face-to-face sessions and presentation of work

The specific dates of the key activities of the subject will be set according to the academic calendar and the schedule established by the centre, informing the students of this through the ADD-Moodle and the teaching guide.

The course will have the ADD-Moodle platform where the course material, instructions and recordings of the theoretical classes (T1) can be found for review by the students. Likewise, in the ADD-Moodle platform, you can find the delivery schedule and key dates adapted to the centre's calendar for the corresponding semester.

## 4.5. Bibliography and recommended resources

## Basic bibliography

- Ander Egg, E. (2001). El trabajo en equipo. Editorial Progreso
- Galtung, J. (1990). Capítulo Quinto: La Violencia cultural, estructural y directa. Journal of Peace Research, vol. 27 n 3 pp. 291-305
- Lederach, J.P. (2003). The little book of Conflict Transformation. California: GoodBooks
- Moore, C. (1986). El proceso de mediación. Métodos prácticos para la resolución de conflictos. Buenos Aires: Jossey Bass Publishers.
- Munuera Gómez, P. (2013). Trabajo Social en la historia de la resolución de conflictos y la mediación. *Servicios sociales y Política social*, (101), 25-36.
- Vinyamata, E. *Aprender Mediación*. Barcelona: Paidós. 2003. pp. 107.

## Online resources

- Bojer, M.M., Rohel, H., Knut, M. & Magner, C. (2012). Trazando el diálogo: Herramientas esenciales para el cambio social. Bilbao: Fundación Gizagune. Recuperado el 10 de junio de 2021 en, <http://www.fundaciongizagune.net/uploads/material/8732f0398ca4f3ef518f5080d05bfd09.pdf>
- Bustamente, S.M y García Urieta, S. (2015). Resolución pacífica de conflictos. Guía de recursos y experiencias prácticas para educadores/s. Recuperado el 25 de febrero, 2021 en, <https://www.ucm.es/data/cont/media/www/pag-50196/documentos/Gu%C3%ADa%20duIN.pdf>
- Calvo, L., Dantart, C., y Espada S. (2021). Las 3R de la mediación familiar. Reponer, reparar y reciclar las relaciones familiares Gobierno de Aragón, Recuperado el 25 de febrero, 2021 en: <https://www.aragon.es/documents/20127/16716525/Gu%C3%ADa+Mediación+Familiar.pdf/0d9c3ef5-1b13-6f42-f9fd->
- Kreideler, W.J. (2021). La resolución creativa de conflictos ? Manual de actividades. Material de apoyo para el programa: ?Estrategias para la prevención temprana de la violencia en los niños?. Union Temporal: Centro persona y Familia, Fundación para el Bienestar Humano (SURGIR) Recuperado el 23 de febrero de 2021 en <http://politecnico metro.edu.co/biblioteca/primerainfancia/>

## Useful webpages

- Aragon Participa. Gobierno de Aragón. <http://www.aragonparticipa.es>
- Aragón Gobierno Abierto. <https://gobiernoabierto.aragon.es/agoab>
- Escola de Cultura de Pau. <https://escolapau.uab.cat/>
- Fundación Gizagune. <http://www.fundaciongizagune.net>
- Inter-mediación. Transformación de Conflictos en el Mundo Hispano. <https://www.inter-mediacion.com>
- Orientación y mediación familiar. Gobierno de Aragón. <https://www.aragon.es/-/orientacion-y-mediacion-familiar>
- Mediate. Everything mediation. <https://www.mediate.com>

**Each week will have specialized and update literature about topics.**