

## 26158 - Social work in the area of mediation

### Syllabus Information

**Academic year:** 2024/25

**Subject:** 26158 - Social work in the area of mediation

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

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

**ECTS:** 5.0

**Year:**

**Semester:** Second semester

**Subject type:** Optional

**Module:**

### 1. General information

The main goal of the subject is to provide students with knowledge and skills on the role of social mediation in conflict resolution, connecting with the historical role of social mediator that is played by social workers. The aim is to provide training in social mediation techniques based on non-violent conflict resolution. This subject provides skills and knowledge that impact on the Sustainable Development Goals such as Equal Access to Education and Gender Equality, Decent Work and Economic Development and Peace, Justice and Strong institutions

It is advisable that students have passed the subjects of Social Skills and Communication of Social Work, Family, Individual, Group and Community Social Work.

### 2. Learning results

As learning results, students will be able to i) identify the different elements of the conflict: actors, positions, interests, needs, perceptions, emotions, resources of the parties. ii) know and apply the methods specific to Social Work in the field of mediation, iii) use mediation as an intervention strategy aimed at alternative (non-violent) conflict resolution. iv) know and critically understand the different theoretical and methodological perspectives in Social Work in the field of mediation.

In relation to the competences, in order to pass this subject, students must demonstrate that they have attained the following knowledge and put into practice the following skills both individually and in groups:

1. Identifies the different elements of the conflict: actors, positions, interests, needs, perceptions, emotions, resources of the parties.
2. Knows the specific methods for Social Work in the field of social, labor and criminal mediation.
3. Knows and critically understands the different theoretical and methodological perspectives in social work in the field of mediation.
4. Recognizes the fundamentals of the mediation services developed in Aragon.
5. Designs a social mediation strategy based on following methodological phases and/or stages
6. It knows how to articulate itself in the phases of social mediation from the movements of mediation.
7. Design a mediation project as an intervention strategy aimed at alternative dispute resolution.
8. Coordinates teamwork within mediation services with co-mediation processes.
9. Establishes cooperation strategies with other actors of specialized social services.
10. Offers alternative techniques for nonviolent resolution of social conflicts in groups and communities.

### 3. Syllabus

Unit 1. Professional mediation profile.

Unit 2. Elements of mediation and conflict.

Unit 3. Types of conflict and responses.

Unit 4. Negotiation and mediation.

Unit 5. Main mediation models.

Unit 6. Communication in the mediation process

Unit 7. Role of the mediator. Phases of mediation  
Unit 8. Functions of the professional mediator.  
Unit 9. Family and group mediation  
Unit 10. School and intercultural mediation  
Unit 11. Community and neighborhood mediation  
Unit 12. Criminal Mediation and Restorative Justice  
Unit 13. Labor mediation and complex organizations.  
Unit 14. Protocol presentations  
Unit 15. Final assessment.

#### **4. Academic activities**

Master classes: 25 hours

Theoretical-practical sessions in which the contents of the subject will be explained.

Mediation cases: 10 hours

Mediation practices: 10 hours

Presentation of protocols: 5 hours

Personal study. 50 hours

Assessment tests. 4 hours

#### **5. Assessment system**

The assessment will consist of:

- Two intermediate tests (50% of the grade, minimum 4/10): They will be written assignments and individual theoretical-practical tests.
- Internship team work (30% of the grade, minimum 4/10): They will be the product of the practices carried out during the four-month period. They will be evaluated on the basis of the following criteria:
  - Preparation and theoretical basis of the practice
  - Use of tools and instruments related to the practices
  - Organization of information and drafting of final reports
  - Use and handling of material in Spanish and English.
  - Autonomy and self-management capacity of the group oriented to coordination and results.

There is the possibility of individual assignments if communicated by email at the beginning of the course.

Mediation project/protocol (20% of the grade, minimum 4/10): It will be carried out as a team. The assessment will consider autonomy, the quality and originality of the solution, the analytical capacity and development of the group's critical thinking. Likewise, teamwork and the ability to present the results as a cohesive group will be taken into account for the overall grade

If the tests are not passed in the ordinary call, it will be possible to take the global exam in the second call.

#### **6. Sustainable Development Goals**

4 - Quality Education

8 - Decent Work and Economic Growth

16 - Peace, Justice and Strong Institutions