

## SYLLABUS DEL CORSO

### Laboratorio di Mediazione del Conflitto a Scuola e in Famiglia

2122-1-F5103P087

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#### Learning area

3: Atypical development

#### Learning objectives

##### *Knowledge and understanding*

- Understanding communication and interpersonal dynamics in the family and school context.
- Knowledge and understanding of the emotional aspects of family crisis and its management.
- Knowledge and understanding of crises in the school context and its management.
- Knowledge of tools aimed at improving the welfare of people living a conflict.

##### *Applying knowledge and understanding*

- Ability to lead a team working within the knowledge learned, collaborating effectively.
- Ability to transfer content learned into practice.

#### Contents

The Lab will be addressing psychological processes linked to conflictual situations and active and empathic listening techniques. Specifically, the focus will be on:

- empowerment on specific attitudes on managing conflicts and ability to measure its effectiveness;
- acknowledgement and management of self-involvement in conflictual situations;
- development of listening skills in conflictual contexts;
- learning of communication techniques that allow effective communication among people;

The second part of the Lab will be focused on Mediation as an effective relational tool in managing conflicts towards positive scenarios.

## **Detailed program**

The conflict:

- Definition and its specificities;
- Rational and emotional implications in managing conflicts
- Conflict perceptions: personal and interpersonal factors
- Specificities of (un)manageable conflicts

Operative tools

- As is situation
- Appropriate reading of the different positions
- How to interact with people in conflicts

Self-assessment of self-feeling and perceptions in conflicting situations.

Communication in conflictual situations

- Empathic listening as an effective support tool in counseling, help, support relationships
- Hearing vs listening in daily professional activity
- Understanding the others: untold messages
- Empowering the comprehension among the parts
- Building and developing collaborative communication
- Looking for more accurate infos to provide more effective solutions

Self-assessment of communication techniques in conflictual situations.

How to manage a meeting among conflicting persons

- The role of the professional with conflicting persons
- Mediating among the parts: collaborative communication techniques
- Win-win strategies

Mediation in the family and at school as effective methodology to manage conflicts and the transformation of the relationships.

Techniques and experiences in family mediation:

- Definition of "family mediation"
- The family mediator: role, relational and personal competencies
- steps of mediation process

Mediation at school:

- Analysis of the conflict situations at school: actors involved and implications
- How to help the parts understanding their feelings, needs and interests with a problem solving approach.

Simulations.

## **Prerequisites**

A good understanding of developmental psychology and of the evolution of relationships among couples, families and groups will be quite useful.

Proactive involvement is required.

## **Teaching methods**

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The verification of the learning will take place through the monitoring of the active participation of the students (interventions, exercises and restitutions) and through the evaluation of a paper that the student must present at the end of the laboratory activities.

*Lessons will be held in presence, unless further COVID-19 related restrictions are imposed.*

## **Assessment methods**

Attendance is compulsory. No more of 30% of no shows will be allowed.

The verification of the learning will take place through the monitoring of the active participation of the students (interventions, exercises and restitutions)

## **Textbooks and Reading Materials**

Goleman D. (1996). *Intelligenza emotiva*. Rizzoli

Gordon, T. (2009). *Insegnanti efficaci. Pratiche educative per insegnanti, genitori e studenti*. Giunti.

Fisher, R., Ury, W., Patton, B. (2009). *L'arte del negoziato*. Corbaccio

Scaparro, F. (a cura di) (2001) *Il coraggio di mediare*. Guerini e Associati

Scaparro, F., Vendramini, C. (a cura di) (2018). *Pacificare le relazioni familiari. Tecniche ed esperienze di mediazione familiare*. Erickson

Cigoli, V., Mombelli, M., (1988). *Il legame disperante*. Raffaello Cortina

Emery, R. E., (2008). *La verità sui figli e il divorzio. Gestire le emozioni per crescere insieme*. Franco Angeli

Novara D., (2011). *La grammatica dei conflitti*. Sonda

Masoni M.V. (2002) *La mediazione creativa a scuola*. Erickson

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