UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Laboratorio di Mediazione del Conflitto a Scuola e in Famiglia

2122-1-F5103P087

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

• Specifities 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 ok “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

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) 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