



Universitat de Lleida

DEGREE CURRICULUM  
**MEDIATION AND CONFLICT  
RESOLUTION**

Coordination: MOLINA LUQUE, JOSE FIDEL

Academic year 2021-22

Subject's general information

<b>Subject name</b>	MEDIATION AND CONFLICT RESOLUTION			
<b>Code</b>	101731			
<b>Semester</b>	1st Q(SEMESTER) CONTINUED EVALUATION			
<b>Typology</b>	<b>Degree</b>	<b>Course</b>	<b>Character</b>	<b>Modality</b>
	Bachelor's Degree in Social Worker	3	OPTIONAL	Attendance-based
<b>Course number of credits (ECTS)</b>	6			
<b>Type of activity, credits, and groups</b>	<b>Activity type</b>	PRAULA		TEORIA
	<b>Number of credits</b>	1.8		4.2
	<b>Number of groups</b>	1		1
<b>Coordination</b>	MOLINA LUQUE, JOSE FIDEL			
<b>Department</b>	GEOGRAPHY AND SOCIOLOGY			
<b>Important information on data processing</b>	Consult <a href="#">this link</a> for more information.			

Teaching staff	E-mail addresses	Credits taught by teacher	Office and hour of attention
MOLINA LUQUE, JOSE FIDEL	fidel.molinaluque@udl.cat	6	

## Learning objectives

- Identify Conflictology based on the identification, analysis and evaluation of the conflict
- Understand the mechanisms that take place in the conflict process.
- Identify the different possibilities for guiding alternative dispute management: negotiation, mediation and arbitration.
- Apply the main orientations and styles of negotiation, when the person is involved in the conflict.
- Apply the main guidelines and styles of Mediation, when the professional is not part of the conflict, but neutral professional
- Analyze the different types of mediation and assimilate the techniques that allow us to act as facilitators of communication, which is the main work of the Mediator.
- Relate Service Learning (SL/ ApS) and Conflictology in the framework of Social Work.
- Analyze Aporophobia ("rejection of the poor") as an element of injustice and structural violence (social and individual) and Sustainable Development Goals (SDG).
- Relate Profiguration (the new social contract among generations, within the framework of intergenerational interdependence) with alternatives for negotiation and mediation
- Evaluate conflict situations and propose Alternative Conflict Management (ACM/ GAC)

## Competences

### *Generic Competences*

Critical ability, analysis and synthesis.

Develop a receptive attitude.

Ability to organize and plan.

Problem solving and decision making.

Teamwork and leadership

Ability to solve problems.

Skills in interpersonal relationships.

Be able to respect and promote the fundamental rights of people.

## *Specific competences*

Know the nature, the history and the theoretical foundations of the Social Work.

Know how to apply the evaluation processes.

Know the referents of human and social sciences that contribute to Social Work elements of understanding of social reality.

Understand critically the intervention models in Social Work.

Identify the inequalities and understand the strategies and mechanisms of prevention and compensation of the same.

Be able to establish relationships between theory and professional practice.

Be able to work on the complexity and uncertainty of the context

Know how to apply the methods and techniques of work of Social Work in the different fields and fields of intervention.

Analyze and evaluate the social problems and needs present in society

Know how to promote and support the development of networks, groups and dynamics of community organization

To be able to find the balance (and the optimal professional distance) in the situations of social conflict.

## Subject contents

1- Conflictology: theoretical and conceptual framework

2- Conflict and Alternative Conflict Management

3- Negotiation, Mediation and Arbitration

4- Service Learning (SL/ ApS), Social Work and Conflict Resolution

5- Aporophobia: rejection of the poor, social injustice and structural violence and Sustainable Development Goals (SDG)

6- Profiguration, conflict and mediations: intergenerational dialogue

7- Conclusions

## Methodology

**Work in the classroom.** It will provide the basic concepts of each subject, counting on the expansion and deepening that will make the students, using the basic and complementary information of each subject. In this sense, the frame of reference will be an approximation to the “flipped learning” / “flipped classroom” methodology (“inverse learning” or “inverse classroom”), giving back to the conventional class, so that the student also prepare the contents previously, to facilitate individual and collaborative work. Four sessions will be linked to Service Learning (SL/ ApS) in relation to Social Work and Mediation and Conflict Resolution). Also videoforums of films and documentaries on the conflict and methods of resolution and mediation will be realized.

**Directed works.** These are tools to carry out the application of the subject's contents to specific cases and will

also work on specialized articles, concrete initiatives to deepen their knowledge and stimulate the research of each student, choosing the scope for the application of Negotiation, Mediation and Conflict Resolution. They will also be used to resolve any doubts that may arise in the preparation of the group work.

**Individual tutorials. Attendance and / or non-attendance.** Its goal is to follow the learning process of each student. They will also serve to consult the doubts that may arise in the elaboration of individual work, in particular, and other doubts about the content and development of the subject, in general.

## Development plan

To materialize in classroom with the students

## Evaluation

It is mandatory attendance to the sessions in a percentage of **not less than 80%** since the different classroom activities involve direct and experimental learning in the classroom.

### Content of Continuous Evaluation:

- Performing group and individual work. Participation in the classroom. Practical cases, videoforum, current conflicts (press, mass media, social networks, Internet, etc.), reading and analyzing chapters of books and/ or articles. Valuation of **10% each practice** up to a maximum of **5 points**.
- Writing an individual work related to the contents of the subject (non-presential/non-attendance): **25%**.
- Recension of an book related to the subject (non-presential/ non-attendance): **25%**.

## Bibliography

### Books

- ARECHAGA, P. (2005). *Sobre el proceso de mediación, los conflictos y la mediación penal*. Buenos Aires, Galema.
- CORNELIUS, H. y FAIRE, S. (1996). *Tú ganas, yo gano. Cómo resolver conflictos creativamente*. Madrid, Gaia.
- CORTINA, A. (2017). *Aporofobia*. Barcelona, Paidós.
- DD.AA. (2000). *Conflict Resolution: New Approaches and Methods*. Paris, Unesco.
- FREID, D. (2001). *Nuevos paradigmas en la resolución de conflictos*. Perspectivas y prácticas. Buenos Aires: Granica.
- FUNES, J. (1994). *Mediación y justicia juvenil*. Barcelona: Centre d'Estudis Jurídics i Formació Especialitzada. Departament de Justícia. Generalitat de Catalunya.
- GALLARDO, L.; SÁNCHEZ MORENO, E. (2020). *¿Para qué servimos las trabajadoras sociales?* Madrid, La Catarata.
- GALTUNG, J. (1991): *¡Hay alternativas!*. Madrid, Tecnos.
- GALTUNG, J. (1996): *Peace by peaceful means*. Oslo, PRIO/SAGE.
- GONZÁLEZ- CAPITEL MARTÍNEZ, C.M. (1999). *Manual de mediación*. Barcelona: Atelier.
- HARVARD BUSINESS REVIEW. (2001). *Negociación y resolución de conflictos*. Bilbao: Deusto.
- MARÍ-KLOSE, P. (2019): *La infancia que queremos. Una agenda para erradicar la pobreza infantil*. Madrid, La Catarata.

- MOLINA-LUQUE, F. (2002): *Sociología de la Educación Intercultural. Vías alternativas de investigación y debate*. Buenos Aires, Lumen.
- MOLINA-LUQUE, F. (2021): *El nuevo contrato social entre generaciones. Elogio de la Profiguración*. Madrid, La Catarata.
- MUNDUATE, L. Y MEDINA, F.J. (2005). *Gestión del conflicto, negociación y mediación*. Madrid, Síntesis.
- MUNUERA, M.P. (2013). Trabajo social en la historia de la resolución de conflictos y la mediación. *Servicios sociales y Política social*. Vol. XXX (101), 25-36.
- NEMESIO, R. (2000). *Colaboración y conflicto*. Valencia, Tirant lo Blanch.
- NEMESIO, R. (2005). *Las organizaciones en una perspectiva de conflicto*. Valencia, Tirant lo Blanch.
- ORTEGA, R. (2019). Mecanismos alternativos de Resolución de Conflictos por medios electrónicos. Ed. J.M. Bosch (ebook)
- PÉREZ RODRÍGUEZ, M.C. (2015). *La Mediación como herramienta del Trabajo Social*. Las Palmas, Servicio de Publicaciones y difusión Científica de la ULPGC.
- ROSS, M. H. (1995): *La cultura del conflicto*. Barcelona, Paidós.
- SÁNCHEZ URIOS, A.M. et al. (2016). *Trabajo Social y Mediación*. Ed. Universidad de Murcia.
- SANMARTÍN, J. (2000). *La violencia y sus claves*. Barcelona: Ariel.
- SINGER, L.R. (1996). *Resolución de conflictos. Técnicas de actuación en el ámbito empresarial, familiar i legal*. Barcelona: Paidós.
- SIX, J. F. (1997). *Dinámica de la mediación*. Barcelona, Paidós.
- SOLETO, H. (dir.)(2017). *Mediación y Resolución de Conflictos: Técnicas y ámbitos*. Madrid: Tecnos.
- de TOMMASO, A. (2013). *Mediación y Trabajo Social*. Editorial Espacio.
- TORREGO, J.C. (2000). *Mediación de conflictos en instituciones educativas*. Madrid: Narcea.
- TOURAINE, A. (1997): *¿Podremos vivir juntos?* Madrid, PPC.
- VINYAMATA, E. (1999): *Manual de prevención y resolución de conflictos. Conciliación, mediación, negociación*. Barcelona, Ariel.
- VINYAMATA, E. (2001): *Conflictología. Teoría y Práctica en Resolución de Conflictos*. Barcelona, Ariel.
- VINYAMATA, E. (2003): *Aprender mediación*. Barcelona, Paidós.
- VIVERET, P. y Equipo Promociones (2004): *Reconsiderar la riqueza y el empleo. Inserción laboral y ciudadanía*. Barcelona, Icària.
- **Articles and Journals:**
  - CORTINA, A. (1997): “Resolver conflictos, hacer justicia”, en *Cuadernos de Pedagogía*, núm. 257, p. 54-56.
  - DD.AA. (1998): Monográfico sobre Mediación y Resolución de Conflictos. *Educación Social*. Núm. 8.
  - MARÍN, T. (2014): La función mediadora del Trabajo Social en una experiencia de intervención comunitaria: Proyecto Gabriela Mistral “ConVida”, Documentos de Trabajo Social · nº54, 153-189
  - MOLINA-LUQUE, F., PRIETO, O. y SANTACRUZ, I. (2004): “Discriminación étnica en el mercado laboral: influencia en el acceso y en la permanencia”, en *Lan Harremanak. Revista de Relaciones Laborales*, 11, p. 51-64.
  - MOLINA-LUQUE, F. (2004): “Resolución de conflictos en el grupo”, en Pérez, R. M. y Sáez, S. (ed): *El grupo en la promoción y educación para la salud*. Lleida, Milenio.
  - MOLINA-LUQUE, F. (2005): “Nuevos conflictos sociales y su presencia educativa. Análisis sociológico y reflexiones para la intervención”, en *Cultura y Educación (C&E)*, 17 (1).
  - MOLINA-LUQUE, F. (2019): “Profiguración, acción creativa intercultural e innovación social: renovarse o morir en Rapa Nui (Isla de Pascua/ Easter Island)”, en *Revista Latinoamericana de Estudios sobre Cuerpos, Emociones y Sociedad (RELACES)*, 29: 71-81.
  - MOLINA-LUQUE, F. (2020): “The Art of Living as a Community: Profiguration, Sustainability, and Social Development in Rapa Nui”, in *Sustainability*, 12 (17): 6798. DOI: <https://doi.org/10.3390/su12176798>
  - REINA, F. y GIMENO, R. (1998): “Las mediaciones en la comunidad. Una modalidad de acción socioeducativa”, en *Educación Social*. Núm. 8, p. 78-87.
  - SIMMEL, G. (2008): *Sociología* (Vol. 1 y 2). Madrid, Alianza.
  - SOREL, G. (2008): *Reflexiones sobre la violencia*. Madrid, Alianza Editorial.
  -
- **Web references and audiovisual material**
  - <http://www.treballsocialib.com/web/area-profesional/funciones-del-trabajador-social/>
  - [https://www.cgtrabajosocial.es/Ejes\\_Estrategicos\\_ambito\\_intervencion\\_Mediacion](https://www.cgtrabajosocial.es/Ejes_Estrategicos_ambito_intervencion_Mediacion)
  - <https://xarxanet.org/juridic/recursos/resolucio-de-conflictos-ii-la-mediacion>
  - <https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute->

resolution/index\_es.htm

- [https://www.mediate.com/articles/disputas\\_en\\_y\\_por\\_internet.cfm](https://www.mediate.com/articles/disputas_en_y_por_internet.cfm)
- <http://carei.es/recursos-sobre-resolucion-de-conflictos/>
- <https://www.youtube.com/watch?v=CTtlkGkrGoo> (Profiguration and Profigurative Socialization. Molina-Luque, F. / Project ECAVINAR)
- <https://www.youtube.com/watch?v=z5yKCjK1Ec> (Conflict among generations and intergenerational contract. Molina-Luque, F. / Project ECAVINAR)