



Universitat de Lleida

DEGREE CURRICULUM
**MEDIATION AND CONFLICT
RESOLUTION**

Coordination: MOLINA LUQUE, JOSE FIDEL

Academic year 2023-24

Subject's general information

Subject name	MEDIATION AND CONFLICT RESOLUTION			
Code	101731			
Semester	1st Q(SEMESTER) CONTINUED EVALUATION			
Typology	Degree	Course	Character	Modality
	Bachelor's Degree in Social Worker	3	OPTIONAL	Attendance-based
Course number of credits (ECTS)	6			
Type of activity, credits, and groups	Activity type	PRAULA		TEORIA
	Number of credits	1.8		4.2
	Number of groups	1		1
Coordination	MOLINA LUQUE, JOSE FIDEL			
Department	PSYCHOLOGY, SOCIOLOGY AND SOCIAL WORK			
Important information on data processing	Consult this link 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	Online (Campus Sakai) and Office 3.31 (FEPTS).

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 in Social Work
- 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 in Social Work

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. Artificial Intelligence (AI, ChatGPT, etc.) will be used to establish critical debates on social reality, conflicts and Social Work.

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:

Continuous Evaluation:

Group 1: Classroom Practices, 25%: Group conflict map (10%); Video forum, individual case study (15%)

Group 2: Service Learning, SDGs and Social Work, 25%: Group project design and content (10%); Preparation of poster, video and oral presentation to class (15%)

Group 3: Writing an individual work (or maximum, two people) relating it to the contents of the subject: 25%.

Group 4: Individual review of a book related to the subject of the subject: 25%.

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Books

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