

### **Mediation in conflict resolution**

Mastering the basics of mediation allows you to overcome difficulties in communication, reduce the degree emotional tension of the conflicting parties. What are the types and models of mediation? How to use them during conflict resolution? How to map conflict? How is mediation related to peacekeeping activity? What is body language? What is the mediaability of the dispute? How to determine the emotional degree conflict? What are barrier phrases and helper phrases? What are the types of questions and how to use them? What is a mediation agreement? After mastering the discipline, the following learning outcomes must be demonstrated:

experience:

- to sources, structure and types of conflict;
- to the nature of the origin and the concept of mediation;
- to essence and functions of mediation;
- to theoretical approaches to conflict management and its resolution through mediation;
- to peculiarities of the mediation process and principles of negotiations;
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- to features of the use of mediation in the field of public relations;
- to ways to resolve social conflicts;
- to about the peculiarities of the process of family mediation;
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- to on the features and prospects of mediation development in Ukraine;

facility:

- to analyze the causes of socio-political conflicts;
- to carry out a critical analysis of the causes of the conflict and ways to resolve them;
- to critically evaluate the actions of the parties to the conflict;
- to explain the functioning of an individual, group, community, organization in the process mediation;
- to find causal links between socio-political processes and conflicts occurring in society;
- to formulate negotiating positions during conflict resolution;
- to use knowledge of the procedure of mediation in the professional field;