

## **Mediation in professional activity**

Ukraine is experiencing a deep conflict situation, caused primarily by external factors, but not devoid of internal contradictions. Today's situation describes the terms "military aggression", "annexation of part of the territory", "military action", "occupation of parts of the country", "terrorist activities of military formations". The conflict situation in the country is deepening by the socio-economic crisis, the need for urgent reform of many services of social and economic life, ideological quantitative assessments of the elite and part of the population, information war as well.

Conflicts at the macro level (societies) fuel conflicts at the micro level (family, groups of people, collectives). The increase in the number of conflicts and conflict situations at various levels leads to the fact that violent methods of behavior and influence are increasingly used to resolve them. Therefore, one of the conflict consequences is an increasing of violence in society and in professional activities.

The ability to resolve conflicts in a non-violent way is very important for society, for peacebuilding. And for that, you need to master conflict resolution skills.

Peacebuilding is a complex and long process. It does not begin with the end of the war, but much earlier and continues after the signing of a peace treaty. Striving for peace, it is necessary to do everything possible to establish it, including through the activation of the potential of women - teachers, social workers, teachers. It is important to form special professional training for teachers to build constructive conflict-free relationships. Peacebuilding needs to be studied. Dialogue is the basis of peacebuilding and conflict resolution, and mediation is an effective tool.

The mediator becomes relevant - a specially trained mediator in resolving conflicts, who equally supports both parties and helps them find a mutually acceptable solution.

Mediation competence is necessary in the professional activity of teachers, educators, practical psychologists, sociologists, social pedagogues, etc. Therefore, students have the opportunity to study all aspects of mediation, the essence of the mediation procedure and ways to resolve conflict in professional activities.