

Sociability, Citizenship and Mediation at the University: how can it grow?

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When we talk about sociability, citizenship and Mediation at the University at what we are thinking?

- ☐ University as a **Community**
- ☐ **Diversity:** culture, age, fonctions, genre, interests, needs...
- ☐ **Institutional Quality**

Mediation offers an important educational opportunity to those who take part in it, since it implies an important learning both from oneself and from the other, as well as new ways of interact.

Therefore, an educational institution of excellence such as the University cannot waste the opportunity to influence on one of its main functions, with this methodology.

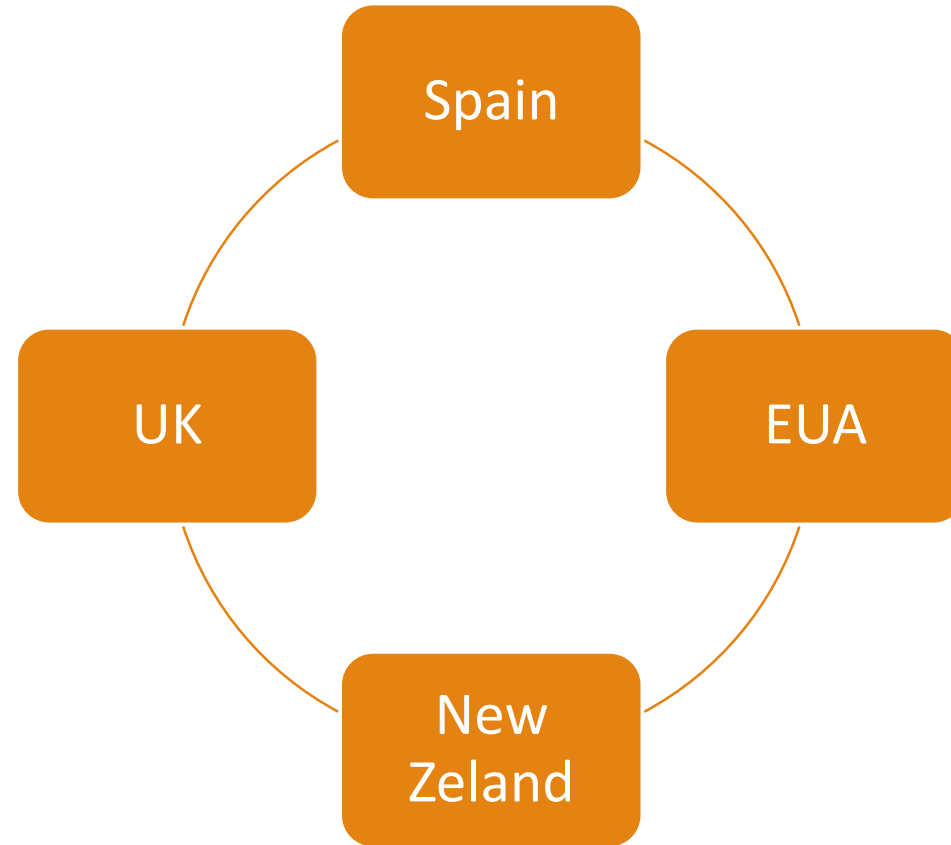
This is a task to be carried out by the whole university Community with a view, also, to offering a better service.

(Villaluenga, 2009)

How we conceive Mediation at University?

- as a training and prevention strategy
- as a methodology that has proved important in the alternative management and resolution of conflict
- mediation can yield the potential for broader interventions that are integrative and complementary, by enabling the kind of experience that many have recognised as fundamental in education for sociability, responsibility, citizenship, and peace.

Many universities worldwide integrate
Mediation services



Many universities worldwide integrate Mediation services

<https://www.sheffield.ac.uk/hr/guidance/eamp/mediation>

<http://www.bath.ac.uk/equalities/activities/mediation/>

<https://www.york.ac.uk/staff/support/mediation/>

<https://intranet.birmingham.ac.uk/hr/wellbeing/employeesupportservices/mediation/index.aspx>

<https://hr.umich.edu/working-u-m/workplace-improvement/mediation-services>

<http://www.otago.ac.nz/mediation/>

<https://www.ucm.es/imedia>

<http://video.kcts9.org/video/2365591407/>

Different implementation ways

Conflicts Mediation Office



- Manage and resolve conflicts

University community

Mediation Programme



- Listening people
- Training soft skills
- Manage and resolve conflicts

University community

Integrated Mediation Service



- Specialized training courses in mediation
- Conflicts mediation
- Research mediation

Open services:
university and others

Integrated Mediation Service

Complutense University - Madrid



The diagram illustrates the Integrated Mediation Service structure. It features three horizontal orange bars, each preceded by a white circle with an orange outline. A thin orange line connects the top-right of each circle to the bottom-left of the next circle below it, creating a descending staircase effect. The top bar is titled 'PREVENTION THROUGH TRAINING' and lists 'Awareness actions, through courses on abilities and techniques on cooperative management of conflicts' and 'Qualification of the Mediation Team through the Expert in mediation'. The middle bar is titled 'ACTIONS IN CONFLICTS' COOPERATIVE MANAGEMENT' and lists 'Interventions in mediation processes' and 'Management Technical Support'. The bottom bar is titled 'RESEARCH AND MEDIATION SPREADING' and lists 'Publications, Conferences, Leaflets'. The entire diagram is set against a white background with a solid orange horizontal bar at the very bottom.

PREVENTION THROUGH TRAINING

Awareness actions, through courses on abilities and techniques on cooperative management of conflicts

Qualification of the Mediation Team through the Expert in mediation

ACTIONS IN CONFLICTS' COOPERATIVE MANAGEMENT

Interventions in mediation processes

Management Technical Support

RESEARCH AND MEDIATION SPREADING

Publications, Conferences, Leaflets

What about Mediation at the University of Minho?

- Specialized training: Master degree since 2007 in Educational Mediation - Education Institute
- Specialized course in Criminal Mediation - School of Law
- Specialized training in Social Mediation
- Teachers, students and alumni with specialized training in mediation
- Intervention in the local community in the scope of masters internships
- Consultancy and specialized training for institutions and professionals
- Research and publications





Mediation offers an opportunity to improve the sociability, responsibility and citizenship of the different agents of the university community in the university environment and society.



How can Mediation Services
be developed in our Universities?

A black and white photograph of several hands holding together four interlocking puzzle pieces. The pieces are colored orange, white, red, and green. The text 'Thank you for your attention' is overlaid in white on the puzzle pieces.

Thank you for your attention

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