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Training and PSCM2 in Riga, Latvia.

On December 9-13, 2019 in Riga, Latvia, the Training and Project Steering Committee Meeting 2 of Erasmus + project «Mediation: Education and Society Transformation» was held.

The intensive training was organized during 5 days, 9 a.m.- 6 p.m. and included theoretical and practical activities on the following topics: Conflicts and Commitment, The Cost Benefit Analysis of a Conflict, Profile of a Negotiator, Methodical approach to transition from POV to Interests: The Pyramid, Separate on Facts and Emotions: "The Pirouette", Broaden Inventory, Reframing, Stop Methodology, technique of Meaningful feedback, Work with Coil and Uncoil, Stop Sign Technique, MM and patterns, Spatial Game Situational mediation=adaptation of style per situational indication. The training was prepared according to methodology and materials of Basic Training of NLBA, included a lot of group activities and practicing skills and techniques, watching and discussing of movies. The visit to the parliament was made, during which the participants learnt how mediation works in Latvia. The group of trainers represented all participating EU HEIs: Jan van Zwieten, Gea van Klompenburg, Marjon Kuipers were trainers from Netherlands Business Academy, Dana Rone, trainer from Turiba University and Fransesco de Angelis represented University San Antonio. 5 participants, that later will be lecturers of Master Degree Program, from each partner HEI participated in the training.

Project Steering Committee Meeting 2 was held on 10-11 December, and included presentation of the vision and perspectives of the project, delivered by Jan van Zwieten, rector of NLBA. Partners 4-10 presented the results of their activities and achievements. The coordinators presented and discussed how to avoid penalties for the project consortium, reporting to EACEA, documentation of the project - travel costs, timesheets, joint declarations, registration of the project, purchase of equipment, pre-financing, monitoring of the project, project logo, new dates for project events, organization of internships of students, quality assurance, upcoming training and study visit in Murcia (Program, Travel).



















News from KROK

How the program was developed and promoted

The Master degree program, as well as short-term trainings in Mediation are implemented by NLBA, the modules in Mediation are implemented by UCAM and Turiba.

The Master Degree Program at KROK University was developed on the basis of learning of EU experience after the following meetings:

- management visit of NLBA in December 2018 by KROK representatives,
- SV1, 2 in Breda, Netherlands, in February 2020,
- Skype meetings between KROK and NLBA representatives).

The program was developed on the basis of NLBA program, with contributions of Turiba University and UCAM. Lerning of experience of Ukrainian HEIs was also valuable. KROK representaives visited CHNU, learnt and used their experience - Ivan Balykin, member of the Working Group MEDIATS project of "KROK" University made a working visit to CHNU on 29 May 2019. KROK used developments of Karazin University in the project TRADIR.

Program was developed by experts of Law, Psychology and Management (Business School) departments of KROK University, some recognized experts, trained in other EU-funded projects in Mediation were involved, therefore the project uses the results of other EU-funded projects.

After development, MDP in Mediation was assessed by Dutch experts.

The Program was promoted via Facebook https://www.facebook.com/events/698512927262641/, dissemination channels of "KROK" University Alumni Association (that was developed within Tempus EANET project), at the University level, through advetisment channels of KROK University. The applicants filled the application form, that was placed on the website of KROK Business School.

More than 60 applications were received, 30 applicants participated in the application process, that included computer tests, oral interview with enrollment committee, that consisted of representaives of management and law departments, members of MEDIATS team. On the basis of the results of 18 students are enrolled and they will be trained FREE OF CHARGE.

First opening lecture was conducted, training will continue since the end of January 2020 after the lecturers will undergo training.





"KROK" University and Business School of KROK, partners of MEDIATS consortium were the partners in Lviv Forum of Mediation on 18-19 October 2019, that was dedicated to the development of mediation processes.

Victoria Polishchuk, a lecturer at the KROK Business School, member of MEDIATS project, participated in the Lviv Mediation Forum, which took place on 18-19 October 2019.

Mediators, lawyers, notaries gathered for a two-day forum dedicated to the development of mediation in Ukraine. Participants took part in workshops, received information on standards of training of mediators, learned more about marketing of mediation and mediation services in medical, business, adminnistrative issues.

Victoria shared her experience on the results of research on the use of mediation in commercial matters, which is currently is made by KROK Business School





Participation of MEDIATS representative in the International Conference GIAC Arbitration Days, in Georgia, where more then 100 of judges, mediators-practitioners, lawyers and civil servants.

Victoria Polishchuk, Attorney, Lecturer of the KROK - BSK Business School, member of EU Erasmus+ projects MEDIATS, student of Master degree program in Mediation, participated in the GIAC Arbitration Days international conference, which took place October 9-11, 2019 in Tbilisi, Georgia.

Judges, arbitrators and mediators, lawyers, government officials and business representatives from the EU, Central Asia, Ukraine and Georgia discussed the latest trends in how to resolve commercial disputes.



Participants learned about new trends and challenges under the 1958 New York Convention, reviewed Georgia's 1958 New York Convention implementation, learned the standards of dispute resolution adopted by international financial institutions, discussed the mediation concept and international mediation practice.

Georgia's Justice Minister Thea Tsulukiani, EU Representative Carl Hartzell, UNDP President Louise Winton, Georgia Chamber of Commerce President George Pertha, ICC Representative, independent mediators Sophia Chachav and Sophie Tkmaladze, partners of international law firms were spakers at the conference.













Methodological seminar "Gender aspect in mediation within the curricula at Universities"

27 November 2019 KROK representatives, members of EU Erasmus+ project MEDITS in methodological seminar "Gender aspect in mediation within the curricula at Universities". One of the objectives of the meeting was to discuss the possibility of gender mainstreaming in higher education institutions in peace education and conflict resolution. The seminar was attended by representatives of higher education institutions, mediators, practitioners, practitioners conducting peacebuilding projects and facilitators of dialogues.



Cooperation with Mediation and Law Centers.

"KROK" University, Business School of KROK jointly with European Busines Association, Association of women-lawyer and other Ukrainian partners signed the agreement on cooperation with Centre for Mediation and Negotiation (Kyrgyzstan, Bishkek), Center for Mediation and Law Parasat (Kazakhstan)https://facebook.com/events/434440580783493/



ҚҰҚЫҚ ОРТАЛЫҒЫ





Olga Karpova, Executive Director of the KROK Business School, member of MEDIATS project took part in the International Dialogue and Mediation Conference in Odessa, Ukraine 4-6 December 2019: From Confrontation to Understanding.

The event was organized by the Organization for Security and Co-operation in Europe - Project Coordinator in Ukraine. The conference was attended by representatives of state executive bodies, the judiciary, lawyers, members of the National Association of Mediators of Ukraine, higher education institutions. At the meeting the following issues were discussed: experience and opportunities to apply dialogue in different fields and different stakeholders at the national level, 25 years of mediation development in Ukraine: challenges and threats, integration of Ukrainian mediation experts into the international professional community, development of institutional mechanisms of activity of mediators, industry-specific features of mediation, etc.

It should be noted that the development of mediation in Ukraine was largely aided by donor projects implemented with the support of international grants and international assistance programs.

What further steps should be taken to develop mediation in Ukraine?

First of all, it is necessary to regulate mediation at the legislative level. Second, there is no strategy for the development of mediation in Ukraine. Third, clients need to be asked for a service such as mediation, and to do this, disseminate information about mediation and its benefits in pre-litigation. The realization of these tasks requires the unity of efforts of all stakeholders, namely, state structures, communities of mediators, professional associations, educational institutions, etc.

The KROK Business School is contributing to the development of mediation in Ukraine by launching Master's program in Mediation and Conflict Management, supported by EU project ERASMUS +.

The conference was organized by OSCE, that helps Ukraine with opportunity to participate and entrust the discussion that is important to society.







Presentation of the results of the research "Mediation in business"

Presentation of the results of the study "Mediation in business" was held at BSK, KROK Business School. The methodology was developed at the Entrepreneurship Research Lab by Victoria Polischuk, instructor, attorney and student of Mediation master degree program and member of MEDIATS Project. The study gained a global scale because it was supported by the European Business Association, Ukrainian Woman Lawyers Association "YurFem", the blog-magazine Lucky Ukraine, Centre for Mediation and Negotiation (Kyrgyzstan, Bishkek), Center for Mediation and Law Parasat (Kazakhstan), partners from MEDIATS project and respondents from other countries.

Victoria Polishchuk presente the results of the study, thanks to which it became clear who in the business is aware of mediation, what conflict situations are most often encountered in commercial disputes, how much companies spend on resolving of commercial disputes, how much the dispute resolution process satisfies business owners with the help of the court, and also how much they trust in alternative methods of dispute resolution. It was interesting to compare the awareness of mediation in Ukraine with other countries whose respondents participated in the study.

After the presentation, the training "Conflicts in the Organization" was held by the business coaches Oksana Sedashova and Victoria Polishchuk. Participants were able to structure the causes of conflicts in organizations, to learn their own style of behavior in a conflict, and, having turned into a "collective mind of a mediator," they tried to resolve the disputes.

KROK Business School makes its contribution to the development of mediation in Ukraine, conducting the research, highlighting it in publications and developing recommendations, models, strategies and educational programs for mediation. In the nearest future a mediation laboratory will be created.

The event was conducted by:





- Oksana Sedashova PhD, psychologist, expert on innovative and creative personality and team development, lecturer at the BSK KROK Business School (Mini MBA, MGBM, "Master of Mediation and Conflict Management", "Creative Thinking in Business"), lecturer of MDP in Mediation.
- Victoria Polishchuk lawyer, mediation researcher, lecturer at BSK- KROK Business School (MBA, Mini MBA, MGBM), leader of the Entrepreneurship Research Center, student of MDP in Mediation.









News from Karazin University



November 27, 2019 Karazin School of Business participated in a methodological seminar "Gender Aspect in Mediation and Peacebuilding in Curricula of Higher Education Institutions"

Karazin Business School is a participant of the Erasmus + project "MEDIATS" Mediation: Trainings and Transformation, so it actively participates in all trainings, seminars and roundtables on this topic, since mediation is the best way to resolve business disputes.

On November 27, 2019, representative of Karazin Business School – Associate Professor of the Department of Management and Administration Inna Neskorodeva participated in the Methodological Seminar "Gender Aspect in Mediation and Peacebuilding in Curricula of Higher Education" with the support of the International Partnership for the Conflict Prevention Foundation. Netherlands.





The methodological seminar was initiated by the National Association of Mediators of Ukraine at the Kyiv National University of Trade and Economics. Participants discussed relevant opportunities for integration and gender mainstreaming in the preparation of initial peace programs and conflict resolution in higher educational institutions of Ukraine, implementation of gender aspects in non-judicial conflict resolution and expansion of the use of mediation tools in our country.

Participants in the seminar were mediators, practitioners, scientists, project managers in the field of mediation and experienced facilitators of dialogues, including: Head of the International Private, Commercial and Civil Law Department N. Mazaraki (KNTEU), Yu. Soroka, Doctor of Sociology, co-author of Gender Election Monitoring in Ukraine 2019 (KhNU).

The reports of the participants were devoted to the problems of mediation implementation in Ukraine and the need to cooperate with scientists on alternative ways of conflict resolution and active educational work in this area.

News from CHNU

1. October 3, 2019. - The head of the Department of Public Law, Doctor of Law, mediator *Ruslana Havrylyuk*, the head of the Laboratory of Mediation, Negotiations and Arbitration of the same department, *Lidiia Nesterenko* and first-year students of the Faculty of Law of the Yuriy Fedkovych Chernivtsi National University, on the one hand, and the management and staff of the Regional Center for the provision of free secondary legal assistance in Chernivtsi region, which was held on the occasion of the 4th anniversary of the contact center in Chernivtsi. This event was conducted as part of the implementation of the Erasmus + KA2 CBHE project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: Training and Society Transformation/MEDIATS" meeting of the head of the Working Group from Yuriy Fedkovych Chernivtsi National University on this project. It was an informative *workshop* – an informal training-discussion of the specialists of the free legal aid system, lawyers, mediators and students of the Faculty of law of the Yuriy Fedkovych Chernivtsi National University about the advantages and disadvantages of both the judicial settlement of disputes and the settlement of disputes through mediation.

Link: https://mediats-chnu.com/rooting-mediation-as-an-alternative-to-state-courts/





2. October 16, 2019. - The working group of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" jointly with the Laboratory for Mediation, Negotiation and Arbitration of the Department of Public Law carried out a creative and interactive workshop. The purpose of the event is to reveal





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all the legal niceties and features of the process of developing a bill on mediation and attract the young generation of future lawyers to this process. Also students, together with the academics of the Department of Public Law, determined, in their opinion, the mandatory sections of the future law on mediation and divided into 4 groups according to these sections and a heated discussion began regarding the content of these sections and the presentation of their individual provisions, which ended with the presentation of the developed sections of the bill on mediation by representatives' development teams. The greatest resonance was the question of the advisability of combining public organizations that certify mediators and keep their registers in the Mediation Federation of Ukraine, with common requirements and a register of mediators in Ukraine. Also, students did not ignore the issue of qualification requirements for people who want to be mediators, especially emphasizing the quality training of future mediators by introducing master's programs in mediation in higher educational institutions.

Link: https://mediats-chnu.com/creating-a-bill-on-mediation-together/





3. October 18-19, 2019. - *Lidiia Nesterenko*, Assistant Professor at the Department of Public Law, Head of the Mediation, Negotiation and Arbitration Laboratory Lydia Nesterenko, as a part of the implementation of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS", *Oksana Melenko*, Assosiate Professor at the Department of Public Law, *Natalia Volkova*, Assistant Professor at the Department of Public Law were participated in the Fifth Lviv Mediation Forum. Link:

https://www.facebook.com/100004387333477/posts/1379380438884854?d=n&sfns=mo\



4. October 22, 2019. - The 5th-year Masters-Mediators for guidance Assistant Professor at the Department of Public Law, an employee of the Mediation, Negotiation and Arbitration Laboratory *Lidiia Nesterenko*, as a part of the implementation of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" tried out a legal education for students on students: "How to resolve school conflict through mediation". They presented videos, booklets, games that will be used in schools.

Link: https://www.facebook.com/100004387333477/posts/1384124901743741?d=n&sfns=mo



5. October 24, 2019. - *Lidiia Nesterenko*, Assistant Professor at the Department of Public Law, Head of the Mediation, Negotiation and Arbitration Laboratory Lydia Nesterenko, and Masters-Mediators, as a part of the implementation of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS"



went to school and talked about mediation as a way to resolve conflicts, including school ones. They revealed all the benefits and features of mediation.

Link: https://law.chnu.edu.ua/mediatsiia-v-shkoli/



6. October 26-27, 2019. – The Head of the Erasmus + KA2 MEDIATS (Mediation: Learning and Transforming Society) Working Group from Yuriy Fedkovych Chernivtsi National University *Ruslana Havrylyuk*, Assistant Professor at the Department of Public Law, Head of the Mediation, Negotiation and Arbitration Laboratory *Lidiia Nesterenko*, as a part of the implementation of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS", *Oksana Melenko*, Assosiate Professor at the Department of Public Law, *Natalia Volkova*, Assistant Professor at the Department of Public Law were participated in the festival of psychology and psychotherapy. The festival presented the event: "MEDIATION - CONFLICT WITHOUT LOSS". The Mediation Event as an Alternative Judicial Way to Conflict with the Participation of an Independent, Impartial Mediator.

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7. October 31, 2019 - The working group on the implementation of the EU program «Erasmus + KA2» CBHE project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: Training and Society Transformation / MEDIATS" from Yuriy Fedkovych Chernivtsi National University held a meeting and prepared a scientific and expert conclusion on the Draft Law of Ukraine "On Mediation" provided at request of Department of Justice and National Security of the Ministry of Justice of Ukraine № 196/34743-33-19/11.1.1 on October 25, 2019.

https://mediats-chnu.com/scientific-and-expert-conclusion-on-the-draft-law-on-Link: mediation/



8. November, 2019. - Under the influence of the University's victorious participation in the grant project of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" from Yuriy Fedkovych Chernivtsi National University, initiative group of four employees of the educational and scientific laboratory of mediation, negotiation and arbitration and the legal clinic of the faculty prepared a technical application for participation in the competition for grant financing within the grant subproject «Legal Clinics – agents for popularizing of mediation as a way to resolve disputes», carried out as part of the project «Development of regional leadership and strengthening the coordination model of the Association of Legal Clinics of Ukraine». In early November 2019, it became known that another working group from the Department of public law of University won the USAID grant project "Transformation of the financial sector", funded by the US Agency for International Development and implemented by DAI GLOBBAL LLC. The project of the Yuriy Fedkovych Chernivtsi National University is called "Legal Clinics – Providers of Free Legal Aid to Consumers of Financial Services". According to the mutual opinion of all the participants of the Working Group of this project from the university, it would not have existed at all if it had not been for the impact of the grant project of Erasmus + KA2 № 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP «Mediation: training and society transformation / MEDIATS».

Link: https://mediats-chnu.com/the-multilateral-impact-of-mediats-project/



9. November 1, 2019 - The working group of the implementation of the Erasmus + KA2 project 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training transformation/MEDIATS" considered the Draft Industry Standard for Higher Education of Ukraine of the second (master) level of higher education in the field of knowledge 08 Law of the specialty 081 Law proposed by the Ministry of Education of Ukraine for public discussion. The group substantiated a number of constructive proposals to improve the quality of the future standard. A weighty of these proposals is the following: to supplement the Draft industry standard for higher education for masters in the field of knowledge 08 Law of the specialty 081 Law with another special competence of the following content: the ability to apply the basics of mediation, restorative justice, reference tribunal and arbitration as institutions competitive to state courts. The proposal with its justification has been submitted to the subcommittee on specialty 081 Law of the Scientific and Methodological Commission № 6 on business, management and law of the higher education sector of the Scientific and Methodological Council of the Ministry of Education and Science of Ukraine.

Link: https://mediats-chnu.com/mediation-call-of-the-times/

10. November 4, 2019. - The working group of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" from Yuriy Fedkovych Chernivtsi National University was organized group supervision with the participation of practicing mediator *Olga Tiutiun*.

Photo: https://www.facebook.com/100004387333477/posts/1397111577111740?d=n&sfns=mo



11. November 8, 2019. - *Lidiia Nesterenko*, Assistant Professor at the Department of Public Law, Head of the Mediation, Negotiation and Arbitration Laboratory, as a part of the implementation of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" was participated in a law-enforcement event and introduced the theme "Mediation as a Service". She told who was teaching the mediators where to get the service, what were the guarantees of the mediation agreement, who was responsible for the mediator's actions when the Mediation Act will adopt and discussed the formation of a mediation culture in the country and trust in the mediator.

Link: https://www.facebook.com/100004387333477/posts/1400859346736963?d=n&sfns=mo







12. November 23, 2019 - The working group of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation / MEDIATS" from Yuriy Fedkovych Chernivtsi National University had the full opportunity, obviously, like other interested parties, at all stages of the development of the draft master's standard for higher education in Ukraine in the field of knowledge 08 Law specialty 081 Law, to participate in the development of the basic components of the aforementioned document. It was actually created openly, transparently, taking full account of the obvious fact that Ukraine is more and more fully and comprehensively joining the European Higher Education Area. The working group developed scientific and expert conclusion on the Draft Master's Standard for higher education in Ukraine field of knowledge 08 Law specialty 081 Law.

Link: https://mediats-chnu.com/proposals-for-draft-masters-standard-for-higher-education-in-ukraine/

13. November 8 - November 17, 2019. – *Nataliia Volkova* - a mediator, a lawyer, an assistant professor at the Department of Public Law was participated at **the World Center for Nonviolent Communication (Mediation) in Leesteyen, Germany (as a part of the implementation of the** Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS"). The main content of her internship was to passage methodological training and two-week trainings for the purpose of teaching nonviolent communication in higher education institutions. *Nataliia Volkova* also studied the philosophy that underlies the creation and functioning of the World Center for Nonviolent Communication (Mediation), its basic principles of organization, a vision of its own goals, ways and resources to achieve them.

Link: https://mediats-chnu.com/creating-the-chernivtsi-mediation-school/



14. November 24, 2019. - The Head of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" Working Group from Yuriy Fedkovych Chernivtsi National University *Ruslana Havrylyuk* presented the first in Ukraine textbook for lawyers "Mediation in the professional activity of a lawyer". The presentation provoked a lively discussion on the nature of mediation, as a phenomenon of legal reality, its place in the system of branches of knowledge, and a scientific and methodical discussion on the teaching of mediation courses in higher education institutions.

Link: https://law.chnu.edu.ua/prezentatsiia-pidruchnyka-z-mediatsii/



15. December 3, 2019. - The working group of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society transformation/MEDIATS" with the support of the Mediation, Negotiation and Arbitration Laboratory of the Department of Public Law organized a public lecture for university law students and practicing lawyers by Italian mediator Ms. *Sofia Dudchak*, who has been actively cooperating with the Mediation Centers and Courts of Milan and Bergamo (Italy) for the past 6 years.

Link: https://mediats-chnu.com/mediation-as-the-art-of-life/



16. December 08 – December 13, 2019. - The working group of the Erasmus + KA2 project No. 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training and society





transformation/MEDIATS" from Yuriy Fedkovych Chernivtsi National University was participated at trainers at Turiba University (Riga, Latvia). The Head of the Erasmus + KA2 MEDIATS (Mediation: Learning and Transforming Society) Working Group from Yuriy Fedkovych Chernivtsi National University Ruslana Havrylyuk was participated at the PSCM2

Link: https://law.chnu.edu.ua/mediats-stadiia-povnoformatnoi-realizatsii/



17. December 16, 2019. - Proposals of the working group of the Erasmus + KA2 project 599010-EPP-1-2018-1-NL-EPPKA2-CBHE-JP "Mediation: training transformation/MEDIATS" from Yuriy Fedkovych Chernivtsi National University were unanimously supported by members of the Sub-Commission on Law of the Scientific and Methodological Commission of the Ministry of Education and Science of Ukraine and they were entered in the sectoral standard. These proposals were as follows. It was substantiated and introduced to the scientific and methodological subcommittee on specialty 081 "Law" of the Scientific and Methodological Commission of the Ministry of Education and Science of Ukraine, the proposal to include as a separate special competence the sectoral standard of the second (master) level of higher education in specialty 081 "Law" to master alternative dispute resolution methods, primarily mediation as the key among these methods. The working group of Yuriy Fedkovych Chernivtsi National University also made a proposal to increase by more than double the capacity of master's externship - up to 30 ECTS credits from all 90 ECTS credits of the master's educational and professional program in law.

https://mediats-chnu.com/fundamental-achievement-of-chnu-working-Link: group/?fbclid=IwAR0sTmPvslPZ47sFZI5KPH2vn7dppieORwCFkhbde4FvoVy99msN2WV2 **DCQ**





Important materials on Mediation Provided by trainers

Mediation Platform of Turiba University

 $\underline{https://mediation.turiba.lv/?fbclid=IwAR2G57QBLmPKE2ck0Lt5IWCdVpHfaLhDcFWt94lYZXC8ESJiNESPiLkDEbs}$

The Physiologic Stress Response During Mediation

https://chicagomediationservices.com/wp-content/uploads/2017/04/The-Physiologic-Stress-Response-Published-Form.pdf?fbclid=IwAR2RIJMG8r1fVeO-kZDDEKjxcLYMf0dPLvxgTMtiCS 2d4-4EQFrRXqqBKo

Additional Training Material for Module 3, Topic 1: Conflict Resolution Techniques

http://www.mediation-

 $\frac{time.eu/images/TIME\ Repository\ Module\ 3\ Topic\ 1.pdf?fbclid=IwAR2MJ9gSnUnOv9D5fNbDt1nkLe115C4FY52UJdmgGzZdAq9egxNoqLdD2Z0}{}$

What every body is saying by Joe Navarro

 $\frac{https://www.dropbox.com/s/bd3w9nr1swpd12h/f60\ What\%20every\%20Body\%20is\%20saying.pdf?dl=0\&fbclid=IwAR3}{QMGxun0HBryI-ZTVsajOrjsQJNGot4jks_Nc4oNvtTkUhFhP-HOMvZq8}$

Interviewing skills

https://www.eiagroup.com/knowledge/interviewing-

skills/?fbclid=IwAR00rIOx3VxUA EOQbsN6t4Ax0XERtglUUoP2GWs4PAEy0WMVuRujXmfnQw

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