



LATVIA

Date: 17.01.2017.

Place: *Turība* University, Riga, Latvia

Attendees:

Dana Rone, Turība University, Academic coordinator;
Ulla Zumente-Steele, Turība University / Graduate school of Law, lecturer;
Sibilla Migliniece, RSC Marta;
Normunds Čiževskis, mediator;
Sandra Zīle Gereiša, University of Latvia;
Diāna Ziedīņa, State Probation service;
Lelde Kāpiņa, Certified mediators board member, Lecturer at “Mediācija un ADR”;
Kristīne Dārzniece, Certified mediators board;
Agnese Knabe, Certified mediator;
Tatjana Maļceva, State Probation service;
Kristīne Tihanova, Turība University, Administrative coordinator;
Solvita Belova, Turība University, Project assistant.

Main discussion points:

- 1) General information on Strategic Partnership project „Online study platform on Mediation”;
- 2) Need in continuing education courses and training materials for practicing mediators and mediation trainers. Course content, instructors, theory and practice balance;
- 3) Readiness for the first attestation of practicing mediators. Abilities and possibilities of certified mediators' candidates prepare for the exam. Typical errors in exam answers;
- 4) Higher education institutions' experience in teaching mediation skills to students: contact hours, availability of teaching materials, possibility to play a mediation process at national and cross-border level, diploma and master's thesis on the development of mediation;
- 5) Availability of materials for continuing Mediation studies in Latvian. Types of materials.

Round table discussion was held between the Erasmus Plus project "Online study platform on Mediation" leading universities and mediation and reconciliation practitioners in Latvia. Discussion was attended by both lecturers, who teaches mediation courses Latvian University and Riga Stradins University and certified mediators and certified mediators board member and representatives of the State Probation Service.

Participants of the discussion came to the common conclusion that often we find the need to organize the mediation process in on-line manner, namely via Skype videoconferencing. Taking into account factors such as the territorial distances between the parties (especially Latvia, Great Britain and Ireland), travel expenses to attend mediation, as well as mediation participants work load, internet organized mediation is increasingly necessary tool in disputes resolving. Therefore, in such circumstances it would be necessary



to create a training course, or at least some lectures for students and practicing mediators about what should be taken into account organizing the mediation process online. Particular attention should be paid to the confidentiality issues when mediation process is run in on-line manner. Considering that this type of mediation processes are already done, it is very important to focus on how to identify person.

One of the topics of the discussion focused on the current exam for certified mediators and what issues the training courses should offer to potential mediators in order to successfully prepare for the examination. Participants of the round table discussion recognized the need for both theoretical training and practical classes. Furthermore, it was noted a particular need to learn things about the psychological aspects and communication.

Similarly, Participants of the round table discussion noted that the court more and more supports and recommends the court mediation as an alternative form of dispute resolution. This confirms the fact that the number of mediation cases in the nearest future will only grow.

During the meeting participants identified the need to develop a discussion on mediators support supervision or co-vision in a manner of peer counselling or support groups. Although mediators currently have no obligation to use any of these types of counselling, their implementation likely will raise the quality of mediation in future. Definitely it is necessary to do trainings on these topics for both mediation students as well as teachers who work with groups of students in the field of mediation.

Finally, Participants of the round table discussion discussed several Latvian universities' offer of mediation trainings in terms of comparing the amount of study courses and teaching materials available now. Participants of the discussion agreed that the topic of mediation can be acquired as a separate course, as well as it could be integrated in courses of civil and criminal proceedings. As one of the very necessary teaching aids was named the video material that would offer possibility lecturers with student groups to analyse the process of mediation and methods used during it. It was discovered the need to explore more the mediation usability in the administrative procedure, in particular in respect of tax disputes.



MYKOLAS ROMERIS
UNIVERSITY

LITHUANIA

Date: 11.01.2017.

Place: Mykolas Romeris University, Vilnius, Lithuania

Attendees:

Mediators, judges, prosecutors, advocates, representatives of different state institutions (Ministry of Justice of the Republic of Lithuania, Ministry of Culture of the Republic of Lithuania, Lithuanian bar association, National court administration, Lithuanian Chamber of notaries, Lithuanian Chamber of bailiffs, central and local State Child Protection Services etc.) lawyers, psychologists, academics from several Lithuanian universities.

Currently Lithuania is facing big changes in the field of mediation. After the preparation of the new concept of mediation development and implementation in Lithuania, which was drafted by the Ministry of Justice of the Republic of Lithuania in 2016, the package of draft laws was submitted to Lithuanian Parliament (Seimas). It is expected that since enactment of these draft laws new impetus will be given to the development of out of court and court mediation in Lithuania in big majority of disputes. The main proposed changes are introduction of mandatory mediation in family and small sums cases before bringing action to the court; listing of all Lithuanian mediators and their examination; also stipulating concrete knowledge-based requirements for candidates to become mediators; vesting administration of state ensured and financed mandatory mediation process to State guaranteed legal aid Service of the Republic of Lithuania; spreading of mediation into criminal and administrative procedures of dispute resolution.

Round table discussion organized by Mykolas Romeris University gathered Lithuanian practitioners – judges, prosecutors, advocates, representatives of different state institutions (Ministry of Justice of the Republic of Lithuania, Ministry of Culture of the Republic of Lithuania, Lithuanian bar, National court administration, Lithuanian Chamber of notaries, Lithuanian Chamber of bailiffs, central and local State Child Protection Service etc.) lawyers, psychologists, academics from several Lithuanian universities.

The main findings and suggestions of the round table discussion participants were the following:

1. To speed up enactment of new draft laws on mediation.
2. To revise the list of exceptions (for advocates, notaries) from the general requirement to have exam on mediation and requirement to participate in 40 academical hours of mediation training.
3. To abolish suggestion of stamp duty for mediation (10 euro for mandatory out-of-court mediation and 50 euro for court mediation).



4. To indicate in laws place of mediation processes implemented by state institutions - for example mediation administered by Ministry of Culture of the Republic of Lithuania, State Patent Bureau of the Republic of Lithuania etc.
5. To vest the right of choosing mediators for mandatory mediation by random computer system, but not by the decision of the State guaranteed legal aid Service of the Republic of Lithuania.
6. To train judges and starting judges in mediation. Currently only 3 hours of training in the learning programme of judges is prescribed.
7. To train advocates in mediation to reduce resistance of advocates to mediation.
8. To work out mediation learning programs that allow not only to gain theoretical knowledge on mediation but also to try mediating. If such learning programs were accessible for practitioners on-line that would be great support for existing mediation training programs.
9. To emphasize psychological topics in mediation trainings and give them about 50 per cent of general mediation training workload.
10. To spread information about mediation and its accessibility.
11. To minimize the number of institutions participating in administration of mediation processes in Lithuania.
12. To foster using of electronical means of communication in mediation (conference calls, Skype meetings etc.).



UNIVERSITÀ DEGLI STUDI
DI GENOVA

ITALY

Date: 17.01.2017.

Place: University of Genoa, Italy

Attendees:

Dr. **Francesca Cuomo Ulloa**, Barrister at law expert in mediation, member of the Mediation Committee and of the Training Centre of the Genoa Bar Association;

Prof. Dr. **Ilaria Queirolo**, Full professor at the University in Genoa, Dean of the Department of Political Science, member of the Supervision Committee of the project;

Dr. **Francesco Pesce**, Researcher and Lecturer at the University of Genoa, Department of Law, Responsible of the Genoa Unity team of the project;

Dr. **Stefano Dominelli**, Lawyer and Lecturer at the University of Genoa, expert in EU mediation policies and mediation in civil and commercial matters;

Ms. **Francesca Maoli**, Ph.D. candidate, trainee barrister in Genoa.

Francesco Pesce takes the floor and thanks the participants for their presence. He explains in particular to have involved Dr. Cuomo Ulloa not only for her acknowledged competences in the field of mediation (phd in civil procedure, author of two monographies and numerous articles on the specific topic of mediation, mediators' trainer), but also because her membership to the Genoa Mediation Committee and Training Centre of the Genoa Bar Association makes her one of the most qualified counterparts for a detailed and in-depth discussion from a practical and practitioners' point of view of the state of the arts, of the critical and strong aspects, and possible developments of mediation in Genoa and Italy.

Stefano Dominelli addresses the aspects connected to the use of online resources in the field of mediation, both for training and for dispute settlement purposes. He also highlights the policy of the European Union in such a matter.

At the end of the presentation of the OSMP Project and of the online mediation aspects, Dr. Cuomo Ulloa shows vivid interest, in her own capacity and potentially that of i) the Genoa Bar Association, ii) the University in Sassari, iii) the University in Pavia and iv) of the Milan Arbitration Chamber – with whom she has strong and consolidated professional relationships. She stresses how the number of (active) mediators has significantly dropped in Genoa and other cities after a first “boom” that followed the adoption and transposition of Directive EC 2008/52. Currently at the Genoa Bar Association there are only 50 mediators enrolled as such, to which a number of other centres should be added, namely the Chamber of Commerce and some private centres (that appear however to be more “volatile” since they often leave and enter the “market” without particular certainty of their ability to remain in the market).

Dr. Cuomo Ulloa reports that to her knowledge in her capacity 1.500 mediation procedures have taken place in Genoa at the Bar Association, that some 500 were closed because one of the parties did not take part to the procedure, and only 500 had a positive outcome in terms of reaching an agreement between the parties (thus only 1/3 of the overall procedures). Whilst this number is not statistically significant, she also stresses a positive trend



– in particular in some fields mediation is actually becoming an effective alternative to courts, such as for example in the banking field, successions or condominiums. Fields that present however particular challenges for mediators and that do not make it always easy for the parties to reach an agreement. On the contrary, some fields confirm themselves as little suited for mediation, such as for example cases involving insurance companies.

After lunch break the working session starts again and Dr. Cuomo Ulloa is invited by participants to discuss the main critical aspects she has detected as a mediator, as a trainer, and as member of the Genoa Mediation Committee and Training Centre of the Genoa Bar Association. The following critical aspects have been addressed:

1. As regards mediation in general, there still appears that some courts and legal practitioners are not sufficiently promoting mediation (whilst some courts, on the contrary do so – eg. Florence, Bologna, Milan – and sanction procedural behaviours that unjustifiably make mediation fail). Courts in Genoa most often are part of those court that do sufficiently support out of court mediation.

2. With regard to training, she stresses that most often (and this is particularly true in Genoa) there are no specific and inter-disciplinary training programmes for law students, with the consequence that their legal education ends with little theoretical knowledge of mediation, and not practical knowledge at all – which is of utmost importance in the training of mediators. The same holds true for *post-lauream* training programmes.

3. In general, a purely legal and theoretical approach in the training is not sufficient – the Genoa Mediation Committee and Training Centre of the Genoa Bar Association encourages a practical approach (mock session) and a multi-disciplinary approach to training. Whilst at the beginning training was not satisfactory (trainers had little experience themselves), nowadays training has significantly enhanced its quality. But this, as a consequence, means that training sessions for established mediators (whose necessity, by operation of law, is to keep their vocational training) requires better training of the trainers themselves, who are called not to comment on the legal provisions (which are per se relatively accessible), but are rather called to offer practical tools for managing the procedure.

4. Another critical aspect, related to the training, is that most often trainers have acquired a practical experience in mediation and are thus expert in mediation, but are not expert in training, and thus not perfectly capable to fully transfer their knowledge.

5. Another problem related to trainers, which would call for a new international inter-disciplinary training methodology, concerns the rigidity of approach of trainers. When teaching, lawyers, psychologists, economist etc tend to approach mediation by using the methodologies of their fields of origin – and are often entangled in the rigidity of such methodologies with a relative difficulty in abandoning them (for example, for lawyers it becomes difficult not to reason al-ways in terms of laws, rights, prescriptions etc). In this sense, the possibility for an online cross-border and inter-disciplinary training would possibly be very welcome.

6. In this light, Dr. Cuomo Ulloa stresses the necessity to train mediators at early stages of their education when they are less entangled in these rigid methodologies. In this sense, the possibility for an online mock court training tool would also be very useful for students, so that they could *practice* mediation rather than “studying” it.



CZECH REPUBLIC

Date: 12.01.2017.

Place: University of Economics, Prague

Attendees:

JUDr. **Nicole Grmelová**, Ph.D. (University of Economics, Prague);
doc. JUDr. **Jiřina Hásová**, Ph.D. (University of Economics, Prague);
doc. PhDr. **Lenka Holá**, Ph.D. (Palacký University, Olomouc);
JUDr. **Věra Knoblochová**, Ph.D. (Ministry of Industry and Trade of the Czech Republic);
PhDr. **Andrea Matoušková** (Probation and Mediation Service of the Czech Republic);
Mgr. **Petr Navrátil** (Ministry of Justice of the Czech Republic, Legislative Department);
Mgr. **Veronika Navrátilová** (Ministry of Justice of the Czech Republic, Department of justice organization);
Mgr. **Jan Štandera** (solicitor and registered mediator, University of Economics, Prague);
doc. JUDr. **Zbyněk Švarc**, Ph.D. (University of Economics, Prague);
Viktor Vodička (Czech Consumer Association);
Mgr. **Dana Vrabcová** (mediator and member of the Association of Mediators of the Czech Republic);
JUDr. Ing. **Radka Zahradníková**, Ph.D., LL.M. (judge, District Court for Prague-West and West-Bohemian University, Pilsen)

INTRODUCTION

- Doc. Hásová welcomed the participants and stated that the aim of the Czech Round Table on Mediation is to identify the problems especially in the field of mediation in business disputes.
- Dr. Grmelová informed about the project “Online Study Platform on Mediation”, in particular about the participating European partner universities and the goal of the project, which is to disseminate teaching mediation at universities and other institutions of learning; Whereas there are common tasks for all project participants (such as organizing teachers trainings and intensive courses), the University of Economics, Prague has been entrusted with two specific tasks. First, drawing up a methodology which could be used in teaching mediation, and second, developing a case study in the field of business disputes which could serve as model for practising mediation in class.
- Mgr. Štandera informed about the first project meeting in Riga (the first phase of the project will be focused on identifying problems in mediation practice so that these problematic situations could already be incorporated in education and training in mediation; the second phase of the project will deal with creating an online platform on education in mediation). Subsequently, Jan Štandera defined three groups of question for National Project Meeting on Mediation:
 - o (1) education (problems identified in educational practice in the Czech Republic)
 - o (2) mediation practice
 - o (3) changes *de lege ferenda*



PROBLEMS IN EDUCATION

- Doc. Holá gave the participants a report on mediation lessons taught at Palacký University, Olomouc. Originally there were only courses at the Faculty of Education which trains future primary and secondary school teachers, now the university tries to create a systematic education approach in mediation at the Faculty of Law (to teach the law students to find common needs and interest of the parties in dispute and to build an agreement on these bases); ADR courses are not obligatory yet; theoretical lessons are optional for students in the 3rd year and practical lessons for students are optional in the 4th year (mediation and negotiation); students are given the opportunity to try a non-conflict solution in a model situation; there is an effort to establish a mediation clinic (real mediation under supervision).
- Dr. Grmelová asked about the number of students interested in mediation education. Doc. Holá stated that the courses have a limited capacity (max. 20 students) and the supply and the demand are almost on the same level.
- Dr. Zahradníková informed about mediation lessons at the West-Bohemian University in Pilsen – there is no course focused specifically on mediation, mediation is taught together with arbitration during a lesson about ADR. She pointed out the issue of values of today's society which results in numbers of lawsuits.
- Mgr. Vrabcová noted that the Mediation Exam means a significantly stressful situation which is hard to pass sometimes even for graduates of the basic training in mediation.
- Mgr. Štändera highlighted that a fundamental aspect of the issue is practical training which is invaluable. He also stated that students must learn how to manage stress already in model situations, otherwise there are unstable agreements.
- Doc. Holá reminded the participants that it is necessary to define the approach to “mediation” (facilitative vs. evaluative vs. transformative mediation).
- Dr. Matoušková held a presentation about education in mediation in Probation and Mediation Service of the Czech Republic – 420 hours in basic course focused on essential communication skills + simultaneously work under supervision; there is a difficult exam after one year of training – however the graduates of the basic course are mostly successful. She suggested that models of competences with special practical courses should be created.
- Doc. Holá identified a crucial problem – lifelong learning of certificated mediators is not taken for granted. She also pointed to missing comprehensive system of (lifelong) education of mediators in Europe.

MEDIATION IN PRACTICE

- Mgr. Vrabcová answered a question asked by doc. Švarc: Mediator asks the parties about their desires and possibilities. The parties have thus a chance to talk and the conflict is not so escalated.
- Doc. Švarc stated that people usually do not have a real idea about how a trial looks like.
- Mgr. Štändera noted that the goal of a mediator is to make the parties think about the development and consequences of a trial, about their possibilities and advocated positions and to explain them that they should abandon the idea of “destroying” the opponent.
- Dr. Zahradníková asked about mediator's liability for damages. Mgr. Štändera responded that a mediator does not have legal liability for the contents of the agreement which is the final outcome of a successful mediation.
- Dr. Knoblochová stressed that the Czech Trade Inspection Authority, which became a subject of ADR in consumer disputes following an amendment to the relevant statutory provisions, faces difficulties finding mediators.
- Doc. Švarc emphasized the necessity of making a difference between consumer and commercial mediation – the parties show different approaches with respect to disputes between a consumer and an entrepreneur (B2C) and between entrepreneurs (B2B).
- Mr. Vodička informed the participants that the Czech Consumer Association is one of the subjects authorized to provide consumer mediation, but consumers hardly ever use the institute; they ask for information and advice, but not for mediation.



- Dr. Knoblochová noted that consumers may not be aware of the authorization of the Czech Consumer Association to carry out mediation as entrepreneurs are legally bound to inform about this possibility of dispute resolution only with respect to the Czech Trade Inspection Authority, but not with respect to the Czech Consumer Association (and another authorized organisation, the Czech Bar Association).
- Mgr. Štändera pointed out the issue of compensating damages associated with a spoilt holiday, because this is a situation resolved in consumer mediation very often.
- Dr. Knoblochová asked dr. Zahradníková if consumers solve the disputes with entrepreneurs in the court. Dr. Zahradníková answered that this is the case to a certain extent. Dr. Knoblochová assessed that the aversion towards a judicial solution could be caused by the length of the process and its costs.
- Mgr. Vrabcová opposed that the parties do not have enough information about ADR.
- Mgr. Navrátilová stated that the Ministry of Justice of the Czech Republic *de facto* does not perceive a difference between registered and non-registered mediators.
- Mgr. Štändera emphasized the problem of different kinds of mediation and the question of mediator's specialization (on family issues, business etc.). Mr. Vodička asked if there should be a formal specification of specialization (eg. in a register kept by the Ministry of Justice). Mgr. Štändera does not prefer this solution.
- Doc. Holá stressed the lack of specialized education of mediators considering certain particularities of different kinds of mediation (business, consumer, family, health care etc.).
- Doc. Hásová accented an extreme importance of education and the first contact and meeting with a mediator, who could either support and discourage the parties.

CHANGES DE LEGE FERENDA

- Doc. Švarc referred to the disproportion between arbitrators and mediators. He highlighted above all a simple enforceability of arbitration awards which do not require the form of a notarial deed nor court approval in form of a consent decree – unlike a mediation agreement.
- Mgr. Navrátil stated that the court should meet the parties before ordering mediation session and thereafter decide if mediation makes sense in the particular case.
- Mgr. Navrátilová informed the participants that the Ministry of Justice of the Czech Republic is preparing an amendment of Law on Mediation, but the Ministry considers as necessary to receive specific proposals from experts.
- Mgr. Navrátil stressed that the Ministry of Justice does not prefer too detailed provisions which would order judges exactly what to do.
- Mgr. Navrátilová and dr. Matoušková pointed at the effort to integrate mediation lessons into the training schedule of the Justice Academy. However, there are two obstacles: insufficient interest and too complicated and inflexible process of approval.



BULGARIA

Date: 18.01.2017.

Place: University of National and World Economy, Sofia, Bulgaria

Attendees: Representatives of the Bulgaria Academy of Science, the Ombudsman, National Institute of Justice, Administrative court of Sofia city, Administrative Court of Sofia region, Sofia City Court, Sofia Regional Court, Center for conciliation and mediation to the Sofia Regional and City Court, Bulgarian Chamber of Commerce and Industry, Professional Association of Mediators in Bulgaria, Supreme Bar Association, Sofia Bar Association, Sofia University, Plovdiv University, University of National and World Economy, International Legal Advice Center.

Keynote speakers:

Assoc. Prof. Dr. **Gergana Boyanova**, vice dean of the Law Faculty of UNWE and Project Manager – moderator of the Round Table

Assistant Professor **Jivko Draganov**, dean of the Law Faculty of UNWE – official opening of the round table

Dr. **Ilonka Goranova**, Researcher and Project expert

Eliza Nikolova, chairman of the Professional association of mediators in Bulgaria, “Mediator of the year” for 2016

Julia Radanova, mediator and managing partner of Legal Solutions Partners

Evgeni Georgiev, judge at Sofia City Court

Georgi Elenkov and **Ivaylo Ikonomov**, mediators and students in Sofia University “St. Kliment Ohridski”, winners of CDRC (Consensual Dispute Resolution Competition) in Vienna for 2016

Tomas Valenti, arbiter and mediator from Chicago, USA

Sabine Walsh, mediator from Ireland, incorporator of Sabine Walsh Mediation

"Mediation - roads, problems, challenges" was the theme of the roundtable, which was held in the small conference hall of the University of national and world economy. The event was part of the project activities Strategic Partnership Erasmus + "Online training platform mediation".

The forum on the future of mediation and its application in Bulgaria was widely attended by numerous legal professionals, e.g. Ministry of Justice, Chairman of Sofia Regional Court, representatives of Sofia City Court, the Cabinet of the Ombudsman, vice-chairman of Administrative Court – Sofia City, officials from Sofia Bar Association, Plovdiv and Sofia University, National Institute of Justice, etc. The topics discussed varied from the criteria what successful mediation is, how to ensure mediators' certification on the premise of objective quality criteria, what are the theoretical and practical skills a mediator should attain. Additionally, further attention was shed on the



online platform to be developed under the Project, the legal framework, procedures and ethical rules, focusing on training in mediation.

The round table additionally elaborated on the online training platform under development pursuant to the Project and the most optimal ways to achieve its objectives of digitization of the educational process and organization, administration and implementation of mock mediation for the purposes of acquiring in-depth practical skills. The organizers were congratulated by the foreign keynote speakers on the ambitions they have set themselves with the Platform and the long-term objectives pursued by the latter. As stated by one of the keynote speakers – *“what we are after is “practice in the widest environment.”*

The participants in the Platform engaged in a discussion as to the best way through which the learning material to be developed as part of the Project is to be deployed widely for the studying objectives of the separate institutions participating in the discussions and for raising the awareness of the general public. It was concluded that each representative present at the table would promote and disseminate the Platform to its professional network following its successful completion. This was deemed to be an efficient manner through which a wider audience would be engaged and a larger impact would be achieved.

All in all, the participants of the event confirmed the understanding that mediation is an effective interdisciplinary method of resolving disputes in which legal science, entrepreneurship, administration and psychology intertwine. In recent years the European Union has adopted these alternative dispute resolution (ADR) for their basic features which are efficient in view of time and cost. Applicable law - both national and European level - is fully prepared to meet its targets for effective use of ADR techniques. However, in its practical dimensions, the process of application is not yet developed into most, if not all Member States. Hence, the Round table concluded that the deliverable due under the Project are the much needed change for boosting mediation growth and adoption of alternative dispute resolution mechanisms across the Union.



AUSTRIA

Date: 12.12.2016.

Place: University of Graz, Austria

Attendees:

Assoz. Prof. Mag. Dr. **Sascha Ferz**, mediator and head of the Center for Social Competence, researcher and teacher in the area of Administrative Law and Mediation (University of Graz)

MMag. Dr. **Karin Sonnleitner**: mediator and lecturer in the mediation programme at the Center for Social Competence as well as at the faculty of law (University of Graz)

Ing. Mag. **Wolfgang Konrad** M.A.: mediator and representative of the association IRIS;

Mag. Dr. **Angelika Konrad** M.A. MSc CMC: mediator and representative of the association IRIS;

Mag. Michael **Kern**: mediator, Consultation at the Anti-Discrimination Center Styria

Dr. **Herbert Drexler**: representative of the Austrian Federal Association for Mediation;

Sven Gillissen: mediator, board member of the Austrian Mediation Network and Speaker of the Experts Group Styria (WKO) in the field economic mediation

Mag. **Gudrun Turek-Lima**: mediator, lawyer and certified trainer in the field adult education

Mag. **Maria Scheschy-Prechtl**: mediator, psychologist and acting head of the conflict management office of the government in Upper Austria

Mag. **Petra Preining**: mediator, Office of the government Upper Austria, responsible for internal check and risk management at the company B&C Industrial holding

Elke Pölzl MSc: representative of the Municipality Graz for prevention and intervention of internal crisis

Klaus Hatzl M.A.: employee at the Academy of New Media and Knowledge Transfer; speaker for press and public relations in Styria

Dipl.-Ing. **Robert Link**: University of Graz; responsible for European and International programs and projects

Gerhard Führer, PMM: mediator, professional Trainer of Mediation and System Design

Assoz. Prof. Mag. Dr. Sascha Ferz and MMag. Dr. Karin Sonnleitner welcomed the participants and stated the aim of the Austrian Round Table on Mediation.

They also informed about the project "Online Study Platform on Mediation", in particular about the participating European partner universities and the goal of the project.

Then Petra Preining and Maria Scheschy-Prechtl from the Conflict Management office of the government in Upper Austria as well as Gerhard Führer, PMM presented the software instrument "Conflict Navigator" (<https://konflikt-navigator.com/>).

Afterwards a moderated exchange of experts takes place (3 tables; Klaus Hatzl, Gerhard Führer, Karin Sonnleitner hosted one table). The attendees changed every 20 minutes (participants of table 1 change to table 2, participants of table 2 change to table 3, participants of table 3 change to table 1). After three passes each host presents the results of the table and discussed it with the whole group.



As agreed in Riga the participants of this national meeting (University lecturers, local mediation experts, representatives from NGOs, institutions and organizations practicing mediation) have been invited to provide their “needs, ideas and suggestions related to the outcomes”. The method of World Café was applied.

Table 1 relates to the main outcome of Uni Graz (Video production). Table 2 relates to O1 (web platform) and table 3 relates to all outcomes in general. This makes sure, that the relevant Austrian stakeholders will have their say in the work of the project.

Table 1

What should be included in a teaching video about mediation?

offer a good overview	Also clarify the theoretical background	Which intervention leads to which reaction (realistic interventions / emotions)
Be able to observe body language	Use of techniques in mediation (when, which effect and function)	Emotions: "real" and "authentic"
Work materials and tools should be visible	What do the techniques effect?	Also show "antipathy" in the triangle Mediator - conflict partners
Make room visible	Internal posture of the mediator	No "artificial" effect
Attractive surroundings – no visible studiosetting	Sequence and explanation (see language courses in TV)	"Real actors" = professional actors who are able to play emotions believably!
Always know at what stage the mediation is	Stage Demo: Mediator teaches and explains background, techniques, theory, etc.	Dramaturgy (see motion picture) / real case Video not too long
Overview of the story: tell the prestory	Interaction between the conflict partners (physical, facial expressions, tension, voice)	Interesting bow; No grinding

Table 2

How must a digital, international learning platform for mediation content be built up?

Install Konflikt-Navigator.com	Experienced with all senses	Provide sense of achievements (levels, solutions)
Make Intercultural mediation tangible	Playful (puzzles, activities, methodical diversity)	extensive
Self-learning system (feedback from role-playing game)	Save intermediate steps	Networked work Interregional / intercultural → Mediation
Self-test (reflection tools, learning diaries)	Well-arranged	VPN tunnels
"Gaming Award" Presentation possibility for mediation concept	accessible: audible texts (read aloud)	Practice different techniques
self-explanatory	Peer groups	Provide multilingualism (programming)



Shortcuts modular construction Understandable language	Tutor system (feedback to f.ex. role-playing-games)	Chat opportunity with invitation by active online participants
Setting up a forum with different unities for contributions, questions for discussion, etc.	Creation of blogs (from "mediation-gurus")	Knowledge Base -standardized case descriptions -intervention techniques
"Mailbox" for feedback to platform / operator / IT / technology		

Table 3

What are the needs, ideas and suggestions to train mediation?

Teaching exchange	Senior-Junior model	specialization
Theory and cases for peergroups	Feedback loop	Live-Demonstration
Recording seminar	Self-experience as mediand	New didactic ideas
Group size	Group dynamics	Teaching more organizational theories
Educational films	Marketing for the job	Negative examples (court)
Consider diversity	Entrepreneurial thinking	Consequences of a termination
Experts in educational films	E-Learning Tool	More practice
Possibility to exclude people	Mix between self-experience and structure/technique	Working self-sufficient on the content
Selfreflexion with online tools	Train the mediator (Knowledge pool)	Continuously role play