UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
Mediation in Social Services

Academic Year 2023/2024

1. Organic Unit

Higher Institute of Social Work

2. Course

SOCIAL WORK

3. Cycle

2nd

4. Course Unit

Mediation in Social Services (M6206)

5. Scientific Area

6. Curricular Year

1st

7. Type of Curricular Unit / Semester

2nd Semester

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8. Class type and workload (work time)

Theoretical classes:	
Practical classes:	
Theoretical-Practical Classes	15,00
Tutorial Guidance:	20,00

9. ECTS Credits

7,50

10. Scientific Area Coordinator

11. Regent

Prof. Doutora ANA CARINA DA SILVA RUXA

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

Establish the relationship between Social Action, Social Work and Mediation;
Sensitise students to the importance of mediation as an innovative instrument of social intervention in a society in which conflicts emerge, particularly in the social field;
Deepen knowledge of mediation in Social Work and its importance for the social work profession.

15. Specific Objectives

Deepen knowledge of the concept of mediation, its evolution within the framework of social intervention;
Identify different types of mediation.
Reflect on the characteristics and strategies of mediation in different contexts of conflict and social change;
Analyse mediation as an alternative conflict resolution, strategy and social intervention model.
Differentiate different mediation profiles in Social Work.

16. Skills to be acquired

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Strengthening the development of assertive and argumentative skills in the field of communication and critical analysis of conflict situations;
Identifying the emergence of conflicts in today's society, particularly in the social field and the role of mediation;
Acquisition of knowledge about mediation (concepts, approaches, areas, levels, characteristics and purposes);
Understanding the role of the social worker as a mediator between different agents and dimensions of social intervention.

17. Teaching Methodology

Expository method combined with participatory method; use of active methods of communication, such as brainstorming; Role-playing; Sharing of practical experience of guests (in different areas of mediation).

18. Course Unit Program

1 - Communication, conflict and mediation
1.1 - Specific skills and interpersonal communication styles
1.2 - Managing conflicts: Definition and types of conflict; Theoretical approaches to conflict ; Confrontation and conflict escalation.
1.3 - Conflict management strategies
2 - Concept and objectives of mediation
2.1 - Mediation: The role of the mediator, characteristics and stages of mediation
2.2 - Contexts and types of mediation relevant to social intervention
3 - Mediation in Social Work
3.1 - Profiles and levels of mediation in Social Work
3.2 - The relationship between mediation and case management, networking and partnership work
4 - Mediation, social action and sustainable development

19. Assessment Methods

Carrying out individual or small group work according to the research themes research topics proposed by the students, and presenting it in class.
Class participation.

20. Didactic Resources

Computer
Multimedia projector
Bibliography (main, supplementary and other)

21. Sustainability Objectives

SDG 4 - Ensure access to inclusive, quality and equitable education and promote lifelong learning opportunities for all;
SDG 8 - Promote inclusive and sustainable economic growth, full and productive employment and employment and decent work for all;
SDG 10 - Reduce inequalities within and among countries;
SDG 16 - Peace, justice and strong institutions.

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22. Keywords

Conflict
Mediation
Social Intervention
Social Services
Citizenship

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23. Main Bibliography

Author(s):	José Neves, Margarida Garrido e Eduardo Simões		
Title:	Manual de Competências Pessoais, Interpessoais e Instrumentais - Teoria e Prática		
Edition:	3ª	Year:	2019
Local:	Lisboa		
Publisher:	Sílabo		

Author(s):	Clara Cruz Santos, Cristina Pinto Albuquerque e Helena Neves Almeida		
Title:	Serviço Social - Mutações e Desafios		
Edition:	1ª	Year:	2013
Local:	Coimbra		
Publisher:	Impressa da Universidade de Coimbra		

Author(s):	Ricardo Vieira, José Marques, Pedro Silva, Ana Vieira e Cristóvão Margarido (Orgs)		
Title:	Pedagogias de Mediação Intercultural e Intervenção Social		
Edition:	1ª	Year:	2016
Local:	Porto		
Publisher:	Edições Afrontamento		

24. Complementary Bibliography

Author(s):	Peter Lovenheim e Lisa Guerin		
Title:	Mediate, don't litigate		
Edition:	1ª	Year:	2014
Local:	Berkeley		
Publisher:	Nolo		

Author(s):	Trevor Lindsay (Ed.)		
Title:	Social Work Intervention		
Edition:		Year:	2010
Local:	Glasgow		
Publisher:	Learning Matters Ltd.		

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Ficha técnica MIP / MIP Datasheet	
Título / Title	Course Unit Program 'MEDIAÇÃO EM ACÇÃO SOCIAL': Academic Year 2023/2024
Autor / Author	Prof. Doutora ANA CARINA DA SILVA RUXA
Classificação / Classification	-
Descritores / Descriptors	-
Colaborador(es) / Colaborator(s)	-
Data Hora / Date Time	
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