

# Mediation Awareness Week

## Develop Your Everyday Mediation Skills

*When? - 17 April - 21 April 2023*

*Where? - The Hague University of Applied Sciences*

*Partners:*



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# "Listening with Confidence"

**Date: 17 April**

**Location: OV 2.65**

**Time: 10.30 - 12.00**

**Language: Dutch**

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## **Waar het om gaat:**

In deze workshop van 1 a 1,5 uur gaan we met de groep ontdekken wat goed luisteren is. Door oprecht en nieuwsgierig, open en neutraal te luisteren kun je je gesprekspartner het gevoel van vertrouwen geven. Vertrouwen is de basis voor conflictoplossing. Bovendien kun je door goed te leren luisteren relevante informatie boven tafel krijgen. In conflicten zeggen ruziënde partijen vaak niet wat er echt scheelt: ze roepen verwijten naar elkaar en blijven hun standpunten herhalen. Door goed te luisteren kun je er achter komen wat de integere behoefte is die zorgt voor de verwijten en de standpunten. Goed luisteren is alleen helemaal niet zo makkelijk. Maar gelukkig wel te leren. De basis gaan we met elkaar bespreken en ervaren aan de hand van oefeningen.

**Programma van de workshop** (onder voorbehoud van wijzigingen):

1. Startspel – "Zelf ervaren"
  2. Wat is goed luisteren? Kun je het niet goed luisteren onderdeel maken van het gesprek?
  3. Vooroordelen
  4. Stellingspel: open en neutraal vragen stellen
  5. I-E-I : luisteren naar emoties en intenties in een verhaal
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Marike H. Hehemann is a former solicitor and corporate lawyer. Since 2013, she has been working as a lecturer and coordinator of corporate law at HBO-Rechten of De Haagse Hogeschool (THUAS). However, as of 2021, Marike is working for the THUAS Executive Board as a legal advisor. She is also the official secretary of the THUAS Staff Objections Committee. In addition, Marike works as a senior lecturer at the vocational training for company lawyers at the SBB/CPO (University of Nijmegen). As of September 2019, she is a member of the research group Multilevel Regulation and leader ad joint of the project Trust Mediator.

# "How can restorative circles improve your interactions in the classroom?"

**Date:** 18 April

**Location:** RZ 4.01

**Time:** 13.00 - 15.00

**Language:** English

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## What are restorative circles?

A restorative circle is a method that traditionally provides an opportunity for communities to come together and collectively address harm, increase accountability, and resolve conflicts. In educational settings, the circles, in a similar way as transformative mediation, are predominantly applied to foster connectivity, discuss concerns around teaching and learning experiences, and strengthen relationships.

## Workshop Procedure:

The purpose of the workshop is to discuss and practice the application of restorative circles in university settings. The workshop will start with a round of introductions, explaining the premise of the method and its connection to restorative justice, inspired by the success of the circles in the minor *Crime, Safety & Security*. The circles also help to open up, bond, laugh, exchange views in a safe environment and allow the lecturer to let go of control in a classroom, get to know the students better and meet them where they are.

## How will you benefit:

You will learn how to enhance a classroom community building through restorative circles.

You will learn how to prepare and set up a restorative circle.

You will practice how to lead circle dialogue.

You will learn how to use and respect a talking piece.

You will learn about the principles of restorative justice.

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Dr. Anna Matczak is appointed as a lecturer in comparative criminology at THUAS, where she convened and is a lead lecturer for the following minors: Crime, Safety & Security and Cybercrime. She holds a Ph.D. from the Department of Sociology, LSE. In collaboration with the Nepal Peacebuilding Initiative, she co-organised the 2020 Summer School on transitional justice and along with the University of Padua, Italy, she has been one of the organisers of the 2022 and 2023 Winter School 'Transforming 21st Century Conflicts'. From 2019 to 2022 she was a member of the Research Committee of the European Forum for Restorative Justice. In 2021 she joined the THUAS Multilevel Regulation Research Group.

## "The power of language: How to use mediation-focused communication techniques to resolve everyday conflict"

**Date:** 19 April

**Location:** OV 3.74

**Time:** 12:00 - 13:30

**Language:** English

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### Goal of the workshop:

Mediators are neutral individuals who assist parties in conflict to jointly resolve their disputes. A mediator's skill in facilitating a resolution stems from a number of factors, an important one being their ability to effectively use communication techniques to build trust, confidence and explore options to find a workable solution to the conflict.

In our everyday lives, we regularly face conflict, be it with fellow students, teachers, family members, friends, neighbours and perhaps even strangers you bump into at the supermarket. Understanding the power of language and learning about the styles, techniques and the mechanics of communicating through the lens of a mediator, can greatly enhance your skill in successfully navigating a resolution to any conflict.

Interest piqued? Come to this interactive skills focused workshop to learn more. Everyone is welcome.

### How will you benefit:

You will learn about different forms of communication and their impact on others.

You will practice mediation techniques that focus on neutrality, building confidence and forward looking to a resolution.

You will learn about language risks and how the choices you make can affect understanding.

You will have a fun and interactive session that develops your conflict resolution skillset.

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Amanda Kemshaw is a Research Lecturer in the International and European Law Programme at THUAS. She coordinates the Dispute Resolution Minor and has a particular research interest in alternative dispute resolution mechanisms including mediation and international arbitration. Amanda Kemshaw is a seasoned litigation practitioner, having spent 17 years in private practice in leading law firms in both Canada and the Netherlands. Specializing in international arbitration and complex multi-jurisdictional disputes across all areas of industry, she has worked with clients and counsel globally and appeared before courts and tribunals. She also has extensive experience as mediation counsel and is a certified mediator.

# "How can peer mediation help you build relationships based on trust?"

**Date:** 20 April

**Location:** OV 3.74

**Time:** 11:00 - 13:00

**Language:** English

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## Goal of the workshop:

The training is based on the Trust MEdiators' toolkit of how to become trustworthy mediators. The purpose of the workshop is to practice peer mediation techniques to improve your everyday interactions by focusing on building trust with others. Peer mediation is an informal mediation conducted by student mediators. This workshop focuses on learning and practicing peer mediation techniques that help you develop the skills necessary to address everyday personal and professional problems respectfully and assertively and to help your peers in this regard. Come and join us to learn and practice how to be a trustworthy peer mediator and improve your daily interactions!

## How will you benefit:

You will learn how your peers perceive trust from the materials developed based on their stories.

You will increase your own awareness of trust and your potential biases in daily interactions.

You will practice active listening skills (summarizing, rephrasing, and positive rephrasing) to listen more deeply and to communicate with others better.

You will practice your networking skills to build trust early.

You will practice asking questions in a respectful way and creating safe spaces while defining your own borders in communication.

You will increase your understanding of your own emotions and how to respond to the emotions of others.

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Dr. Barbara Warwas is a lector (professor of practice) in Multilevel Regulation at THUAS. Barbara has long been involved in advancing dispute resolution skills among students and professionals with a view that those are transferable skills relevant for all professionals and citizens. Barbara has a Ph.D. in Law from the European University Institute. Between 2020 and 2022, Barbara was the Director of the Centre of Expertise on Global Governance at THUAS.

She is the founder of the student-led initiative Arbitras, the hub "for all things ADR (Alternative Dispute Resolution)." Between 2020 and 2022, she was the leader of the NRO-funded Comenius Senior Fellow project "Trust MEdiators."



## "Why do negotiations fail (or why can't we all just get along better)? Tips, tricks and insights from thirty years of mistakes"

**Date:** 21 April

**Location:** OV 1.61

**Time:** 12:30 - 14:00

**Language:** English

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### Workshop Overview:

Bearing in mind that you negotiate every day, how much do you know about being a "good negotiator"? And more importantly – how much do you know about why negotiations fail?

What happens when one of our classmates (or work colleagues) doesn't contribute to the group work? Why didn't you get the internship or pay rise that you deserve? Why doesn't your partner/friend understand the "reasonable" argument that you've made so many times?

This workshop explores some of the reasons why and you'll learn ideas that you can use straight away even if you've never thought about negotiation before. We'll have a chat, play some games and revisit (to celebrate its 30th anniversary) the themes from Robert Mnookin's 1993 lecture of the same name – why do negotiations fail? We'll also explore whether some problems are just too hard for 2 people to solve. And in that case, tying to the theme of this "everyday mediation week", could it help to involve a 3rd person to sort things out?

### How will you benefit:

You will better understand some of the reasons why we (all?!) make bad decisions

You will learn a simple-to-understand framework to consider these decisions.

And you will explore when 2 people might need a 3rd person to help sort things out.

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Paul Vine is a lecturer and researcher on the LAW programme at THUAS.

Paul's research focuses on negotiation – what is it? why do negotiations succeed? why do they fail? and how can we teach the skill so it's more useful for students?

He also coordinates the Private Law 2 module in the LAW programme and teaches negotiation, persuasive argumentation and the business aspects of law.

Paul has practised law for more than 20 years in the UK, Russia, Latin America and the Netherlands and, before THUAS, was a partner at the international law firm, Norton Rose Fulbright. There he represented clients in finance, trade and other commercial negotiations around the world.

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***Sign Up here for all workshops***

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