



REMEDY - CASE STUDIES OF MEDIATION

Stories from Greece, Italy, Colombia, Poland, Vietnam, Spain



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CASE STUDIES REPORT



Introduction

Conflict is a part of human life. It can occur between individuals, groups, or even countries. When conflict is not managed effectively, it can lead to violence, destruction, and loss of life.

Conflict transformation is the process of resolving conflict in a way that addresses the underlying causes of the conflict and builds a more sustainable peace. It is a process that is based on dialogue, cooperation, and respect for the needs of all parties involved.

This collection of case studies explores the topic of conflict transformation in six countries: Vietnam, Spain, Poland, Greece, Colombia, and Italy. Each country presented three case studies, for a total of 18 case studies.

The case studies in this collection illustrate the diversity of conflict transformation experiences around the world. They also highlight the different ways that conflict transformation can be used to address a wide range of conflicts, from small-scale community disputes to large-scale international conflicts.

The case studies in this collection are a valuable resource for anyone interested in learning more about conflict transformation. They can be used to educate policymakers, practitioners, and the general public about the different approaches to conflict transformation and the potential of this approach to build peace and stability.

The Case Studies

The case studies in this collection are organized by country. Each case study provides a brief overview of the conflict, the context in which the conflict occurred, and the different approaches to conflict transformation that were used. The case studies also discuss the outcomes of the conflict transformation efforts and the lessons that can be learned from these experiences.

The following are the case studies included in this collection:

- Vietnam:
 - A salary review in the Binh Dinh Province
 - A monetary penalty in Ho Chi Minh City

- A conflict between two colleagues in Hanoi
- Spain:
 - A mediation service in the Ombudsman's office in Andalucia
 - An intercultural mediation for social inclusion
 - An intercultural mediation in the Caridad neighbourhood in Algeciras
- Poland:
 - DECODE: the Atlantis Game
 - MORE – the game on Mediation on Responsibilities and Exploitation
 - CoopAxle and other games developed by Innowatorium
- Greece:
 - North Macedonia
 - Xanthos Village vs Eirini Village
 - Sasmos: the Cretan reconciliation
- Colombia:
 - The Hooligans of Medellin
 - Community mediation and Reparation in Barrio Santander
 - Community mediation in the daily barrio conflicts
- Italy:
 - Corpi Civili di Pace
 - Servizio Sociale Universale
 - Youth in conflict

The case studies in this collection provide a valuable glimpse into the complex and challenging work of conflict transformation. They show that there is no one-size-fits-all approach to conflict transformation, and that the best approach will vary depending on the specific circumstances of the conflict.

However, the case studies also show that conflict transformation is possible, and that it can be a powerful tool for building peace and stability. The lessons learned from these experiences can help us to develop more effective approaches to conflict transformation in the future.

VIETNAM: A salary review in the Binh Dinh Province

Topic of the study	Salary review
Location(s)	Binh Dinh province – Vietnam
Methodologies used	Dialogue
Implementation Date	28th April 2022
Brief Description/ Objectives/ Relevance to thematic of conflict (Word limit: 500 words)	<p>The factory located in Central Vietnam, according to the labor law, the workers earned the overtime wage 2/3 higher than the normal wage. However, the factory has not paid the overtime wage for many years. Instead, the factory has given bonuses and allowances for those on time, and seniority money for those who have been working for more than 5 years.</p> <p>The labor inspection investigated the factory for not paying overtime wages according to the labor law. The authority requires the factory to give compensation to the employees. The director of the factory decided to spend the right amount of overtime money but cut the seniority allowance. This makes majority of longtime workers extremely dissatisfied. Overtime work is sometimes available but sometimes not, seniority is a fixed amount paid monthly.</p> <p>An exchange was held between the factory representative and workers and leaders of the factory.</p>
Description of the target group/ Main results for the target	<p>The meeting set out and agreed on the main principles:</p> <ul style="list-style-type: none">- The income level of employees is not reduced, especially those who have been working for a long time- The factory needs to comply with the labor law.- The factory does not incur additional costs

group (social, economic, etc)	The director of the factory invited the accounting and human resources department. After discussing for 3 hours, they agree that the workers are still received the seniority allowance and the bonus. Besides, the allowance will decrease by 20%. This amount will be converted to pay for overtime wages.
(Expected) impact on community	The discussion helped the factory leader and workers achieve their goals.
Lessons learned/ Recommendations	<ul style="list-style-type: none"> -The involvement of all stakeholders is required -The need of listening to the sharing of the weak ones.
Sources (websites, books, articles, papers, links) or/and additional resources	-
Pictures/videos (optional)	-

VIETNAM - A monetary penalty in Ho Chi Minh City

Topic of the study	Monetary penalty
Location(s)	Ho Chi Minh city – Vietnam
Methodologies used	Dialogue
Implementation Date	March 2023
Brief Description/ Objectives/ Relevance to	<p>The factory has become a role model in the industrial zone about ensuring labor safety. Anyone who does not wear protective gear will be fined 20 USD.</p> <p>This becomes an urgent matter for the workers in the factory because 20 USD is equivalent to 2 working days wage.</p>

thematic of conflict	The factory leaders do not want to reduce the amount of this monetary penalty because they think that if it is big enough, the workers will be afraid and comply with the rule.
Description of the target group/ Main results for the target group (social, economic, etc)	<p>The dialogue took place with the participation of the union association, the representatives of the worker, and representatives of the factory management board. The workers' side proposed that the penalty should be equal to the one-day wage instead of 2 days. However, the management did not agree.</p> <p>Instead of focusing on negotiating how much it is for the penalty to be reasonable. The meeting discussed if there any other solutions for workers to comply.</p>
(Expected) impact on community	The dialogue ended with the decision of changing the penalty method and replacing it with other solutions of discipline that are still deterrents to the employees which are accepted by the employees. In the group, if there is one worker who does not wear protective gear, this group has to stop production, which will affect the production of the whole team.
Lessons learned/ Recommendations	<ul style="list-style-type: none"> - Conflict resolution should not only focus on solutions. It is necessary to understand and meet the need for the common goals/interest of both. - Thinking outside the box: do not think that only fining a lot of money makes people afraid.
Sources (websites, books, articles, papers, links) or/and additional resources	-
Pictures/videos (optional)	-

VIETNAM - Conflict between 2 colleagues

Topic of the study	Conflict between 2 colleagues
Location(s)	Hanoi - Vietnam
Methodologies used	Dialogue
Implementation Date	March 2023
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>The conflict happened at an office in Hanoi, Vietnam. Lan and Nga were assigned to co-organize a Sport Day activities for children with disabilities at a childcare center in Hanoi.</p> <p>They had very different working styles. Lan preferred everything to be organized and planned carefully and well in advance. Nga preferred a spontaneous approach and tended to procrastinate everything which made it annoying and frustrating for Lan many times.</p> <p>They had argument and disagreed with each other most of the time when they sat down to work and plan. The event was approaching and they could not finish the tasks and stressed and lost.</p> <p>Lan decided meet with the supervisor and asked for either someone to replace for Nga or Lan would withdraw from the project.</p> <p>The boss called for a meeting individually with each of them to get to know about their preference, working styles and expectations. After that he hold a meeting with both of them. In that meeting, the supervisor created comfortable space for them both to share about their preferences, the reasons behind it and their expectations. After listening to each other, Lan and Nga realized that though theirs are different, they can actually complement each other of they listen to each other and find the common ground.</p> <p>Lan and Nga then were able to find a balance by creating a framework that incorporated both structured planning and flexible adaptation. They agreed on a rough plan with</p>

	defined outputs and milestones, but built in enough flexibility to adapt to unexpected changes.
Description of the target group/ Main results for the target group (social, economic, etc)	<p>Lan and Nga were newly recruited employees to the organization. They were motivated and enthusiastic but lacked team work skills and soft skills to get things done and to effectively communicate/negotiate with others.</p> <p>The supervisor was a skillful and experienced person. He has been working with tens of young and old employees and knew how to help people fix their problems/conflicts of there was.</p> <p>As the result, with communication and being willing to compromise, Nga and Lan were able to solve their conflict and find a good solution for both. Their collaboration turned out to be successful which brought about a super successful event for the whole company, the kids and everyone involved.</p>
(Expected) impact on community	The discussion and sharing helped everyone involved achieve their goal and brought about an event that was well planned, adaptable, and successfully delivered on time.
Lessons learned/ Recommendations	<p>- It is critical to listen to each other and to openly share each's concerns, preference, expectations and even frustrations.</p> <p>- It is important that everyone respect other's feelings and sharing and try the best to adapt for an ultimate success of the whole.</p> <p>It is strongly recommended to have a mediator, in this case was the supervisor to help them reflect on their own and to open their heart to learn about the others.</p>
Sources (websites, books, articles, papers, links) or/and additional resources	-
Pictures/videos (optional)	-

SPAIN - A service of mediation to manage conflict of youngsters associations with administrations

Topic of the study	Mediation to manage conflict
Location(s)	Andalucia, Spain
Methodologies used	Mediation
Implementation Date	2016
Brief Description/	<p>The Andalusian Ombudsman has implemented a mediation service as an additional tool to guarantee the rights of citizens of Andalusia. The mediation service is provided by experts, who work with a specific intervention model, based on scientific evidence, focused on both the individual interests of citizens and the collective interests of society. This mediation service deals with conflicts that affect public institutions; it does not deal with interpersonal conflicts or labor conflicts (these are dealt with in other mediation systems). Anyway, they can deal with any conflict if it affects the general interest of society.</p> <p>The purpose of mediation is threefold: a) To help citizens and administrations to find a solution that integrates the interests of each, but that solves the problem for both. b) To improve the climate of dialogue and understanding between citizens and public administrations, so that a new common ground, a new relationship, can be built to enhance the mutual collaboration in the future. c) To transfer the culture of mediation to citizens and administrations, in a process of direct learning and conflict prevention.</p> <p>Mediation in the ombudsman’s office has several advantages:</p> <ul style="list-style-type: none">- The use of mediation prevents future conflicts between

<p>Objectives/ Relevance to thematic of conflict</p>	<p>both parties.</p> <ul style="list-style-type: none"> - It addresses conflicts not only of a legal nature, but also related to relationship or information difficulties between the parties. - It guarantees total confidentiality. - It provides an easy and safe process, based on professional communication and mediation techniques. - It constitutes a more effective and efficient formula in the solution of some citizen complaints before public administrations. - It increases the level of satisfaction among the people and entities participating in the mediation. - It improves the climate of dialogue and the relationship between citizens and public administration. <p>Among the issues that are dealt with, which could affect young people, are:</p> <ul style="list-style-type: none"> - Minors and risk situations due to exclusion (dignity threats, access to education). - Right to decent housing (housing solution, public-private collaboration). - Right to meeting, participation rights (associations,
<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>Mediation can be used by any group of citizens (associations, platforms, NGOs, etc.) to solve their problem with one or more public administrations.</p> <p>A public administration may request mediation by the Ombudsman's Office if it believes that a solution can be reached by agreement with another administration or group of citizens.</p> <p>The Ombudsman may also propose ex officio the handling of a complaint through mediation, if he considers that this is the most effective way to handle it.</p>
<p>(Expected) impact on community</p>	<p>In 2022, 287 mediations were carried out, 82% with agreement, with a 93.9% of high satisfaction rate.</p>

Lessons learned/ Recommendations	1) Mediation is an effective tool for ombudsmens, it contributes to the culture of peace. 2) Mediation is justice. 3) Fundamental rights are guaranteed by mediation.
Sources (websites, books, articles, papers, links) or/and additional resources	https://www.defensordelpuebloandaluz.es/el-dpa-media
Pictures/videos (optional)	-

SPAIN - FUNDACIÓN MÁRGENES Y VÍNCULOS

Topic of the study	Intercultural mediation for social inclusion.
Location(s)	Andalusia-Canarias-Ceuta-Extremadura-Galicia-Madrid-Murcia-Valencia (Spain).
Methodologies used	Mediation
Implementation Date	1995
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>“Fundación Márgenes y Vínculos” is an organization without cheer up profit centered in the attention working societal by the promotion of the rights, the protection, equality, culture, the coexistence, the education and the well-being of people.</p> <p>The Foundation develops, between others, Projects and social services destined to childhood, families, women, people with disability, migrants and other groups of people in a situation of vulnerability or inequality.</p>
	Objective: Children and youth, women, migrants and other groups of people at risk of exclusión.

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>Results:</p> <p>In 2020, 35.946 people assisted all projects.</p> <p>12.976 people assisted by Prevention Services.</p> <p>8.042 people assisted by Co-living, diversity and education service.</p> <p>6.617 people assisted by evaluation, diagnosis and treatment of violence Service.</p>
<p>(Expected) impact on community</p>	<p>Children: The foundation's programs for children helps them to develop their skills and knowledge, and to grow up in a safe and supportive environment. This can lead to better educational outcomes, better employment opportunities, and a better quality of life overall.</p> <p>Families: The foundation's programs for families helps them to strengthen their relationships, to cope with stress and challenges, and to provide for their children's needs. This can lead to a more stable and supportive home environment for children, and to better outcomes for the whole family.</p> <p>Women: The foundation's programs for women helps them to develop their skills and knowledge, to find employment, and to start their own businesses. This can lead to economic empowerment, greater independence, and a better quality of life for women and their families.</p> <p>People with disabilities: The foundation's programs for people with disabilities helps them to access the resources and support they need to live full and independent lives. This can lead to improved social inclusion, better educational and employment opportunities, and a better quality of life overall.</p> <p>Migrants: The foundation's programs for migrants helps them to integrate into the community, to find employment, and to access essential services. This can lead to a more stable and secure life for migrants and their families.</p>
	<p>The foundation's programs address a wide range of needs, from education and employment to housing and healthcare. This holistic approach is essential to helping</p>

Lessons learned/ Recommendations	<p>people to overcome challenges and reach their full potential.</p> <p>The foundation works closely with the communities it serves to develop and deliver programs that meet their specific needs. This community participation is essential to ensuring that the foundation’s work is effective and sustainable.</p> <p>The foundation partners with other organizations in the community, such as government agencies, businesses, and nonprofits, to deliver its programs. This collaboration allows the foundation to reach more people and to provide a wider range of services.</p>
Sources (websites, books, articles, papers, links) or/and additional resources	<p>Website:</p> <p>https://fmyv.es/</p> <p>2020 activity report:</p> <p>https://fmyv.es/wp-content/uploads/2021/08/memoria-2020-web.pdf</p>
Pictures/videos (optional)	<p>https://fmyv.es/</p>

SPAIN - INTERCULTURAL MEDIATION AT “LA CARIDAD” NEIGHBOURHOOD (ALGECIRAS)

Topic of the study	Intercultural and community mediation as a means for social inclusion in “La Caridad” neighborhood.
Location(s)	Algeciras (España).
	<p>Dialogue and mediation. Edusi Project (Sustainable Urban Development EU project) integration of urban development, IT technologies and intercultural mediation for social development.</p>

Methodologies used	<p>For about one year two full-time intercultural mediators were walking, exploring and trying to get to know the people and the territory of the neighborhood. Walking in the streets repeatedly makes neighbors curious and open to talk. The first part of the job was more writing down needs and petitions from the neighbors and posting the questions and demands to the Municipality.</p> <p>Intercultural mediators also intervene when conflicts occur among people or different communities in the neighborhood.</p> <p>Once they have built trust with the communities and people know about their job and existence they start</p>
Implementation Date	<p>2017</p>
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>Social fragmentation, immigration, people at risk of inclusion, urban development, community empowerment, drug use prevention, homelessness, prostitution.</p> <p>“Campo de Gibraltar” is a region of ITI (Integrated Territorial Investment) within this region of special needs, “La Caridad”, a neighborhood located in the lower part of Algeciras is one of the neighborhoods with even more needs due to the following causes. Because It is located at the entrance of the Port of Algeciras, the train station and the bus station this neighborhood combines most of the part of the Moroccan and immigrant population of Algeciras and functions as a ghetto because, up until 2017, integration with autonomous communities was almost non existing. There is also prostitution and high rates of homeless people (travelers -many of them young people- that come from Europe and arrive at the last stop of trains and buses and stay there without resources). Also, urban architecture has deteriorated so autochthonous people avoid coming there.</p> <p>Objective: the inclusion of all communities in the neighborhood and the economical development of the territory.</p>

Description of the target group/

Main results for the target group (social, economic, etc)

OBJECTIVE PUBLIC: Inclusion, integration and empowerment of all communities living in the neighborhood. Immigrants (in Algeciras there are people registered from 102 nationalities.

- Young women at prostitution.
- Homeless.
- Muslim community.
- Autochthonous community.

Many of the people in these communities are young people aged 18-30 although they are not counted as a differentiated group.

MAIN RESULTS:

- The creation of dialogue and connection among different communities → activities: inter religious activities, intergenerational activities, also breakfasts with groups at situations of special vulnerability.
- Regarding the coordination of resources (associations, commerce, private business, assets among neighbors → more collaboration at the community level and improvement of relationships, democratization of the use of public spaces.
- Regarding the organization of social activities (as an alternative to alcohol consumption and use of drugs) → commerce have changed some of their services to enhance healthy activities:
- ludic activities such as night food market parties with music and workshops.
- “neighborhood of art” with a local art market on Saturdays, manga workshops.
- Regarding the empowerment of citizenship participation → neighbors changed their mindset from demanding solutions to looking for them and even creating the solutions by themselves.
- Regarding the creation of connection with the administration → by mediating with municipal public

	officers, people in the community got direct access to the
(Expected) impact on community	<ul style="list-style-type: none"> - Decrease in the number and intensity of conflicts. - Increase of dialogue among communities (i.e., ludic activities among Muslim and catholics). - Better use of spaces and resources (i.e., mosque was used by public social services to do COVID prevention campaigns). <p>Empowerment of citizenships (i.e., creating new civic organizations and reinforcing those that already existed).</p>
Lessons learned/ Recommendations	<ul style="list-style-type: none"> - Mediation is a powerful tool for conflict resolution (but above all, conflict prevention) in community conflicts. - Mediation is a powerful tool for citizen participation and empowerment. - Mediation is a powerful tool for personal transformation of people in vulnerable situations. - The role of networking is critical. - Mediation is a powerful tool for coordinating different groups of the community, helping them to bring the sense of belonging to the territory and identifying with it. - Marketing and visibility are also important to make mediation recognised.
Sources (websites, books, articles, papers, links) or/and additional resources	<p>https://www.lacaridadhub.es/</p> <p>https://www.algeciras.es/es/detalle-de-noticia/El-Ayuntamiento-pone-en-marcha-varios-talleres-interculturales-e-intergeneracionales-en-el-Barrio-de-la-Caridad/</p> <p>https://www.algeciras.es/es/detalle-de-noticia/Navidad-de-los-Pueblos-anima-las-calles-del-Barrio-de-la-Caridad-con-villancicos-en-varios-idiomas/</p> <p>https://www.algeciras.es/es/detalle-de-noticia/El-Ayuntamiento-organiza-rutas-peatonales-guiadas-por-el-Barrio-de-la-Caridad/</p>

	<p>https://www.algeciras.es/es/detalle-de-noticia/Urbanismo-recaba-propuestas-ciudadanas-para-las-ordenanzas-del-casco-historico/</p> <p>https://www.algeciras.es/es/detalle-de-noticia/El-primer-Mercado-de-Arte-de-Algeciras-resulta-un-exito-de-asistencia/</p> <p>https://www.algeciras.es/es/detalle-de-noticia/Ayuntamiento-Buena-Muerte-y-RecreArte-cierran-nuevas-actividades-de-cara-a-los-proximos-meses/</p>
Pictures/videos (optional)	-

POLAND - DECODE: Atlantis Game and other educational materials on ADR in Youth Work

Topic of the study	Intercultural communication, negotiation, mediation
Location(s)	The game was first time used in Kraków, Poland and then during various international training courses for youth workers e.g. Barcelona (Spain) , Hebron (Palestine), Tallinn (Estonia), Worcester (United Kingdom).
Methodologies used	Simulation game on intercultural communication, negotiation and mediation.
Implementation Date	Since 2014
	DECODE: Atlantis is an immersive simulation game which supports learning about intercultural communication, negotiation and mediation. Participants design and develop their own culture in a fictional universe based on different cultural dimensions and then practice

Brief Description/

**Objectives/ Relevance to
thematic of conflict**

interactions with other cultures, including negotiations and mediation.

It was first introduced in 2014 at the DECODE: decoding conflicts through dialogue in Kraków, Poland during the international training course for 35 participants from 11 countries. The entire training was structured as a field game, simulating a conflict in the fictional land of Atlantis. The participants assumed various roles representing different parties involved in the dispute. Through a series of workshops and lectures, they learned how to approach and resolve the conflict effectively. The training provided a valuable opportunity for the participants to develop both theoretical skills, such as strategic planning, and practical skills like public speaking, successful mediation, and negotiation in challenging conditions. The scenario allowed them to practice various communication strategies while considering decision-making processes in their communities and countries. Moreover, they were challenged to address contemporary issues in European policies, highlighting the significance of thoughtful argumentation and understanding.

The project aimed to raise awareness on the topic of intercultural communication and equip youth workers, youth leaders and educators with advanced techniques in multicultural communication and Alternative Dispute Resolution (ADR) that would allow them to solve conflicts more efficiently.

Throughout the seven-day program, the participants learned about decoding signs in different cultures and environments, identifying various conflict types, and exploring effective methods of resolving them. The objectives included promoting intercultural communication, understanding the importance of decoding messages based on cultural backgrounds, teaching ADR principles, and fostering active youth participation in civil society. The training provided both theoretical and practical skills, such as strategic planning, public speaking, successful mediation, and negotiation in diverse cultural settings. Additionally, participants delved into decision-making processes

	<p>within their communities and countries, addressing contemporary European policy issues.</p> <p>In the following years, the methodology was further implemented across Europe. STRIM with partners</p>
<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>By utilising a role-playing game as an educational tool, the participants could test various methods of intercultural dialogue, conflict resolution, negotiation, and mediation. The workshops were designed to allow participants to discover more effective solutions and apply the acquired knowledge and skills in practice. Consequently, the initial problem presented at the beginning of the training was resolved by the participants themselves by the end. From the overall perspective of the training, it can be confidently stated that the project equipped the participants with new key competencies in multiculturalism, conflict resolution, and Alternative Dispute Resolution (ADR). The project increased their sensitivity to cultural differences and fostered goal-oriented thinking. Participants are now more open to embracing new cultures and motivated to engage further in international projects. The training also encouraged them to expand their knowledge in intercultural communication (including language learning) and explore the subject of Alternative Dispute Resolution methods.</p>
<p>(Expected) impact on community</p>	<p>As a result of the project, youth workers gained new skills in the field of conflict management, building negotiation strategies and identifying conflicts connected with multiculturalism. The training affected their sensitivity towards the situation of people with different social and cultural backgrounds, encouraged them to take an active part in building civil society and motivated them to organise new events.</p> <p>After the training, participants shared their newly gained skills and knowledge during workshops conducted in their organisations and ran activities for young people. As a results, youth workers and young people learnt how to handle their conflicts better and constructively resolve them.</p> <p>The project was continued, and more educational</p>

	<p>materials were developed.</p> <p>The most important long-term benefits of these projects include the development of individuals that are aware of the need for effective dialogue, which in the long run serves to disseminate knowledge of multiculturalism and effective conflict resolutions. Participants gained the necessary tools to make further international cooperation</p>
Lessons learned/ Recommendations	Resolving conflicts is a skill anyone can develop through practice.
Sources (websites, books, articles, papers, links) or/and additional resources	<p>DECODE methodology: https://drive.google.com/file/d/1L9V6hjpTfGW3oZilwr0qjEjDympCveZo/view?usp=share_link</p> <p>Materials on ADR in youth work: http://firstadrkit.org/</p> <p>Handbook on conflict resolution education for young people: http://firstadrkit.org/pdf/Handbook_firstADRkit_.pdf</p> <p>Ready to Mediate? Direction: Youth. Workshop scenarios: http://firstadrkit.org/wp-content/uploads/2017/01/REMEDY_TOOLKIT_web.pdf</p>
Pictures/videos (optional)	-

POLAND - CoopAxle and other games developed by Innowatorium

Topic of the study	Debates and negotiations in local communities
Location(s)	Poland
Methodologies used	Non-formal education: debates, discussions, simulation, negotiations
Implementation Date	01.06.2020–31.05.2022

Brief Description/**Objectives/ Relevance to****thematic of conflict**

CoopAxle is a simulation, educational game, where young people can take on the role of local decision-makers and learn about issues related to the development of the municipality. The key aim of the project was to support the development of structured dialogue in our country by fostering a pro-democratic attitude and providing young people with direct consultations and negotiations with decision-makers. This would facilitate further discussions and constructive conclusions. Additionally, the project aimed to promote civic engagement, social inclusion, and solidarity among youth, reaching out to those who are less socially active or not engaged at all. The project activities were driven by the issue of low youth social activity, lack of knowledge, and willingness to create changes in matters important to them. Therefore, it was crucial to demonstrate the role of project participants in their surroundings and involve them in actions related to local decision-making processes.

Another goal was to support dialogue and establish long-term cooperation between young residents and individuals and institutions responsible for youth policies in the region they live in.

The project aimed to activate and facilitate dialogue between youth residing in different regions of Poland and local decision-makers regarding youth policies in our country. The participating decision-makers in the debates were selected based on the analysis of the project participants' needs, interests, and regional specifics.

The one-day workshops aimed to diagnose the needs of local youth and develop a model for youth consultations with authorities and decision-makers responsible for shaping local youth policies. The debate topics depended on youth interests and local conditions. The idea behind these meetings was to foster cooperation and encourage both youth and local authorities to work together.

The final part of the project was a conference held in Warsaw, focusing on integrating the community, exchanging experiences, training on using games in

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>The project participants can be categorized into three groups:</p> <p>1. High school students aged 16–17 in Poland, totaling over 540 individuals. The group represented a wide range of geographical locations, including small agricultural villages, small towns, medium-sized cities, and large cities. Their interests varied, and while many were not politically engaged, they showed a strong interest in local issues. Some challenges included a lack of cohesiveness within the group and limitations due to economic and geographical factors.</p> <p>2. Teachers: The number of interested and participating teachers exceeded expectations. They actively observed workshops and engaged in evaluation activities. Teachers were particularly intrigued by debates with local authorities and often allowed the youth to lead discussions. Some teachers acted as intermediaries between organizers, decision-makers, and the youth. The involvement of teachers facilitated a better fit for workshops to specific student groups.</p> <p>3. Local Decision-Makers: About 80 decision-makers participated in the project, representing individuals significantly influencing the local community, such as representatives of local governments and directors of cultural, sports, and tourist institutions. Despite the diversity, decision-makers consistently showed a positive change in their approach towards youth engagement. They admired the youth’s initiative, courtesy, and thoughtful questions during the meetings and workshops.</p> <p>Overall, the project successfully engaged and connected young participants, teachers, and local decision-makers, fostering a dialogue on important social and community matters.</p>
	<p>The most important result of the project was establishing direct contact between youth and local decision-makers during debates and negotiations. This is the most significant element of the project with the most impact on the lives of residents. The debates allowed young people to better understand the processes taking place in</p>


(Expected) impact on community	<p>their immediate environment and to become a part of it, with a tangible influence on improving their lives.</p> <p>Furthermore, the debates were also significant for the authorities, who often were unaware of existing issues or matters that needed improvement in their surroundings. These debates were also interesting and eye-catching events that were often covered by local media.</p> <p>A good example could be a debate in Zgierz, which, with the support of the school authorities, took place in the newly built Stary Młyn – the City Cultural Center. The debate, recorded by students and uploaded to YouTube, was also covered by two independent local media outlets. During the meeting, the deputy mayor committed to presenting a proposal to change the schedule of one bus line that used to depart 5 minutes before the end of classes, leaving students waiting for transportation home for around 30 minutes. The bus schedule from the stop near the school was modified during the project’s duration.</p> <p>An added value is that the youth not only have an impact on local affairs and learn how to participate in community life, but they also become attached to their locality, increasing the chances of young people being a productive part of the community</p>
Lessons learned/ Recommendations	<p>The only element that was missing in this project was post-debate support. There was lack of funding for microgrants for youth. Additional support after the project with consultants who could help young people overcome administrative barriers would increase the impact of youth actions and the number of engaged individuals would significantly increase.</p>
Sources (websites, books, articles, papers, links) or/and additional resources	<p>Www.innowatorium.org</p> <p>https://traugutt.miasto.zgierz.pl/2022/05/slo-im-r-traugutta-w-coopaxle/</p> <p>http://zst.bialystok.pl/ekipa-z-zstbialystok-coopaxleuje-w-miasto-stoleczne-warszawa-%F0%9F%92%AA%F0%9F%97%A3%EF%B8%8F%F0%9F%91%8D/</p>

	https://www.losierpc.edu.pl/index.php/14-sample-data-articles/201-debata-w-ramach-projektu-wykorzystanie-gry-symulacyjnej-coopaxle https://soclab.org.pl/jak-mlodziez-moze-wplywac-na-lokalne-sprawy-zaproszenie-na-warsztaty-polaczone-
Pictures/videos (optional)	https://www.facebook.com/media/set/?set=a.3846243812167621&type=3 https://www.facebook.com/media/set/?set=a.1002986416493389&type=3

POLAND - MORE - Mediation on Responsibilities and Exploitation

Topic of the study	Conflict management, Mediation and Migration
Location(s)	Poland
Methodologies used	Simulation/board game, Role Play Game
Implementation Date	<p>The first training course we made was in 25th October – 1st November 2021 in Hungary, the last one was in 14th – 20th November 2022 in Poland, and the last one will be in 20th – 30th October 2023 in Cyprus</p>
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>MORE is an innovative educational resource designed to enhance conflict management skills. Its primary objective is to simulate a negotiation process aimed at resolving a multinational dispute concerning a fictional country called Enotria and its massive migration issue. This simulation takes the form of an international round table, bringing together various stakeholders including the president of Enotria, representatives from destination countries, the departure country, an NGO representative, and two mediators responsible for balancing diverse interests.</p>

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>MORE is the ideal tool for anyone who wants to have an educational experience on the awareness of conflict management.</p> <p>The 1st project targeted 29 social makers from 9 countries: Uk, Albania, Hungary, Ukraine, Greece, Latvia, Italy, Belgium, and Spain, and came from 10 organizations.</p> <p>The 2nd project targets 30 youth workers, teachers, trainers, and educators of both sexes, aged 25 and over, belonging to 7 European organizations and daily working with young people (13-30 years) in different contexts such as schools, NGOs, associations, and youth centers. From 6 countries: Poland, Spain, Cyprus, Austria, Lithuania, and Hungary.</p>
<p>(Expected) impact on community</p>	<p>The acronym MORE stands for “Mediation on Responsibilities and Exploitations.” This name effectively captures the essence of how the complex migratory situations, particularly in Europe, are addressed and managed on a global scale. By engaging with MORE, participants can gain valuable insights into the intricate dynamics of such conflicts and develop essential skills for effective negotiation and conflict resolution.</p> <p>Development in the following areas are expected outcomes:</p> <ul style="list-style-type: none"> Teamwork mechanisms Methods of preparation Learning style Stress management Active listening Empathy Critical thinking Conflict resolution Leadership skill Problem solving

	<p>Creative solutions</p> <p>Negotiation skills</p> <p>Time management</p>
<p>Lessons learned/ Recommendations</p>	<p>Conflict management is a complex process that requires the involvement of a variety of stakeholders.</p> <p>Communication and empathy are essential for effective conflict management.</p> <p>Compromise is often necessary to resolve conflicts.</p>
<p>Sources (websites, books, articles, papers, links) or/and additional resources</p>	<p>https://www.moreconflictmanagement.com/</p>
<p>Pictures/videos (optional)</p>	 <p>The image displays the components of the 'MORE' (Mediation On Responsibilities and Exploitation) educational game. It includes a box with a map of Europe, a large floor map of Europe, and several cards featuring portraits of individuals like Elizabeth Meyer and Yael Lizar. The game is designed to teach about conflict management and mediation.</p>

Topic of the study	Resolving the Skopje Name Dispute through Mediation
Location(s)	Athens, Skopje
Methodologies used	Mediation
Implementation Date	2018
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>The conflict originated from the declaration of independence by the Republic of Macedonia in 1991, following the breakup of Yugoslavia. Greece objected to the use of the name “Macedonia“ by its northern neighbor, arguing that it implied territorial claims over the Greek region of the same name and a cultural appropriation of ancient Greek history. This dispute hindered North Macedonia’s integration into international organizations, including the European Union and NATO, and had a detrimental impact on the region’s stability.</p> <p>In 2017, the United Nations appointed Matthew Nimetz as a mediator to facilitate negotiations between Greece and North Macedonia. Nimetz had extensive experience in diplomatic conflict resolution and was seen as a neutral third party.</p> <p>The mediation process involved multiple rounds of negotiations and dialogue between the two parties. Nimetz employed shuttle diplomacy, meeting separately with the representatives of both Greece and North Macedonia to understand their concerns and explore potential solutions.</p> <p>Mediation sessions focused on addressing the core issues of the dispute, including the name, identity, and cultural heritage. Various compromise proposals were put forth, aiming to find a name that would be acceptable to both parties.</p> <p>Throughout the process, Nimetz encouraged open and constructive dialogue, emphasizing the importance of finding a mutually beneficial solution. The mediator also</p>

	<p>fostered trust-building measures and ensured that both Greece and North Macedonia felt heard and respected.</p>
<p>Description of the target group/ Main results for the target group (social, economic, etc)</p>	<p>The main results for the target group, which includes Greece and North Macedonia, as a result of the successful mediation process and resolution of the Skopje name dispute, can be summarized as follows:</p> <p>Improved Bilateral Relations: The resolution of the name dispute significantly improved the strained bilateral relations between Greece and North Macedonia. The agreement allowed for a fresh start in their relationship, fostering an atmosphere of cooperation and mutual understanding.</p> <p>Enhanced Stability and Security: The resolution of the conflict contributed to increased stability and security in the region. The longstanding dispute had created tensions and hindered regional cooperation. With the conflict resolved, the potential for conflicts and escalations between the two countries decreased, benefiting the overall regional stability.</p> <p>Euro-Atlantic Integration: The resolution of the dispute paved the way for North Macedonia's Euro-Atlantic integration. Greece had previously blocked North Macedonia's NATO and European Union membership aspirations due to the name dispute. However, with the name issue resolved, North Macedonia was able to join NATO in 2020 and made significant progress in its path towards European Union accession.</p> <p>Economic Cooperation: The resolution of the conflict opened avenues for increased economic cooperation between Greece and North Macedonia. The Prespa Agreement outlined provisions to strengthen economic ties, including trade, investment, and joint infrastructure projects. This led to increased business opportunities, economic growth, and shared prosperity for both countries.</p> <p>Cultural Exchanges and Tourism: The resolution of the dispute also facilitated cultural exchanges and tourism between Greece and North Macedonia. With improved relations, there was an increase in cultural collaborations, educational exchanges, and tourism</p>

	<p>activities, promoting a better understanding and appreciation of each other’s heritage and culture.</p> <p>International Recognition and Reputation: The successful mediation and resolution of the Skopje name dispute garnered international recognition and enhanced the reputation of both Greece and North Macedonia. The resolution was applauded by the international community, including the European Union and NATO, as an exemplary model of conflict resolution through dialogue and compromise.</p>
<p>(Expected) impact on community</p>	<p>In June 2018, after months of negotiations, Greece and North Macedonia reached an agreement known as the Prespa Agreement. Under this agreement, North Macedonia agreed to change its name to the Republic of North Macedonia, addressing Greece’s concerns over territorial claims and cultural appropriation.</p> <p>The Prespa Agreement also outlined provisions for enhanced cooperation and normalization of relations between the two countries. It included commitments to strengthen economic ties, promote cultural exchanges, and support North Macedonia’s Euro-Atlantic integration.</p> <p>The successful mediation process and subsequent resolution of the Skopje name dispute received international acclaim. The European Union and NATO praised the agreement, and Greece and North Macedonia both made significant strides in their Euro-Atlantic integration following its implementation.</p>
<p>Lessons learned/ Recommendations</p>	<p>The mediation process led by Matthew Nimetz played a pivotal role in resolving the Skopje name dispute between Greece and North Macedonia. Through patient diplomacy, active dialogue, and the pursuit of compromise, the mediator facilitated a resolution that satisfied both parties’ concerns. This case study demonstrates the effectiveness of mediation in overcoming long-standing conflicts, fostering cooperation, and promoting regional stability.</p>
<p>Sources (websites, books, articles, papers, links) or/and additional resources</p>	<p>https://s.kathimerini.gr/resources/article-files/symfwnia-aggliko-keimeno.pdf</p>

Pictures/videos (optional)



GREECE - Xanthos village vs Eirini village

Topic of the study	Resolving a Local Land Dispute through Community Mediation
Location(s)	Northern Greece
Methodologies used	Community mediation
Implementation Date	2005
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>This case study focuses on a local land dispute in Greece that was successfully resolved through community mediation. The conflict involved two neighboring villages and their respective residents’ claims over a parcel of land, which had led to tensions and animosity between the communities. The case demonstrates how mediation at a local level can bring together community members, facilitate dialogue, and find mutually acceptable solutions, fostering harmony and cooperation.</p>

	<p>The land dispute arose between the villages of Xanthos and Eirene in northern Greece. Both communities claimed ownership of a piece of land located between their villages. The conflicting claims had caused divisions, strained relationships, and impeded collaborative efforts</p>
<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>Through the mediation process, the villages of Xanthos and Eirene reached a consensus on a mutually acceptable solution. The communities agreed to establish a joint committee comprising representatives from both villages to manage and oversee the disputed land. The committee would develop guidelines for land use, ensure equitable access, and promote cooperative initiatives that benefit both communities.</p> <p>The mediation process also emphasized the importance of sustainable conflict management. The mediators provided the communities with conflict resolution skills, promoting constructive communication, and encouraging the use of mediation to address any future disputes that may arise between the villages.</p>
<p>(Expected) impact on community</p>	<p>The successful resolution of the land dispute had a positive impact on community relations. By engaging in dialogue and finding a shared solution, the communities experienced an improved sense of trust, understanding, and cooperation. This newfound harmony fostered collaboration in various areas, including cultural events, joint projects, and community development initiatives.</p>
<p>Lessons learned/</p> <p>Recommendations</p>	<p>The successful resolution of the local land dispute through community mediation in Greece showcased the effectiveness of mediation at a grassroots level. By engaging community members, fostering dialogue, and facilitating consensus building, the mediation process enabled the villages of Xanthos and Eirene to find a mutually acceptable solution. This case study highlights the significance of community engagement and empowerment in resolving conflicts, promoting harmony, and building resilient relationships at a local level.</p>
<p>Sources (websites, books, articles, papers, links)</p> <p>or/and additional resources</p>	<p>-</p>

Pictures/videos (optional)	-

GREECE - Sasmos

Topic of the study	The vendetta between two Cretan families and the resolution via “Sasmos”
Location(s)	Crete, Greece
Methodologies used	“Sasmos”
Implementation Date	2019
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>In a small village in Crete, two families, the Papadakis and the Manolidakis, had been involved in a bitter and long-standing vendetta that had lasted for several decades. The conflict had resulted in tragic consequences, causing deep divisions and animosity between the families and the wider community. The animosity often took the form of violent incidents, and many members of the families faced attacks, some even deadly.</p> <p>Recognizing the need for reconciliation and peace, community leaders and elders from both families initiated the process of “sasmos”. They arranged a meeting where representatives from the Papadakis and Manolidakis families, along with respected members of the village, gathered to discuss the grievances, seek understanding, and find a resolution.</p> <p>Through the process of sasmos, both families acknowledged the futility and destructive nature of the vendetta. They recognized the importance of ending the cycle of violence and seeking a path of reconciliation. As a result, the families agreed to a series of commitments that included:</p> <p>Public acknowledgment and apology, as members of both families publicly acknowledged their past actions</p>

	<p>and expressed sincere apologies for the harm caused to each other and the community.</p> <p>Restitution and compensation, because the families agreed on measures to provide restitution and compensation for the losses and damages suffered by both sides during the vendetta.</p> <p>Reconciliation rituals, as the families participated in symbolic rituals and ceremonies that represented the restoration of peace, unity, and forgiveness. These rituals often involved shared meals, exchanging gifts, or visiting important cultural or religious sites together.</p> <p>Mutual support and cooperation, because the families pledged to support and cooperate with each other in various community initiatives, events, and projects. This included participating in joint cultural activities, festivals, and celebrations.</p>
<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>The two families are typical Cretan families who survive working on farms and animal breeding. They are in general a tight community. The families are generally matriarchal, but the violence usually is done by the male members of the families.</p> <p>The sasmos marked the official end of the vendetta between the Papadakis and Manolidakis families, bringing relief and a renewed sense of harmony to the village. The resolution of the conflict through sasmos not only mended the broken relationships between the families but also contributed to the overall social cohesion and well-being of the community.</p>
	<p>The resolution of the vendetta brought a sense of healing and closure to the community. It allowed families involved in the conflict to let go of long-held grudges, bitterness, and anger. The community members experienced relief from the emotional burden of the conflict and move forward with a renewed sense of peace.</p> <p>This reconciliation fostered a stronger sense of unity and solidarity within the community. By addressing the deep-rooted divisions caused by the vendetta, community members rebuilt trust and developed closer relationships.</p>

(Expected) impact on community	<p>The shared process of sasmos created an opportunity for community members to come together, fostering social cohesion and a sense of belonging.</p> <p>The resolution of the vendetta helped to decrease tensions and the potential for further violence within the community. By officially ending the cycle of revenge and retaliation, community members focused on peaceful coexistence, ensuring a safer environment for everyone.</p> <p>Reconciliation positively impacted the overall well-being of the community. It promoted a more positive and harmonious social environment, leading to improved mental health, reduced stress levels, and increased overall satisfaction with community life. People felt more secure and confident in their interactions, enabling them to participate in community activities and initiatives more actively.</p> <p>Reconciliation opens doors for economic and development opportunities within the community. By ending the conflict and fostering cooperation, community members can collaborate on joint projects, initiatives, and businesses. This can lead to improved economic prospects, increased investments, and better access to resources and services for the community as a whole.</p> <p>Vendettas often have deep historical and cultural roots. Reconciliation helped to preserve the cultural heritage of the community by addressing conflicts that may be tied to specific traditions, customs, or beliefs. By resolving the vendetta through sasmos, the community can protect and celebrate its cultural identity, ensuring the transmission of cultural practices to future generations.</p>
Lessons learned/ Recommendations	<p>Overall, the expected impact of reconciliation resulting from the process of sasmos in the small Cretan village is the restoration of social harmony, improved well-being, strengthened community ties, reduced violence, and increased opportunities for growth and development. The community can thrive and flourish in an environment of mutual respect, understanding, and cooperation.</p>
Sources (websites, books, articles, papers, links)	<p>https://mediate.com/mediating-blood-feuds-in-the-cretan-mountains/</p>

or/and additional resources	
Pictures/videos (optional)	-

COLOMBIA - Football and Mediation

Topic of the study	The supporter groups of fans (football hooligan) in the football teams in Medellin
Location(s)	Medellin, Colombia
Methodologies used	Negotiation and mediation
Implementation Date	2017
Brief Description/	<p>The barras populares (football hooligans / group of fans and supporters of a football club), as they are known today, emerged in Colombia in the early 1990s from the rivalry between fans of football clubs in different cities, and specifically in Medellín. The barras bravas, also known as merchants of encouragement, are the top expression of passion in soccer, but also the ultimate face of violence in the sport itself.</p> <p>In Medellín, the community has become impregnated with this fanaticism, affected by the violence derived from it. In this context, violence, identity and territoriality defined the behavior of fans in and around stadiums.</p> <p>According to the Ministry of the Interior (2014) in its Ten-Year Plan for Security, 94% of the Colombian population surveyed (2,745 people) considered soccer important or very important.</p> <p>Between the sports clubs of these two teams in the city: Deportivo Independiente Medellín (los resistentes) and Atlético Nacional (Los del sur), there have been a significant number of confrontations in which great damage has been caused to both public and private property, in addition to causing injuries both to members of the opposing hooligan (suporter group of fans of each</p>

<p>Objectives/ Relevance to thematic of conflict</p>	<p>football team) and to people who were not involved in this matter. During the decade of the 90s and until 2017, clashes between soccer bars were daily outside the stadium, in the neighborhoods and between leaders.</p> <p>This is why the mayor’s local office created, as a mediation scenario, a round table and a project that resulted in a public policy to reduce violence and promote a peaceful culture around soccer, while at the same time empowering the capabilities of young people. It is then how the soccer spectacle is visualized as a model that allows reconciliation in the territory and the opportunity to imagine the soccer scenario as a social laboratory for the formation of better citizens.</p> <p>Later, this mediation led to agreements between the opposing hooligan (suporter group of fans of each football team), where they were able to directly negotiate the reduction of conflict in the stadium once the games were over. The members of the barras began to develop social processes with musical bands, murals and other dynamics.</p> <p>The Development Plan “Medellin Counts on You“ 2017–2019 considered soccer as an opportunity for meeting and coexistence, to implement the strategy “More than 90 Minutes“.</p>
<p>Description of the target group/</p> <p>Main results for the target</p>	<p>Los Del Sur (LDS) is the name of the Atletico Nacional’s popular barra (hooligan / suporter group of fans of each football team). It is a sports and social institution based in the city of Medellín and is considered one of the biggest in Colombia. They are located in the south stand of the Atanasio Girardot Stadium (hence its name) and have an excellent average attendance every time the team plays. The barra was founded on November 20, 1997 in Medellín, and later other affiliates appeared in the main cities of the country and in some other countries.</p> <p>On the other hand, the rexistencia norte is the name of the popular barra of Deportivo Independiente Medellín. They are located in the north stand of the Atanasio Girardot Stadium (hence its name) and also sustain an excellent average attendance every time the team plays. The barra was founded in 1998 in Medellín.</p>

group (social, economic, etc)	<p>Both barras are mainly made up of young people from the city who see this passion as a lifestyle that determines their daily routines. These associations have grown over time and have become an important focus of public policy not only in terms of security, but also in terms of culture, public health, education, and especially the youth secretariat.</p> <p>In economic terms, the barras are the driving force behind the soccer teams that debut in the stadium in each championship. But also, they lead big ticket items in mayoral projects that involve aspects of cultural transformation, agreement generation and conflict management, leadership as well as access to other public services and access to opportunities.</p>
(Expected) impact on community	<p>This process made it possible to showed up the motivations that lead a soccer spectator to want to be in each game scenario, and to focus them to help improve the actions of their collective in favor of the team they support and love.</p> <p>It also allowed the ones involved to rethink their actions and propose other ways of relating with others and with the environment, achieving some individual transformations that were reflected in collective issues such as the reduction of deaths due to clashes between the barras, reduction of stadium closures due to the consequences of clashes, etc.</p> <p>the “More than 90 minutes“ strategy allowed soccer to be seen not only from this field itself but also from the daily life perspective of the young spectators, who through various pedagogical devices were able to reflect on their history, recognizing the difficulties and potentialities.</p>
	<p>The development through pedagogical and didactic tools that involve the participation and their own voice and opinion of the actors involved, generate relationships and links where the difference between points of view is valued and respected; and as an outcome it can show greater effectiveness and impact in achieving the objective: there is will, there is recognition (from the listening of the actor’s points of view and the proposal) and also motivation and commitment emerges.</p>

Lessons learned/ Recommendations	<p>The most important thing is that the hooligan members (suporter group of fans of each football team) worked together in the construction of the policy in which they assumed commitments for the reduction of violence. They also learned tools for internal management and negotiation in conflict resolution before being escalated to the mayor's office or the judicial system.</p> <p>.Finally, the commitment to coexistence allows for the dynamization of new ideas, but without losing one's own identity. The most significant element of connectivity is love and passion, a "visceral energy" that leads to a total commitment to accompany the team.</p>
Sources (websites, books, articles, papers, links) or/and additional resources	<p>https://www.youtube.com/watch?v=2q4lwzSimlg</p> <p>https://www.youtube.com/watch?v=2LUCNAD4Egg</p> <p>https://www.concejodemedellin.gov.co/es/node/6527?language_content_entity=es</p> <p>https://www.medellin.gov.co/es/sala-de-prensa/noticias/la-cultura-del-futbol-se-disfruta-en-medellin-mas-alla-de-los-90-minutos-de-cada-partido/</p> <p>https://bibliotecadigital.udea.edu.co/bitstream/10495/17566/1/ArbelaezMaria_2020_Barra%20popularTransformacionMedellin.pdf</p> <p>https://www.youtube.com/watch?v=CymCdARs914</p>
Pictures/videos (optional)	<p>-</p>

COLOMBIA - Community Mediation - Violence

Topic of the study	Community mediation and reparation in contexts of violence.
Location(s)	Colombia-Medellin-Barrio Santander

Methodologies used	Mediation – Experiential meetings of dialogue and acts of restoration
Implementation Date	April 10th of 1995
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>In 1987 the drug trafficking started to be more evident in the popular neighborhoods from the city of Medellín, many young people without labour opportunities got to join in a massive way to hitman gangs. This situation intensified when Pablo Escobar initiated the war against the Colombian State in 1989.</p> <p>These gangs imposed a regime of violence street by street assassinating members of the public force and firing their weapons indiscriminately against the civilian population to create terror. In the northwest of Medellín, in the Santander neighborhood and its surroundings, there were 16 gangs facing each other. A situation of unrestrained violence in which the State did not have the capacity to intervene and protect life.</p> <p>Faced with this situation of violence, other young people begin to organize groups of popular militias in order to protect the community from gangs linked to drug trafficking. Many of the members of these militias were trained in the military experience of guerrilla groups. Between 1990 and 1993 there was a war without truce between the combos linked to drug trafficking and the popular militias.</p> <p>In 1993 a small pact was made to avoid confrontations in the presence of the civilian population with all the gangs and the militias. However, due to the death of one of the leaders of the process, the war intensified between November 1993 and April 1995.</p> <p>In april 10th of 1995 a group of young people members of the militias tired of the war, found the corporation Casa Mía as a community space for life and culture. Its activities begin with the “72 hours for life” initiative, in which all neighborhood community organizations were called to work for life, a grassroots community process in which the community assumed the commitment to build peace and connivance.</p>

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>Different target groups were involved in this process:</p> <ul style="list-style-type: none">- Community of the doce de octubre and santander neighborhood- Young people from the area neighborhood in conflict- Christian Church- Catholic Church- Social leaders. <p>The main objective was the pacification of the neighborhood, the main goal was the decrease in homicides and crime in the neighborhood and the peacebuilding process in the area as well as a result of the mediation process.</p> <p>It was also the Consolidation and bonding of Casa Mia in the territory, with the aim of generating processes of reconciliation and restoration between human beings and between them and nature.</p> <p>In economic terms, at the beginning there was a social project that allowed generating income for some young people, who participated in the recovery of ravines with the Medellín Mayor's Office.</p>
<p>(Expected) impact on community</p>	<p>The main impact in the community was the building of a social tissue and the symbolic restoration of violence, such as: Memory mural, grandfather statue and recovery of playgrounds for children,</p> <p>Also another achievement was the creation of the Santander neighborhood culture tier in order to build memory and neighborhood identity to create a third scenario in which they could negotiate and establish peacebuilding agreements with the armed actors. This tier as a table to work and talk, brought together the different religious, civic, educational, youth, sports and artistic groups of the neighborhood with the common objective of protecting life.</p> <p>These initiatives were extended to other neighborhoods with the projects "Peacebuilding Borders" and "Christmas in June" to promote a spirit of solidarity and peace in the city. These projects were also linked to an</p>

	<p>initiative of the mayor’s office called “Life for All“. These community actions managed to de-escalate the war in Santander and nearby neighborhoods.</p> <p>This community negotiation process for the building of peace at the neighborhood level influenced the creation of other movements on the city. On December 10 of 1998, within the framework of World Human Rights Day, the movement for life and disarmament “No Matarás“ was founded. This movement was led by young people from Casa Mía with the accompaniment of the Catholic Church. This movement for life managed to articulate more than 5,000 young people from the city in processes of peace and coexistence at the end of the 1990s.</p>
Lessons learned/ Recommendations	<p>In scenarios of violence, mediation involves acts of restoration.</p> <p>Mediation should consider possible solutions for economic opportunities for the parties, especially in armed conflicts and contexts of poverty.</p> <p>The mediator must be recognized by the actors in the territory and who generate confidence in the different parties, in this case the Catholic Church represented by Father Oscar Velez was fundamental.</p> <p>Mediating in a context of violence may imply putting Life at risk.</p> <p>In mediation in contexts of violence, it is necessary to build agreements specific to the process with those involved, in this case it was called the Code of Honor.</p> <p>Affection is a fundamental element to build trust between the parties and to be able to engage in sincere dialogue, that is, to reduce the tension in the conflict that allows us to approach the deep problems in order to find joint solutions. “The effective is the Affective” and “skin to skin”</p> <p>Those who propose the solutions are those involved.</p> <p>Using other elements such as music, food, games, art are essential in processes where there is a lot of tension to build with the other. In this Case it was called “Alternative Languages”.</p>

<https://corporacioncasamia.org/>

Videos

<https://www.youtube.com/watch?v=YAL1EuwPeFc>

<https://www.youtube.com/watch?v=Ewds54Dvf8Y&t=79s>

<https://www.youtube.com/watch?v=kLdHnA5JQGM&t=66s>

<https://www.youtube.com/watch?v=CFnrNK5jdFA&t=2s>

<https://www.youtube.com/watch?v=ZvXrAc9Ec9Q&t=174s>

<https://www.youtube.com/watch?v=Aq57GKLCKQA&t=7s>

<https://www.youtube.com/watch?v=SWSDsitNe-E>

<https://www.youtube.com/watch?v=8ebdmJp7wzk>

<https://www.youtube.com/watch?v=pnF4d-269Bs>

<https://www.youtube.com/watch?v=OYnkeQhvX1o&t=388s>

**Sources (websites, books,
articles, papers, links)
or/and additional resources**

Documents

<https://dspace.tdea.edu.co/bitstream/handle/tdea/872/Practica%20Casa%20Mia.pdf?sequence=1&isAllowed=y>

<https://bibliotecadigital.usb.edu.co/server/api/core/bitstreams/ec7017f1-05be-48c0-9c71-ddaf7e40f77f/content>

<https://bibliotecadigital.udea.edu.co/handle/10495/15359>

https://www.instituto-capaz.org/wp-content/uploads/2019/05/EVENTO-PROYECTO-CREANDO-PAZ_PROGRAMA.pdf

<https://repositorio.uniandes.edu.co/bitstream/handle/1992/12000/u670391.pdf?sequence=1&isAllowed=y>

	https://www.funlam.edu.co/uploads/fondoeditorial/724_Victimimas_de_guerra_y_derechos_humanos.pdf https://acimedellin.org/wp-content/uploads/2017/06/medellin-memorias-de-una-guerra-urbana-baja.pdf https://www.scielo.br/j/cp/a/MH7qgfwbmDxwX8X48dcg_nxj/?lang=es&format=pdf https://hacemosmemoria.org/wp-content/uploads/2017/06/medellin-memorias-de-una-guerra-urbana-baja.pdf
Pictures/videos (optional)	-

VIETNAM - Community Mediation - Daily Conflict

Topic of the study	Community mediation in a context of daily conflicts in a neighborhood
Location(s)	Colombia - in the area Los Pinos, Medellín, Colombia
Methodologies used	Mediation through creative and experiential approaches
Implementation Date	November 2016
	<p>In the city of Medellín there is an area within the doce de octubre neighborhood, called los pinos. This area used to be a space for meeting, recreation and enjoyment of the inhabitants, but when the urban conflict appeared, it began to be taken over by different actors who misused public spaces: for example, this space began to represent death, because many young people had been murdered there in the playing field because of the dynamic of the conflict, and because of that, those spaces began to stop being used by the community. In this new dynamic, young people not involved in the conflict began to use it for parties, the consumption of psychoactive substances and from that moment on it began to represent an area of</p>

Brief Description/

Objectives/ Relevance to

thematic of conflict

fear, where people wanted to move away and where children were not allowed almost to be there because of the fear and what it represented.

This dynamic began to generate barriers and conflicts between the groups of young people who began to inhabit this space of los pinos, and the rest of the neighbors of the neighborhood, causing more and more frequent discussions and a greater distance due to fear and bad perceptions.

For this reason, through restorative and transformative actions, casa mía mediates in this scenario of conflicts between the neighborhood community, proposing activities where the young people began to lead themselves and to organize the park, the playground, created gardens and they invited the rest of the people in the neighborhood to a dinner led by them to close the process and show up a new perspective from the inside out (also as a result of the psicosocial process where leadership and great changes emerged). At this dinner, young and old people, children and the rest of the neighbors were able to talk to each other with the inhabitants of the neighborhood and the sector, changing the perception of the young people and generating new agreements for the daily coexistence in the place: going from being a space of fear, to being transformed so that the neighbors understood the leadership and youth dynamics and allowed the children to return to play and inhabit these spaces.

In this scenario, the young people wanted to show that they were not delinquents, that they all had a trade, a life project, that they made arts and that they wanted to restore and respect the space so that the future generations could enjoy and above all, learn from this mediating action.

Casa miau used its own methodological proposal to participate as conflict mediators in the conflict that young people used to live with their neighbors in the area called Los Pinos, in the framework of project implementation: "Héroes y Heroínas del amor" which involve different instruments of social intervention:


- Early warnings: They are activated by young people who live and experience everyday life and intervene to prevent crime, death or power abuse by armed groups that want to impose or abuse the territories.
- Psycho-affective accompaniment: The main purpose is to support young people who participate in the process and give them affection and to accompany them to build their life references and their projection towards the future.
- Skin to skin: It seeks to develop the ability to see others as a human being, and to be aware about the rights and duties they share as humans. Someone who makes possible the passion-shared (compassion), an individual whose history and social relationships are worthy of respect.
- The Effective is the Affective: The main objective of this encounter is to approach closer as “skin to skin” while a socially massive affection based, is to make visible the community’s capacities temporarily invisible for different reasons.
- Code of honor is about a group of norms simplified to be, and perform in the world. It is something more deep than a code of coexistence and has a powerful force of connection, since it is something consensual, and also built by people who have decided to apply it. It is built from everyday life.

It was a formative and integral process and it was implemented workshops of planning/creation where youths proposed different activities. One of them was to restore the children’s park as mentioned before, that was a place used to micro-traffic and also was a place where people used to consume drugs, seeking to make it a place for children’s fun and community enjoyment. Also, there were different ludic activities, sports, and cultural activities. Finally, an *Áaape* was shared, which was

Direct beneficiaries: Young people and neighbors of the area

Los Pinos is a sector of commune 6 Doce de Octubre, deeply stigmatized by the different dynamics of poverty, violence and drug trafficking that have plagued the

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>community. The youth of the sector have not been oblivious to these dynamics and have played an active role in social conflicts. As a result, the Casa Mía Corporation carried out a process of psychosocial support and mediation of community conflicts with 100 young people (men and women) called “Heroes and Heroines of Love“.</p> <p>As a result of the whole intervention process, which consisted of formative workshops in three aspects: Own Universe (Emotional Skills), Shared Universe (Social Skills and Conflict Mediation) and Possible Universes (Prospective), many young people were able to acquire basic elements to generate a non-violent perspective on life, reflecting on their stories and on the culture of peace.</p>
<p>(Expected) impact on community</p>	<p>Although many of the social conflicts remain as a consequence of factors extrinsic to the community, such as drug trafficking, poverty and lack of opportunities, the community was able to establish more harmonious relations with the youth collective, rehabilitating the spaces surrounding the field as a place of coexistence for all the inhabitants of the sector.</p>
<p>Lessons learned/</p> <p>Recommendations</p>	<ul style="list-style-type: none"> - The peaceful management of social conflicts requires creativity in the design of collective strategies for the reconnection of the broken social tissue after successive processes of direct and structural violence. - The inclusion of the greatest number of actors in the planning/creation processes allows giving legitimacy and operative capacity to the activities that promote coexistence and mediation. It also allows thos capacities built to be sustainable on time. - Young people, approached from their potentialities and not from their weaknesses and mistakes they have made, are key actors in the social transformation towards less violent communities with the capacity to deal with their conflicts in a non-violent way.
<p>Sources (websites, books, articles, papers, links)</p>	<p>Systematization of significant experiences in the process heroes and heroines of love 2014-2015 (name of the Project: “héroes y heroínas del amor”): Process that</p>




or/and additional resources	<p>contributes to the construction of scenarios for life and</p> <p>https://www.youtube.com/watch?v=OYnkeQhvx1o</p>
Pictures/videos (optional)	

ITALY- Corpi Civili Di Pace

Topic of the study	Peace and conflict resolution
Location(s)	ITALY AND FOREIGN COUNTRIES
Methodologies used	<p>The projects of Corpi Civili di Pace have a duration of twelve months, with a working time of no less than 30 hours per week or 1400 hours per year.</p> <p>Training was foreseen for the young volunteers admitted to the experimentation of the Civil Peace Corps, which is carried out by the body or organization proposing the project in collaboration or in partnership with study or research centers, university institutes or other bodies within matters relating to projects.</p> <p>The protection of the safety of young people in service abroad is entrusted to the bodies for which young people work, which provide indications on the matter; security indications are provided by diplomatic missions or consular offices.</p>

Implementation Date	<p>Three-year experimentation phase 2014–2016. 28 projects funded in 2023</p>
<p>Brief Description/</p> <p>Objectives/ Relevance to thematic of conflict</p>	<p>The Civilian Peace Corps (CCP) are an internal project of the Universal Civil Service (SCU) program. Civil Interventions for Peace are configured as civil, non-armed and non-violent action by young professional operators and volunteers who, as third parties, support local actors in the prevention and transformation of conflicts.</p> <p>The objective of the interventions is the promotion of a positive peace, understood as an end to violence but also as an affirmation of human rights and social well-being.</p> <p>Young operators undertake to respect the following ethical principles: non-violence, local ownership, impartiality in conflict, independence, human rights, non-discrimination and gender equity, accountability, transparency, and integrity.</p> <p>The interventions of the Civil Peace Corps are carried out in various fields of action:</p> <ul style="list-style-type: none"> a) support for democratization, mediation, and reconciliation processes. b) support to the operational and technical capabilities of local civil society, also through the activation of networks between people, organizations, and institutions, for the resolution of conflicts. c) monitoring of respect for human rights and humanitarian law. d) humanitarian activities, including support for refugees, displaced persons and migrants, the social reintegration of ex-combatants, facilitation of relations between resident communities and refugees, displaced persons and migrants arriving in the same territory. e) peace education. f) support to the civilian population facing environmental emergencies, in the prevention and management of conflicts generated by such emergencies.

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>Contingent of civilian peace corps intended for the training and testing of the presence of 500 young volunteers to be engaged in non- governmental peace actions in areas of conflict or at risk of conflict or in areas of environmental emergency.</p> <p>This model aims to find alternative solutions to the use of military force for conflict resolution. Particular skills, abilities, and sensitivities, which will not be lacking in young people who choose to commit themselves on “new fronts“, will also be developed by targeted and qualified training, specifically provided for by the inter-ministerial decree.</p> <p><u>2023</u></p> <p>· 2 projects carried out in Italy by 14 volunteer operators;</p> <p>26 projects are carried out on the estuary by 139 volunteer operators.</p>
<p>(Expected) impact on community</p>	<p>This voluntary initiative aims to seek alternative solutions to the use of military force and to promote solidarity and cooperation at national and international level, with particular attention to the protection of human and social rights, gender equality, services to the person and to education for peace among peoples.</p> <p>The CCPs act as human rights defenders and work to prevent the situation from worsening and to transform the conflict through mediation, dialogue, reconciliation, information, promotion of democratic principles, directly entering the communities in need of support.</p>
<p>Lessons learned/</p> <p>Recommendations</p>	<p>The establishment of the Civil Peace Corps represents an almost absolute novelty in the European and world panorama, it is in fact possible to refer only in part to other experiences. Young volunteers carry out non- governmental peace actions in affected and conflict-prone areas and in areas of environmental emergency. Young people are only active participants in all peace promotion and construction processes, for which they become main actors in mediation and negotiation scenarios within the territory in which they exercise their</p>

	<p>action, being supported and guided by civil society's</p>
<p>Sources (websites, books, articles, papers, links) or/and additional resources</p>	<p>https://www.facebook.com/corpicivilidipace/?locale=it_IT</p> <p>https://www.politichegiovani.gov.it/servizio-civile/corpi-civili-di-pace/</p> <p>https://www.scambieuropei.info/corpi-civili-pace-ccp-cosa-sono-come-funzionano/#:~:text=I%20CCP%20agiscono%20in%20qualit%C3%A0,ch,e%20hanno%20bisogno%20di%20sostegno</p>
<p>Pictures/videos (optional)</p>	<div>   </div> <div>  </div>

UNIVERSALE - CORPI CIVILI DI PACE

CORPO "TERRA DEI FUOCHI"

Topic of the study	Environmental emergency areas - Support for the civilian population facing environmental emergencies, in the prevention and management of conflicts generated by such emergencies in Italy
Location(s)	“Terra dei Fuochi” – located between the Campania provinces of Naples and Caserta
Methodologies used	<p>Training program for young operators</p> <ul style="list-style-type: none">· <u>Face-to-face training in the classroom</u> <p><u>Module I</u>: Land of Fires and toxic fires: phenomenologies and dangers.</p> <p><u>Module II</u>: Environmental consequences, air pollution and repercussions economic and social.</p> <p><u>Module III</u>: The Civil Peace Corps: what they are and how they work. Module IV: Conflicts: elements of theory and analysis. Conflict transformation.</p> <p>E-learning</p> <p>Module I: Air pollution</p> <p>Module II: Regulatory framework Module III: The integrated waste cycle Module IV: Conflict management Module V: Environmental conflicts</p> <p>Module VI: Communication</p> <p>Module VII: Information and awareness of volunteers</p> <p>Module VIII: Training on specific risks</p> <p>The training model used was characterized by a constructivist didactic approach in which learners “build” their own knowledge, allowing them to acquire a set of meta-competences such as:</p> <ul style="list-style-type: none">· analysis and synthesis skills

	<ul style="list-style-type: none"> · communication skills related to online communication. · habit of comparison and discussion <p>The use of a FAD platform also allowed the students, regardless of the topics of the specific training, to acquire a series of basic computer skills related to the use of ICT and the Internet.</p>
Implementation Date	2021 (1st edition) – ongoing
Brief Description/ Objectives/ Relevance to thematic of conflict	<p>The objective of the project aims to support the civilian population facing environmental emergencies, in the prevention and management of conflicts generated by these emergencies in Italy. This initiative aimed to use the Civil Peace Corps for the first time on a national environmental conflict, with the active participation of the local population.</p> <p>The main fields of action of the CCPs in the “TERRA DEI FUOCHI” are:</p> <ul style="list-style-type: none"> · Monitoring and reporting of environmental violations; · Promotion of processes of mediation, facilitation and building of trust between the parties: local population and Roma communities held responsible for many toxic fires generated in the recovery of materials destined for disposal and distributed on all the municipalities of the land of Fires; · Awareness-raising processes against illegal behavior by promoting processes of training through the network of local schools
	<p>10 volunteers</p> <p>Volunteers provided support to concertation and organization activities. Furthermore, the volunteers, properly trained on the risks and educated on the problems, were actively employed in the preliminary inspections and in the control of the territory and related reports.</p>

<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>During the performance of the service, the volunteers who participated in the realization of this project acquired the following skills useful for their professional growth:</p> <ul style="list-style-type: none">· basic skills· technical skills· cognitive skills· social and developmental skills· dynamic skills· transversal skills· technical-professional skills <p>These skills, developed according to the European standards of the UCF (Training Unit Capitalizable), are recognized, and certified by Medimpresa, the national association of small and medium-sized enterprises, within the framework of a specific agreement relating to</p>
<p>(Expected) impact on community</p>	<p>The project has directly impacted the quality of life in the community contexts of study through the fulfillment of the following specific objectives:</p> <p>To discourage the illicit behavior of the population and encourage the rooting of the culture of legality, through a punctual and continuous monitoring of the territory and the awareness of the sensitive components, in agreement with the other available forces.</p> <ul style="list-style-type: none">· To limit the consequences of the emergency through information and sponsorship of the quality of local products, also in order to strengthen the local economy. <p>To promote the knowledge and the real scope of the problem, of its consequences, resolutions through punctual information on the state of the art to be achieved through a monthly newsletter to be delivered door-to-door also in order to encourage the creation and growth of pressure groups.</p>
	<p>The different skills acquired for volunteers through this project enabled them to intervene in a conflict by carrying out the full spectrum of peacebuilding and</p>

Lessons learned/ Recommendations	<p>unarmed civilian peacekeeping activities. They have been offered a nucleus of skills and to form a sensitivity that cannot be lacking in operators who intend to intervene in a local conflict.</p> <ul style="list-style-type: none">· The protection of peace and the right to peace in the different contexts;· Dialogue with local, national and international institutional actors;· Nonviolence: theory and practice;· Conflict and definition of types of conflict;· Conflict management, nonviolent conflict transformation and mediation: methods and experiences;· Peacebuilding, peacekeeping, and peacemaking;· Gender approach in conflict situations;· Security procedures and risk management;· Management of emotions, relational and communication skills, group dynamics;· Communication, socialization of experience and intervention;· Techniques of managing the group, managing stress and difficult situation, as well as decision-making methods; <p>Civic education and forms of citizenship.</p>
Sources (websites, books, articles, papers, links) or/and additional resources	<p>https://www.facebook.com/CorpiCiviliPacenellaTerraDeiFuochi/</p> <p>https://www.amesci.org/serviziocivile/bandi/BANDO_CP_2019_02_25/progetto_I_CORPI_CIVILI_DI_PACE_NELLA_TERRA_DEI_FUOCHI_II_EDIZIONE.pdf</p> <p>https://www.antennedipace.org/2020/08/20/corpi-civili-di-pace-nella-terra-dei-fuochi-scheda-racconto/</p>
	<p>https://www.youtube.com/watch?v=6o503K-gSbw</p>

Pictures/videos (optional)



civili
di
pace



ITALY - LICEO MARCONI DI PARMA & A.P.S. "IL MONDO DI OZ"

Topic of the study	GIOVANI IN CONFLITTO (YOUTH IN CONFLICT) Young people and conflict resolution
Location(s)	Parma - Italy
Methodologies used	<p>The project consisted in the realization of several meetings with the students of 6 classes of the Marconi high school in Parma. These meetings were structured in activity modules, carried out during the school year: awareness meetings in the classroom, cooperative workshops as well as planning, coordination, monitoring and verification were developed as part of the project program.</p> <p>To deepen the themes of the meetings, the communication strategies based on dialogue, sharing of experiences and testimonies were adopted. A first school mediation intervention was carried out with awareness raising activities in the classes, and a second part in which the participants imagined and designed a possible extension to the community, in which were presented the possible social mediation interventions.</p>
Implementation Date	2021
	The project, which was attended by 6 classes of the Liceo

**Brief Description/
Objectives/ Relevance to
thematic of conflict**

Marconi in Parma, had the objective of raising awareness among students and adults of reference, teachers and parents, on the issues of social inclusion, overcoming stereotypes, restorative justice and of criminal mediation. The project carried out activities that would allow young people to be helped to identify the reasons for the conflict, to read between the lines and to get used to a full practice of active citizenship, through the proposal of various themes: interculturality, the phenomenon of global migrations and their narration, an inclusive culture towards diversity and the protection of gender identity, conflict management through dialogue and mediation and restorative justice techniques.

The specific objectives are:

- To make students aware of the phenomenon of immigration and the consequent multiculturalism that characterizes contemporary society;
- To raise awareness of the culture of mediation and reparation;
- To provide tools to critically analyze the media narrative, as well as

some general notions on international law from a historical and juridical point of view.
- To achieve an articulated and interdisciplinary understanding of contemporary migratory phenomena, characterized by the study of an alternative and appropriate language, in which the knowledge and ability to conceive the value of hospitality and coexistence sees in anti-racism.
- To promote a gender culture capable of valuing the differences between male and female, addressing all the actors and actresses of the school world, offering opportunities and tools to acquire awareness of one's gender positions and consequently develop the ability to relate also with the other;
- To offer digital tools in order to lead to an aware use of social networks, counter phenomena such as cyber

	<p>bullying through group work and taking advantage of the mediation desks for school conflicts;</p> <p>· To prepare for the creation of a mediation office (active in the school context);</p>
<p>Description of the target group/</p> <p>Main results for the target group (social, economic, etc)</p>	<p>An awareness-raising and training process that involved 140 young people, 20 adults including teachers, school staff and family members. An effective intervention able to combine prevention, educational function and healing function.</p>
<p>(Expected) impact on community</p>	<p>The project envisaged the involvement of the community in a gradual path of growth, especially starting from its imaginative capacity. To accomplish this goal, the project has designed a series of activities together with the actors involved to educate on how the path begun at school can continue in new experiences of social mediation. Spreading a culture of knowledge and imagination oriented towards the development and planning of mediation practices were the guiding lines of intervention.</p> <p>During the first year, “community“ tools of Restorative Justice were presented in a theoretical way in order to show that, what has been achieved up to that moment in the school environment, can be the strong basis for committing oneself to imagining a use of the same practices also in community level. In this area, the preferred tool is the Community Circle or Community Group Conferencing. These tools envisage the involvement of children and inhabitants of the neighborhood who host the conflicts, students-victims of bullying and harassment and children who are the authors of such behaviors, educational figures, adults of reference.</p>
<p>Lessons learned/</p>	<p>The message has been transmitted that a way to face a difficult present is possible, and that through it is possible to regain possession of thinking about the future, starting from what was actually done at school, according to a perspective that still sees school as the designated place</p>

Recommendations	<p>for experimentation, development and social change. School and restorative justice share the same future-oriented approach, as long as they try together to make a starting point.</p>
Sources (websites, books, articles, papers, links) or/and additional resources	<ul style="list-style-type: none"> - https://sociale.regione.emilia-romagna.it/infanzia-adolescenza/temi/adolescenza/bando-2021-lr-14-08/progetti-a-valenza-territoriale-2021/15_parma-citta-giovani-in-conflitto-cigno-verde-soc-coop.pdf - https://www.cignoverdecoop.it/giovani-in-conflitto-la-conclusione-del-progetto/ https://www.cienoverdecoop.it/cosa-facciamo/progetti-educativi-e-percorsi-riabilitativi/
Pictures/videos (optional)	<p>https://www.youtube.com/watch?v=z6aRVy84Sl0&t=2505s</p>  