Dissertation Submission Form

Independent Colleges
learn to succeed

LEARNER NUMBER:	51714639
NAME:	Gabriela Freitas de Oliveira
COURSE:	MaDR
DISSERTATION TITLE:	
SUPERVISOR NAME:	Nadia Batthi
WORD COUNT:	15.181
DUE DATE:	20/05/2022
DATE SUBMITTED:	20/05/2022

I certify that:

- This dissertation is all my own work, and no part of this dissertation has been copied from another source: Yes X   No ☐
- I understand that this dissertation may be checked for plagiarism by electronic or other means and may be transferred and stored in a database for the purposes of data-matching to help detect plagiarism: Yes X   No ☐
- This dissertation has not previously been submitted in part or in full for assessment to any other institution: Yes X   No ☐
- I consent to the inclusion of my dissertation in an electronic database maintained by the library:
        Yes X   No ☐

(Note that if no check boxes are selected, this dissertation will be regarded as NOT properly submitted, and may be subject to a late submission penalty)

Name: Gabriela Freitas de Oliveira

Date: 20/05/2022

Notes:

Independent College Dublin

Gabriela Freitas de Oliveira

The Benefits of Social Worker Professionals Being Trained with Dispute Resolution Tools.

Dublin-IE

2022

Gabriela Freitas de Oliveira

The Benefits of Social Worker Professionals Being Trained with Dispute Resolution Tools.

Paper submitted to the independent college Dublin for the Master's in Dispute Resolution as a partial requirement to obtain a final grade.

Advisor: Nadia Bhatti

Dublin

2022

I dedicate it to my family, who have always supported my dreams and who is present every day despite all the distance.

I thank god for this opportunity and for giving me the strength to complete this stage.

I also thank my teachers for all their dedication and knowledge transmitted.

ABSTRACT

The present work has as its theme the role of the social worker in the mediation of family conflicts, concepts and application. For the development of this research, the methodology of the bibliographic review was adopted, which is based on books, magazines and articles that address the topic, and that could contribute to the development of the research. Thus, the general objective of this research seeks to present the benefit of frontline professionals, such as social workers, being trained with de-escalating tools in relation to initial family conflicts.

The specific objectives seek to: approach and conceptualise what is and what is the role of the social worker and it's performance in the mediation of conflicts; to present and conceptualise what conflicts are, highlighting the conflicts that occur within the family and their types; to investigate the literature on what mediation of family conflicts is, how it can be developed; to point out the importance of the social worker and its qualification for the mediation of family conflicts. Finally, this research leaves the topic open, proposing that new research be carried out in the future to contextualise what has been presented here. Along with this new contextualisation research, a case study is suggested.

Keywords: conflicts; family conflicts; conflict mediation; social worker.

TABLE OF CONTENTS

1 INTRODUCTION

There are several definitions and conceptualisations of conflicts, which can be understood as disagreement, misunderstanding or open conflict established between two or more people who have a dependence relationship and perceive the lack (or limitation in access) of resources, objectives or objectives opportunities.

Conflict must be seen as a process with transdisciplinary characteristics. Its concept points to several areas of knowledge, including communication, sociology, psychology, socioeconomics, ideology and social interaction, among others (Oea-Própaz, 2007)

Conflicts in any environment and situation are incredibly harmful and harmful to the parties involved, so reaching an agreement through mediation is essential to remedy and stop problems resulting from conflicts.

One method of incorporating mediation into an organisation is training and equipping its members. Capacity building can be achieved through participation in conflict resolution courses or with the assistance of a conflict resolution consultant or specialist. It is also possible to state that conflict resolution training helps in conflict prevention. In short, the best time to address people's problems is before they occur.

To develop their work, mediators mainly use communication tools together with multidisciplinary knowledge of law, psychology, economics and neuroscience, among other things.

A few media schools and different techniques can be used, such as the Harvard Negotiation School founded by Fisher and Ury, the Nonviolent Communication School founded by Rosenberg, the Transformative School founded by Bush and Folger, and the Circular Narrative School founded by Cobb. Among others.

Here, the value and role of the mediator and their training in the search for conflict resolution are highlighted. Aspects related to their training and preparation allow for a better resolution to stop more significant damage. These are equipped with tools to avoid the increase in conflicts.

This preparation for the role of the mediator allows and trains other professionals, such as nurses, teachers, health agents, social workers and others, to evolve and act as a mediator in a fluid manner and with the support of their primary training, helping even more in the non-evolution of the conflict avoiding more severe consequences.

Thus, the family will be used and evaluated as the central nucleus in this research. The social worker with training in conflict mediation is an example of a frontline professional to develops this work.

It is eager to point out that the family can be considered a nucleus formed by different members. The systemic theory apprehends the family as a system, that is, a set of interacting elements governed by rules. In this context, the modification of one of the elements implies the improvement of all the others (Murphy and Singer, 2017).

Family life is one of life's richest experiences, but it also requires adaptability and flexibility. Indeed, from childhood to adulthood, family life is constantly changing, and the family must adapt and be able to reconcile sometimes divergent needs. Family conflicts, therefore, seem inevitable (Berkovitch, 2019).

The family is not an immutable institution. She knew and still knows the changes. If before the authority of family life was the authority, today love and affection are its operating principles. However, if love leads to solidarity, it also generates risks (Kubíček and Machek, 2020).

Today's society refers to the individual and not the group as the basic cell of society. Consequently, the collective norm is devalued as if the law gave way to managerial regulation, negotiation and discussion. Finally, family models are shifting towards the hitherto predominant classical family. Thus, there are now mixed, single parent, homoparental families, etc. (Bokharey, Fahim and Tahir, 2021).

However, the family in the main model includes three types of bonds: conjugality, filiation and fraternal bonds. Marital ties underwent a significant transformation during the 20th century, which called into question the marriage contract. Napoleonic stipulated the inequality of the sexes, women's motherhood, and the indissolubility of marriage (Murphy and Singer, 2017).

This ends with a more egalitarian and more contractual contract with the abolition of conjugal power and the dissociation of the couple's issues and parenthood. In 1975, the possibility of divorce by mutual consent reflected the fact that a couple could now end their existence. However, if the conjugal bond becomes more ephemeral, the filiation bond asserts itself as indissoluble. This link is based on a biological, domestic component (the parent is the one who raises the child at home) and genealogical (sharing of the family name) (Kubíček and Machek, 2020).

Strong and sustained family relationships are just as meaningful as healthy eating and regular physical activity. However, the needs of family members are constantly changing. To establish and maintain family relationships where love reigns, it is necessary to know how to resolve conflicts in a positive way, dialogue and spend good times together (Ndayambaje, Umwari and Yulia, 2020).

All families experience conflict from time to time. It is not the conflicts themselves that are problematic but the means that families use to resolve them. Difficulties vary in intensity and severity depending on whether people argue and blame each other or avoid arguments to avoid starting a conflict. Conflicts can appear at all stages of a couple's or family's life and are often generated by significant difficulties in life, managing money and raising children (Sheikh et al., 2018)

2 AIMS

Within the context presented above, this research will seek to answer what are the benefits of training in dispute resolution for frontline professionals, specifically the social worker.

3 OBJECTIVES

Analyse the benefits of the social worker, as a frontline professional, working with conflict resolution tools and their impacts on clients/patients/users of public services.

The specific objectives will seek:

- Approach and conceptualise what is and what is the role of the social worker and its performance in the mediation of conflicts.
- Present and conceptualise what conflicts are, highlighting the conflicts that occur within the family and their types.
- Investigate the literature on what is family conflict mediation, how it can be developed and how the social worker with the proper training to act in this mediation process.

4 JUSTIFICATION

The social changes that have taken place in recent decades encourage the need to rethink the modalities of coping with conflicts in society. Greater efficiency was the justification for the plastering of Dispute Resolution models. These models bring techniques and tools that help to face the difficulties arising from modernity and preserve relationships between people and prevent conflicts from evolving.

In order to achieve an effective contribution to the academic environment, this research is justified by its comprehensive content on the subject, adding or strengthening the knowledge already present in the literature on the current topic.

The research is also justified by its rich and accessible presentation, assimilation and understanding. It adds to its social context, where people in possession of technical knowledge or will not be able to understand and know the presented context. Thus, this group will be able to receive information regarding the topic in question.

5 METHODOLOGY

This is a Secondary Research. The research is based on bibliographic references, treatment manuals and thematical articles on the internet. The main objective of this modality is to carry out a documentary investigation or even existing information about a topic or problem. This type of desk research provides information about the status of the chosen topic or issue.

Literature can be defined as a documentary operation or reconstruction of a set of documents or bibliographic references published worldwide on a specific subject, publication or work. It is a retrospective activity that provides limited information for a specified period of time.

It is not enough to summarise the bibliographic research as a research question to carry out the bibliographic research. It is essential to establish a relationship between the sources and make comparisons between them to be able to analyse the subject in question and, thus, answer the proposed question.

For the presented studies, research related to the theme, articles that illustrate the piece in question, articles that do not present themes, theses, dissertations, texts, reports, and studies were applied.

6 DATA COLLECTION

Data collection was carried out following premises: exploratory reading of all selected material, either objective reading or a quick reading, in order to verify if the work, document and complementary material are of interest for the present research. For the development of this research, the following search terms were used: mediation; conflicts; family conflicts; performance of the social worker with adequate training in conflict mediation.

The information will be recorded in the sources, specifying the work, with name and year of publication.

The citation identifies the works used during the investigation and allows the reader to know the source from which the information comes. The most common types of citations are textual and contextual.

7 LITERATURE REVIEW

7.1 SOCIAL ASSISTANCE

The term "social assistance" refers to different governmental or private services meant to assist poor, suffering, or vulnerable individuals or organisations.

As ideas of social responsibility grew and extended throughout the twentieth century, social services increased. The fundamental challenges of social welfare, poverty, disability and disease, and dependent on young and old are as ancient as civilisation (Coulshed and Orme, 2018).

Social work is an academic subject and profession that works with people, families, groups, and communities to promote social functioning and overall well-being. It dictates the way people fulfil their social duties, as well as provides the structures that enable them are referred to as social functioning (ditch et al., 2018).

Sociology, psychology, political science, public health, community development, law, and economics are all used in social work to connect with client systems, perform evaluations, and devise interventions to solve societal and personal problems and bring about social change (Silburn, 2018).

Counselling skills and practice workshops are modules studied by undergraduates at universities. Skills that allow this professional to act in communities and even more intensely directly on the problem.

Social work differs from other occupations because it considers both the individual and their surroundings. They deal with the viewpoint and outside influences on a person's status.

It also gives an opportunity for evaluation and action, allowing clients and communities to deal effectively with their reality and, when required, alter it. Social workers assist clients in dealing not just with how they feel about a problem but also with what they can do about it (Midgley, 2019).

Social work is frequently separated into two categories: microcredit, which includes working directly with people or small groups, and macro-work, which involves working with communities and influencing change on a broader scale through social policy (Midgley, 2019).

The social service business arose in the nineteenth century, with origins in volunteer generosity and grassroots organisation. However, answers to social needs have existed for a long time, primarily through private charities and religious groups. The impacts of the industrial revolution and the 1930s great depression drove social work to become a more defined subject (Coulshed and Orme, 2018).

Social work is a vast career that connects with many other fields. It is a practice-based and academic field based on social work, social science, and humanities perspectives.

It is promoted using an evidence-based approach and acknowledges the value of indigenous ways of knowing in practice, knowledge creation and education, therapeutic services, policy, and research (Midgley, 2019).

Social work focuses on the individual in their environment. It acknowledges the significance of family, cultural, community, legal, social, economic, and spiritual factors on the well-being of individuals, families, groups, and communities (Ditch et al., 2018).

Individuals, families, and communities are seen as resourceful, resilient, and capable in social work, which takes a strengths-based approach. The practice of social service targets impediments and inequalities in organisations and society while meeting the needs of people, families, groups, and communities (Silburn, 2018).

Social work focuses on promoting health and social well-being via the application of the social determinants of the health framework while providing services, navigating systems, advocating for equal access, and enhancing the numerous aspects that impact health and well-being.

Social work empowers individuals and communities to face life's challenges and traumatic experiences in order to effect change and build resilience (Midgley, 2019).

Social workers also engage with other professions, communities, and organisations to offer services, improve circumstances, and provide chances for personal growth, rehabilitation, and development. The emphasis on the person-in-the-environment concept and social justice are distinctive elements of social work (Silburn, 2018).

Social workers analyse individuals' internal issues and work with people to explore their relationships, family history, job environment, community environment, and the institutions and regulations that affect them to develop strategies to assist them in addressing a problem or difficulty.

Social workers can be found in various settings, including government agencies, non-profit organisations, commercial businesses, hospitals, schools, nursing homes, police departments, courthouses, jails, and private practice (Midgley, 2019).

This breadth of the social work profession provides several entrance points into the job market, as well as the ability to engage with a variety of groups and issues throughout a career. Social work differs from other occupations in that it considers both the individual and their surroundings (Ditch et al., 2018).

7.2 HISTORIC

Social assistance is the last "safety net" of protection against poverty and social exclusion. It provides services to people and households who cannot meet their needs on their own and do not have (sufficient) entitlements to upstream insurance and pension systems (Reisch, 2019).

Assistance to people in need, the foundation of the level of civilisation of each people, has assumed over time the configuration of the inalienable right of the man-citizen. If Christianity made it a commandment of life, even with contradictions and imbalances that have arisen in history, public actions in support of the sick and poor, including daily contributions for those unable to work, as well as assistance to the children of the war dead (Gutiérrez and Gant, 2018).

It must be said that not always, in the long human journey, the idea of helping the weakest was characterised by noble charitable principles. Sometimes, this choice was dictated by the need to guarantee the social status quo in relation to massive immigration from the countryside. Or to safeguard public order - using hospices as internments - in the face of an influx of people who had nothing to lose and, therefore, considered dangerous (Coulshed and Orme, 2018).

These forms of forced shelter, removing the poor from the streets, were manifested above all in France under the absolute monarchy from the 17th century onwards. An emblematic example is the Parisian hospice of the Salpêtrière, built by King Louis XIV in 1656 to "clean the streets" of beggars. More than 40 thousand people ended up there in a city of 400 thousand inhabitants. It will be defined as the "infernal mosaic of human misery". In the same period, in England, parishes were allowed to create "workhouses" for the poor, which were transformed, however, into a kind of penal baths.

Except for the positive experiences of foundations and brotherhoods, such as those established from 1617 onwards by Vincenzo de 'Paoli (1581-1660), it will be necessary to wait for the enlightenment doctrines of the 18th century and the ideals of the French Revolution for the problems to be faced in a correct way. The transition from religious charity, linked to the conquest of eternal life, to secular solidarity, based on equality and the right to assistance.

In the "enlightenment" period, philanthropic activities multiplied. The idea that assistance was a duty of the state took shape more and more, as Montesquieu (1689-1755) had already anticipated in his writings.

Thus began a long season of "secularisation" of charities, also strengthened by laws that opposed associations and corporations of a predominantly religious nature, characterised by the accumulation of goods and wealth (Coulshed and Orme, 2018). In 1767 in Austria, the

autonomy of the pious places was suppressed, and the assistance and charitable structures were submitted to the control of a "council of pious foundations" (Reisch, 2019).

In 1791, in France, the le Chapelier law closed foundations, corporations, craft, charitable and educational companies, with a consequent increase in state control. In Italian territory, after the multiplication of social works and mutual aid societies, only the unification of the kingdom led to a series of restrictive laws, including those aimed at the expropriation of the goods of religious corporations (Coulshed and Orme, 2018).

The natural watershed between the two macro-phases was the transition from the feudal-patriarchal to the capitalist system. The apparent transformation of territories, slowly disintegrating the structure of the dominant agricultural society, brought new scenarios linked to industrialisation (with new health problems), urbanisation (with social ghettoisation) and unemployment. The labour movement's growth, which developed new models such as mutual aid societies, imposed a renewal of welfare criteria (Gutiérrez and Gant, 2018). Consequently, the states faced unprecedented situations in the world of assistance, starting to monitor the existing structures characterised by important patrimonial consistency. This was achieved by analysing a high number of clients and, consistently, by the services provided.

It is possible to place the birth of social work in the European context to 1869 London through the creation of the charity organisation societies, the evolution of social reformers (religious volunteering) and social reformers. Through this organisation, Ottavia hill, a volunteer at Charity Organization Societies, laid the conceptual and ethical foundations of social work; this had a particular influence on the development of social work in the American territory, where social work was developed in the local cos and already at the end of the 19th century, thanks to the work of Mary Richmond, it was possible to create the first training courses in northern Europe and the U.S. (Reisch, 2019).

In the second half of the 20th century, the term "social assistance" replaced "care". Unlike social insurance, today's social assistance is financed with taxpayers' money and is based on the beneficiary's real social assistance needs. Social assistance is commonly seen as the "last safety net" in the welfare state (Coulshed and Orme, 2018).

7.3 SOCIAL ASSISTANT

Schools, hospitals, mental health clinics, elder centres, elective offices, private practices, jails, the military, corporations, and numerous public and private entities are all places where social workers can be found (Gordon, 2018).

Social work is a broad term that refers to various specialists who aid persons in need. The unique way social workers handle many different facets of a problem, from individual to social,

psychological, and political. Counselling, therapy, and education are common means of supporting clients, as is connecting them to appropriate governmental or private services (Van Hook, 2019).

Professionally trained social workers have assisted people with personal and social variables that affect health and well-being since the early 1900s. Individuals, families, and small groups are the focus of certain health social workers who work in direct services.

Others operate in circumstances where planning, administration, and policy are the primary concerns. Social workers may conduct research, establish programs, and manage social work and other departments in the hospital context (Howen, 2017).

Treatment focuses on the client in relation to family and neighbourhood surroundings, community support networks, and cultural and political attitudes that benefit from the addition of social workers. Following that, social workers who have been trained in the treatment of alcohol, tobacco, and other drugs can be found undertaking case management, group and individual therapy, family counselling, lobbying for jobs and housing needs, community resource development, education, and policymaking.

Social workers connect seniors to programs that help them live independently and with dignity, improving their quality of life and allowing them to participate fully in society. Daily life's physical, psychological, social, and economic components are addressed in social work with the elderly (Van Hook, 2019).

Administrators of social services are proactive executives in both public and commercial organisations that provide services to clients. Many aspects of this type of social work practice apply to other kinds of management.

On the other hand, administration and management necessitate a thorough grasp of social policy and the provision of social services, as well as a vision for the future, an awareness of human behaviour, and a dedication to social service ethics and values (Howen, 2017).

Social work has a variety of responsibilities in international development. Direct services in communities, refugee camps, orphanages, hospitals, and schools are among them helping national governments, intergovernmental organisations, and non-governmental bodies in their efforts to improve social welfare (Gordon, 2018).

Social workers examine policies, programs, and regulations to determine the most beneficial. They identify societal challenges, research needs and related issues, propose laws, and recommend alternate techniques or new programs (Howen, 2017). They can build an organisation from coalitions of like-minded groups.

Planning, implementing, and funding programs, training and supervising people, and developing and evaluating standards and criteria for service delivery are all part of public welfare social work. Professional social workers must think creatively and lead in order to meet the many issues that public welfare presents (Van Hook, 2019).

7.4   SOCIAL ASSISTANT IN CONFLICT MEDIATION

Mediation can be understood as the action of de-escalating, prosecuting and resolving conflicts constructively and out of court. Because behind every conflict, there are human needs that are legitimate and important (Lovan, Murray and Shaffer, 2017). Mediation is a structured conflict resolution process that seeks mutual understanding and an amicable resolution of the conflict between the parties involved. Mediation is an ancient art found in many cultures around the world. In recent decades, Germany has also established mediation program (Menkel-meadow, porter-love and Kupfer-Schneider, 2020).

Unlike therapists, for example, mediators work in a very goal-oriented manner in concrete, limited conflicts. The social worker can act in the mediation of disputes, also known as a social mediator (Shen et al., 2018). The social mediator designs and carries out preventive actions against conflicts in public spaces, intervening in situations of social dysfunction and resolving disputes through dialogue and proposing solutions, being a very diverse work (Assefa, 2019).

Social mediation activities are structured around two primary actions: the creation or repair of social bonds; conflict prevention or resolution. The social mediator's job is to restore communication between people in conflict (Busco, Giovannoni and Riccaboni, 2017). Through it, he tries to provide the protagonists with the means to find ways out of their situation independently. He must create a space for listening and dialogue outside of any moral or physical constraint. Social mediator profiles are numerous (Shen et al., 2018).

The social and cultural mediator fulfils the role of interface between families, social workers, associations and institutions. Thus, the social mediator in the public space takes care of remembering the rules of coexistence in the public space (shopping centre, for example): dialogue and search for solutions (Roberts, 2017).

The mediation process is a settlement negotiation structured according to specific rules, in which a neutral third party (commissioned by both parties), the mediator, moderates and supports the parties in the process according to the aid of various discussion techniques and negotiation (Lovan, Murray and Shaffer, 2017).

Unlike state or voluntary (arbitration) court proceedings, the mediator does not issue a judgment/arbitration at the end of the process. He acts exclusively as a moderator and, if necessary, as a neutral assistant in an agreement to be concluded at the end of a mediation

process. However, he has no decision power over the matter of dispute. Therefore, a mediation process can only be concluded through an agreement or with no result (Berger, 2018).

7.5 SOCIAL ASSISTANT AND HIS QUALIFICATION FOR MEDIATION OF FAMILY CONFLICTS

The social worker's role as a family mediator in managing one or more parental conflicts in the context of a consensual or judicial separation places the family at the centre of its intervention (Ashcroft et al., 2018). The family is the backbone of society, which must provide shelter and care to its members. The social worker performs his technical-professional competence in the context of family counselling in the family counselling centres present in the territory (Camara, Bacigalupe and Padilla, 2017).

However, when two partners who break up fail to manage their relationships in a civil and constructive way but let themselves be overwhelmed by pain or conflict, the breakup turns into a dramatic event that puts mental health and well-being at risk—the physical and mental and social life of the entire family unit (Barck-Holst et al., 2021). Often, the family transforms itself from a place of sharing and affection to a giver of suffering for its members (Sawyer, Thoroughgood and Ladge, 2017).

The social worker/mediator who takes care of the family knows all too well the devastating damage produced by a conflicted separation. Therefore, it is the social body and not just the family body that must be invested in the task of supporting the separated family on the direct path to the re-elaboration of pain and the consequent rebirth.

In this social perspective, those professionals who, at an institutional level, interface with the family and with the separated person work. These professionals have a central role: the social worker as a family mediator who exercises his profession with tools and technical functions under shared values and principles (Yang et al., 2017).

As a family mediator, the social worker acts by clients' real needs and with the consumer code through specific knowledge acquired through training and professional updating carried out by the relevant ethical and deontological aspects (Ashcroft et al., 2018). More precisely, the family mediator, in the exercise of his professional activity, has the following mission (sawyer, Thoroughgood and Ladge, 2017):

- Promote in mediators the search for adequate ways to deal with the separative event concerning children.
- Consider the possible need to direct the mediators to other professionals with specific skills.
- Facilitate mediators in the construction of agreements negotiated by them.

- Use the appropriate procedures to eventually elaborate on agreements reached in family mediation.

- Family mediation should not be confused with civil and commercial mediation, much less with the exercise of psychology or law.

The process consists of several sessions (the number is elastic) in which the mediator, as required by law, helps the spouses "to reach an agreement, with particular reference to the protection of the children's moral and material interests" (Barck-Holst et al., 2021).

However, the mediator first checks whether the parents are "resolvable"; they must be able to determine whether they are suitable for the procedure. Only in the positive case does family mediation begin and can, in any case, end at any time that is considered best (Camara, Bacigalupe and Padilla, 2017).

The most excellent affinity between the sciences of mediation and social assistance is represented by the appreciation of users' needs, which are considered central in family mediation and the object of professional social service (sawyer, Thoroughgood and Ladge, 2017). They appeal to the parties to reactivate communication with each other, working on their autonomy and empowerment. Here, the social worker helps the spouses independently find their solutions and decisions to reorganise the new family situation in a satisfactory way for both (Barck-Holst et al., 2021).

The purposes of social service and family mediation are also common. The social worker, however, has a total value. The family mediator acts only in the context of family conflict. In this context, the social worker has less defined limits, with an evaluative type of activity. It is directed toward a diagnosis for which interviews with the minor and the family, surveys, home visits and social counselling are necessary (Sawyer, Thoroughgood and Ladge, 2017).

The language changes are enormous in cases attended by the social worker; social workers (high conflict professionals) must work primarily to reduce conflict. The tools used by the social worker are more complex, and we remember home visits, documentation and social registration, information system, meetings and teamwork (Ashcroft et al., 2018).

Only the interview is the only tool in common between the two professionals but used for different purposes. The social worker and the family mediator use the interview to collect a series of information in order to assess the user's situation and understand their needs (Yang et al., 2017).

The assessment of the user's situation, carried out by the social worker with the help of the interview and all the tools he can use for this purpose, aims, on the contrary, to create a help project built ad hoc and specifically adapted to the user/client (Barck-Holst et al., 2021).

The social worker can be defined as a "mediator par excellence" and is the most suitable professional to become a family mediator. The social worker, in accessing the parties, sees that here the social worker interacts with a family in conflict, either by mandate of the judge or because the situation was reported to him by other subjects (school, other family members, etc.) (Sawyer, Thoroughgood and Ladge, 2017).

In the event of high family conflict, the parties very rarely contact the social worker by free and autonomous choice. The family mediator is always voluntary. Only the social worker works based on an institutional mandate. By a socio-professional mandate. The social worker has a role of help and control in relation to the user (especially when dealing with highly conflicted families by the judge's mandate) (Yang et al., 2017).

In conclusion, regarding the duty of privacy and the relationship with the judge, here, the social worker is obliged to carry out a series of other activities to support the judicial authority, including the preparation of reports, the monitoring of the intervention, the preparation of a report final written statement that provides clarification on the matter and the problematic situation, as well as being obliged to testify if necessary (which is a very frequent fact) (Ashcroft et al., 2018).

On the other hand, the family mediator is obliged to keep the content of the agreements confidential and cannot be called upon to collaborate with the judge (Camara, Bacigalupe and Padilla, 2017). It is worth reiterating the importance of both professions as instruments to promote a culture in which family and non-family conflict is not ignored but faced and transformed into an opportunity for reflection, growth and mutual knowledge, as well as the performance of the professional who has both qualifications to act (Barck-holst et al., 2021).

7.6 FAMILY

One of the current most accepted concepts in the social area of the family is that the family system can be understood as a group of people who interact based on affective, consanguineous, and political ties, among others, that establish an infinite network of communication and mutual influence. From this perspective, the family can be considered a dynamic system, submitted to a process of establishing rules and marked by the search for an agreement between its members.

The family is a social nucleus that has been diversifying in recent decades and, consequently, the concepts of family have diversified. Some scholars on the subject bring the need to treat the nucleus 'family' in the plural 'families', as there is no more extended room for a single concept, and it is not possible for a single concept to account for this complexity (Musitu & Cava, 2001). Thus, we can understand that the coexistence of configurations and

structures of families has expanded, and not only the concept of family but also the implications for society, bringing to light the need to accept and live with what is different.

In this situation, the plurality in the structural configuration of the family nuclei has demanded the creation of new explanatory paradigms that respond to this complexity. In this context, we can understand that society is not a gear that works in isolation. It is necessary to consider the influence of the environment that makes the subject a dynamic being, inserted and relating to a scenario of values, beliefs, and actions that transform the environment. all the time (Esteves de Vasconcelos, 2006).

Thus, changes in family structure and configuration are directly related to the evolution of society and vice versa. Faced with this dynamic and multifaceted phenomenon, it is important to rescue the fundamental aspects for the family to continue fulfilling its role and function as the main social cell, regardless of how it is configured. In addition, we emphasise that the rescue and strengthening of these essential and inherent aspects of family nuclei occur in the context of diversity, which has been characterised by people who not only subject themselves to the world, but also transform and modify their relationships with it. Starting from the premise that we no longer have parameters that precisely define the concept of family, its composition and functioning, it is essential that it be treated with respect and each individual included in this nucleus.

7.7 CONFLICTS

The word "conflict" comes from the Latin noun "conflicts" and means to hit each other, to collide, in a broader sense. Therefore, also to fight, to dispute. Conflicts arise when opposing and incompatible goals, interests, needs, and values differ. Conflicts are a permanent part of human coexistence (Ratner, 2017).

Different points of view of a situation often lead to the following scenario (Chapron and López-bao, 2020):

- The other person's motives for their views are not known. As if even, for good subjective reasons, he has a different opinion if he accuses him of negative motives. The person may feel hurt by the other person's point of view but doesn't want this to be known. Possibly even the self-image is strongly questioned. The person feels threatened.
- Conflicts are more often experienced as destructive, as something to be avoided. Conflicts are feared as a trigger for violence. But it is not conflict that causes violence, but how disputes are handled. Repressed conflicts continue to smoulder, lead to resistance and aggression, and can suddenly erupt into violence "for no

apparent reason." conflicts must not be avoided or suppressed but dealt with constructively to prevent violence.

In short, the more a group or a social system in general develops, the more the differences between the elements of that system become visible so that these differences are experienced as an obstacle to the feelings, wills and actions of the individual or even of subgroups (Scheidel et al., 2020).

Conflicts are always a co-creation of the people or subsystems involved, who contribute in their own way to maintain, escalate or resolve the conflict through their behaviour, the way they communicate, different interpretations, evaluations and explanations.

In psychology and the social sciences in general, we speak of conflict when two elements - mainly social - are opposite or incompatible at the same time. A conflict can be limited to individuals (intrapersonal), but it can also involve several people (interpersonal) or an entire organisational system (organisational) (Chapron and López-bao, 2020).

Conflicts are disturbances that interrupt the course of action and have a stressful effect. Conflicts tend to intensify. That is, they expand and increase in intensity. Conflicts are perceived as an interruption of "normal" life and prevent people from following an ordinary course of action (Scheidel et al., 2020).

Conflicts differ from problems primarily in that the parties disagree on how to handle the situation and, as a result, develop negative feelings. Since feelings cause a solid impulse to act, the willingness to act in conflicts is very high.

However, conflicts must be clearly distinguished from breakdowns because breakdowns are contrary to decisions made by logic that have negative consequences (e.g., someone forgets to pay an invoice on time and is therefore burdened with collection costs) (de Bono, 2018).

In general, it can be said that the stronger the emotion, the greater the will to act. A strong feeling also has the side effect of reducing or completely suppressing critical judgment. The result is thoughtless action that is often regretted later.

Conflicts can be categorised according to different aspects. It is helpful to consider how many people are affected and in what environment the conflict is taking place. It's also important to ask yourself if the person is dealing with "burning" conflicts that continue to erode beneath the surface and often by their own rules (de Bono, 2018).

The counterpart would be "open" conflict, which in the negative case degenerates into a heated fight and in the positive case leads to a discussion that leads to a joint solution to the

problem. Finally, a distinction is made between "spontaneous" conflicts that can also break out in public between strangers (Ratner, 2017).

7.8 FAMILY CONFLICTS

Family life is not always harmonious. Everyday life alone provides enough material for conflict. Wherever there are differing opinions and attitudes, there are arguments and sometimes heated arguments. Arguing is inevitable and part of life (Murphy and Singer, 2017).

Family life is shaped by the developmental stages of children. Each developmental stage contains different sources of conflict. Children are constantly testing their limits (Sheikh et al., 2018).

When young people separate from their parents and often go too far, puberty offers many opportunities for discussion. It raises questions, such as when they should return home and why certain actions are allowed or not activities. Adolescents often push their parents' limits to the limit (Berkovitch, 2019).

In addition, there are fights between parents or about different parenting styles. And, of course, the brothers have some arguments with each other. The basic communication rules must be observed for a dispute to have a positive and constructive effect. A certain degree of "dispute culture" is necessary. This goes for both parents and children (Kubíček and Machek, 2020).

Even in the event of a conflict, parents are role models. Children see their parents arguing with each other. Family is the best place for them to learn that two people who value each other can sometimes clash and get along later.

Any relationship situation necessarily leads to conflict. So, the degree of freedom of expression and equality between individuals leads to variations in their expression. At the origin of a conflict, divergent interests, hurt feelings or different desires are usually found. In fact, conflict raises the question of the other (Stadler and Jepson, 2018).

Conflicting moments of crisis are inevitable and necessary in a successful human relationship. In case of disagreement, it is even desirable that the confrontation reaches maturity and can be expressed without the conflict becoming the rule of communication.

Some people may seem to be constantly looking for arguments. However, permanent attacks can be understood as a form of defence aiming to hide weaknesses. On the other hand, others systematically avoid any confrontation by fleeing to protect themselves (Murphy and Singer, 2017).

The critical thing in conflicts is that everyone can express what they feel and feel heard. This is not easy and requires everyone to agree to listen and recognise the other's point of view without abandoning their own, which requires a certain maturity. If this step is necessary to resolve the conflict, then there is necessarily a time of metabolisation to integrate what was changed (Bokharey, Fahim and Tahir, 2021).

Therefore, the family is a favourable environment for this complex and universal learning. By definition, a family conflict arises when a personal goal (or a need) prevents achieving someone else's goal.

For example: if a child conflicts with his mother because he leaves his clothes lying around, the child's goal (not wasting time tidying up to have more time to play need for pleasure) is opposed to his mother's (keeping order in the house: the need for pleasure or power) (Ndayambaje, Umwari and Yulia, 2020).

Another point to highlight is that in the family context, most conflicts between parents and children revolve around following established rules. Depending on the young person's age, it is essential for parents to decide which laws are non-negotiable and which are negotiable. These can thus be the object of a process of peaceful conflict resolution to meet better their respective needs (Kubíček and Machek, 2020).

7.9 CONFLICTS IN THE COUPLE

Everyone has a vision of the ideal couple influenced by parents, social models and personal history. This model is constantly challenged in the marital bond, which helps maintain and strengthen it (Sheikh et al., 2018).

The transactional analysis speaks of a "relational game" where the psychological motivations of each partner are articulated in different situations. The most eloquent example is the domestic scene that repeats itself, does not help the situation and is intended to reinforce the individual's belief system (Murphy and Singer, 2017).

Couples often live in the illusion that they have built a common culture while each remains faithful to their culture of origin. The couple's relationship is built over time by multiple commitments in the relational game.

These commitments can be favoured by professional, political or leisure activities, making the occasions for disputes less frequent and less significant. Therefore, conflicts can appear more acute when these occupations disappear or decrease at retirement (Bercovitch, 2019).

7.10 CONFLICTS BETWEEN SIBLINGS

In siblings, interpersonal relationships appear essentially structured in the form of rivalry and even more or less moderate jealousy. Each child spontaneously seeks to capture as much parental attention as possible (Ndayambaje, Umwari and Yulia, 2020).

For this, they can adopt conformist behaviour (being the best, exemplary in obedience, meeting the supposed expectations of parents) or deviant behaviour (one that worries parents and must constantly be monitored) (Bokharey, Fahim and Tahir, 2021).

7.11 CONFLICTS BETWEEN PARENTS AND CHILDREN

Parents face complex challenges in parenting, such as finding the right balance between protecting the child while promoting the development of their autonomy and having precise requirements. Later, they must find the right balance between too much authoritarianism and permissiveness (Bercovitch, 2019).

The cause of family conflict is often attributed to communication difficulties. However, in most families, parents and children know how to communicate. It is more the affective reactions that can be so intense during conflicts that parents and children can lose the ability to hear each other and communicate well.

Specific periods are conducive to conflict between parents and children, especially those involving the idea of separation. Adolescence is the most revealing illustration of this (Kubíček and Machek, 2020).

7.12 CONFLICTS RELATED TO MONEY MANAGEMENT

Divergent opinions on how to spend the money, how much to spend and how much to save; moreover, the distribution of funds between spouses often leads to conflict. When disagreements predominate, spouses criticise each other's habits and do their best to camouflage their expenses (Stadler and Jepson, 2018).

It would be good to prioritise by planning money management to mitigate these differences. A clearly defined budget is a great way to determine when, how and why the money will be spent and who will manage the spending.

For those who find the notion of a budget too restrictive, establishing some basic principles will help to reduce the risk of conflict. Here are some examples:

- One spouse manages maintenance costs while the other manages insurance.
- Purchases over $100.00 will be discussed and mutually decided.
- Each will have $100.00 per month for purchases that will not be discussed.

A professional will be able to establish a framework to manage effectively once money-related conflicts arise.

On the one hand, an employee assistance program counsellor can help couples clarify their values and priorities, what money means to them, and why these elements are at the root of their arguments. On the other hand, a financial advisor has the expertise to offer practical solutions in terms of budget management (Bercovitch, 2019).

7.13 CONFLICTS RELATED TO CHILDREN'S EDUCATION

Raising children is a source of gratification for parents and caregivers; however, it also presents significant challenges at all stages of development. Work demands, financial pressures, and household chores often add to parenting stress. Conflict usually occurs when parents have different points of view, especially when one is seen as permissive and the other as rigid (Ndayambaje, Umwari and Yulia, 2020).

Parents or caregivers do not always need to agree on how to resolve every situation. However, it would be good for them to talk about the children's expectations and decide on the establishment of specific ground rules.

When a situation leaves the established framework, they must find a solution that is in the child's best interest. Parental consensus will minimise confusion for children and conflict for parents (Bokharey, Fahim and Tahir, 2021).

7.14 MEDIATION OF FAMILY CONFLICTS

Living as a family is not always as easy as it seems, and sometimes conflicts are difficult to resolve. To pacify relationships, it is valuable to be able to count on the support of professionals capable of listening to each other's demands, but above all, of helping them to renew the dialogue.

This is the mission entrusted to family mediators. Thanks to your help, families can find peace of mind and, above all, avoid lengthy court proceedings to resolve their problems (Brandt and Brandt junior, 2018).

It is also necessary to respect the legal framework of this system and understand the mission entrusted to family mediators, a mission that the current health crisis has complicated because, on the one hand, some conflicts have worsened within families, namely during confinement and on the other hand, another side.

Mediation is particularly appropriate and effective in family disputes. It can assist in resolving differences that arise during a marital breakdown, contact problems, custody

concerns, property partition disagreements, and other issues that may occur within the family (Roberts, 2017).

As a result, mediation is a service that assists couples in Ireland who have decided to separate or divorce or who have already divorced in reaching an agreement on issues such as children, the family home, finances, and the future. Furthermore, mediation is not a substitute for marriage counselling or legal guidance/

Mediation is available to both married and non-married couples. It also helps separated same-sex couples and parents who have never lived together but have a child or children to look after (Moore, 2017).

When a relationship ends, it can be highly emotional and stressful, making it tough to make decisions about living arrangements, finances, and childcare (Conneely, 2017).

Meditation encourages a divorcing spouse to work together to reach mutually acceptable solutions on all or some of the following issues (de Salazar, 2017; McGowan, 2018):

- Childcare.
- Education, schooling, or daycare agreements.
- Family vacations and special occasions.
- Financial assistance.
- Family house and property, asset distribution.
- Other issues relating to separation.

Both parties must confirm their willingness to attend mediation for it to succeed. Mediation is a procedure, which means that it follows a set of rules and procedures. The topics discussed are determined by the separated couple's needs and aspirations (Layte and McCrory, 2018).

The couple evaluates each issue, explores their choices, and takes decisions with the help of a mediator (Roberts, 2019).

Parties are encouraged to seek expert guidance, such as legal or financial advice, to ensure that the divorcing couple can make educated decisions acceptable to both.

The mediator keeps all discussions private and does not take sides. Most mediations conclude with a written document, also referred to as a mediated settlement note, which details the couple's agreement (Roberts, 2017).

The following are examples of the types of agreements that can be reached:

- Comprehensive agreements: all concerns that arise as a result of the separation, such as economics, parenting, and housing.

- Parental agreements: agreements between parents that handle parenting difficulties and support effective parenting practices.
- Financial agreements: finances and assets of the marriage.
- Interim agreements: agreements between two parties for a particular time.
- Partially agreed-upon agreements: deal with a specific problem or topic.

Although the mediated agreement is not a legal contract, it is possible to take it to a lawyer and have it drafted into a formal contract or separation action and use it as the foundation for a divorce decree (Dunne, 2019).

Family mediation is one of the remarkably effective tools among alternative dispute resolution methods to alleviate intrapersonal tensions, reach compromises, and resolve conflicts without resorting to a judge. This method has proven itself for many years.

These processes lead to an amicable settlement of disputes instead of judicial methods. Beneficial family mediation tends to restore and preserve family ties in significant conflicts.

A tool used to relaunch communication within families, it aims to bring together divided parents, essentially on the fate of their children, in the consensual exercise of parental authority, as to the choice of place of residence, educational methods and the determination of the amount of the contribution to the maintenance and education of children (Roberts, 2017).

Also, in the family sphere, it is valuable to relaunch the dialogue between parents and children – disputes between generations are common and can lead to situations of total blockage – grandparents being deprived of their grandchildren or young adults cutting off any relationship with the family.

It may also be relevant in a division of assets to allow family members to reach a consensus to avoid a judicial division. It is not uncommon for siblings to tear each other apart when a loved one dies (Cruz, 2018).

It can also minimise disunity and allow spouses, cohabitants, or partners to reach a consensus on sharing the common heritage, the valuation of the assets to be shared, the destination of debts, etc. It makes sense whenever relationships are conflicting, broken or even non-existent within the family between relatives or allies.

Whenever serious disagreements can bring interested parties to the judge, mediation offers another avenue. In fact, mediation can be defined as a mediation aimed at bringing people to an agreement, reconciling or reconciling.

An amicable solution to differences is possible if everyone does their part. It is a friendly process of conflict resolution based on the resumption of dialogue in the presence of a family

mediator who is positioned as a third party, outside the judicial authority or in the context of a trial (Zhou et al., 2018).

Family mediation techniques allow everyone to participate in developing new rules to ensure the practical and everyday life of family members or their relatives.

Although it allows the recirculation of the word internally, mediation is only mentioned when family mediators attempt to resolve latent conflicts.

Once a dialogue is re-established, former opponents often manage to sign pacts, agreements or transactions, so many documents that testify that everyone's arguments were heard and that compromises could arise (Simães et al., 2021).

Family mediation is recommended when people cannot resolve the situation between them. They need a third party who, in turn, gives them the floor, arbitrates their speaking time but does not decide – which makes all the difference with a judge – a third party who also helps them formulate their problems, their complaints, their feelings, to analyse their behaviour. Ultimately, it allows them to find a peaceful, peaceful solution made up of compromises (Roberts, 2017).

This third-party mediator, at first likely to be voluntary and without an unspecialised legal or professional framework, has adopted professional rules and ethical obligations. A profession was born, that of a family mediator, with a specific diploma, required knowledge, know-how, skills and experience.

A diploma or certificate is now essential for practice, and throughout the training, achievements are verified, and notions put into practice. Mediators come from different backgrounds, and in order to overcome the difference in professional cultures, a harmonisation of practices is necessary. Family mediation is, above all, a regulated and structured approach that must be adapted according to the public concerned (Syed et al., 2018).

The family mediator plays a role that is not new but that used to be played by the authorities that families trusted. People often went to consult the ministers of religion and received advice from politicians, friends, and teachers, among others (Joamets and Solarte Vásquez, 2019).

These "sages" could then help unblock situations, such as King Solomon, who, arbitrating the conflict between two mothers, proposed cutting the much-claimed child in two.

Arbitrators, negotiators, conciliators, and intermediaries have always existed, such as matchmakers who favour meetings and marriages or marriage counsellors who try to avoid divorces (even family therapists). Still, over time, it seemed necessary to leave the master

parties of their accommodations without trying to decide between them, nor to arbitrate their conflict by giving reason to one against the other without providing a moral lesson.

This new concept was born in the mid-20th century in the United States and Quebec before being developed in the countries of the European Union. Since the 1980s, it has slowly progressed until it is recognised as a valuable means of resolving family conflicts, both by society and political or judicial decision-makers (Roberts, 2017).

Everything must be done to reconcile the parties. In this state of mind, family mediation was designed to alleviate family relationships thanks to the help of third parties trained in listening (i).

However, this tool was quickly framed so that families understood its mechanism and knew its advantages and limits (ii) (Gellin, 2018).

7.15 ROLE OF A MEDIATOR

The mediator is neither a judge nor an arbitrator, so he does not decide whether the parties' actions are right or improper. The mediator also has no voice in the agreements reached by the parties. The conflict mediator actively helps both parties to recognise their problems and needs, as well as determine how best to address those needs. Mediators use their knowledge and experience to support and facilitate the separated couple as they work through their concerns. Thus, it encourages and helps the parties to listen to each other, understand each other's needs, and find a viable, long-term solution.

The professional ensures that the parties have obtained all the essential facts. Both parties are fully aware of the mediated issues, whether related to your children, finances or other special issues (Roberts, 2017).

Before and during the process, the dispute mediator will advise the parties to seek legal advice about their rights. He must understand what he may be entitled to if he goes to court instead of reaching a mediation agreement. The professional is well qualified to help parties identify their concerns and facilitate an open dialogue to consider all solutions (Dunne, 2019).

Also, he should assume a neutral attitude, giving you the ability to ask tough questions if necessary. The parties make the decisions, and the mediator verifies that the suggested decisions are feasible, administers the process and writes the agreed decisions in writing. The mediator ensures that all issues raised by the parties are addressed and encourages full disclosure of all assets and financial information (Conneely, 2017).

7.16 FAMILY MEDIATION: COOPERATION BETWEEN FAMILIES AND FAMILY MEDIATORS

When families are in crisis, when parents can no longer communicate, family mediation provides the keys to rebuilding a more peaceful relationship and resolving disagreements that affect the very essence of family relationships (a).

Their interest no longer needs to be demonstrated because family mediators help defuse relationships so that stakeholders can find an acceptable outcome (b) (Zhou et al., 2018).

7.16.1 Family Disputes Submitted to Family Mediators

Conflict occurs when people express different and incompatible points of view. Once disputes are between members of the same family, spouses or parents, the psychological consequences are considerable. It is not easy to find an outcome that satisfies both opponents and those around them (Brandt and Brandt Junior, 2018).

Confrontations between people, values or interests, these points of view, resulting from an antagonism often linked to different places or roles in the family, become more complicated during ruptures of all kinds that affect allies or relatives.

When people live together and their bonds loosen, resentment mixes with memories, and it is difficult, if not impossible, to overcome difficulties encountered without outside help.

Parents, spouses, partners and loved ones have had emotional relationships in the past, but the vagaries of life have led to confusion. It is almost impossible to separate the true from the false because everything is caught in a whirlwind of emotions (Simães et al., 2021).

The disputes that arise within the family are distinguished by the fact that they aim at the most intimate human relationships, in a place where all emotions are exacerbated, going to passion, but also where values that, until then, supported the reports are confronted (Salifu, 2021).

These emotional states of sadness, anger, disappointment and violence are amplified when divisions manifest in the private arena. They have repercussions whose importance should not be overlooked, including in the social or professional domain.

The myth of the united and loving family then collapses, and this haven of peace or protective cocoon no longer plays its role, which is necessarily destructive to the individual. The person experiences it as a rejection or a failure, which will have to be helped to overcome, sometimes even with feelings of guilt (Vladimirovna, 2020).

Overcome by conflicting feelings, it is particularly difficult to overcome obstacles linked to disagreements or simply misunderstandings. These misunderstandings tend to get worse and lead to a breakup, whether related to a couple or intergenerational.

When people no longer get along, they are often no longer able to reason objectively. If they have children, it is even more severe, as they struggle to assess their needs and reason according to their interests (Zhou et al., 2018).

It is usually difficult to recognise one's mistakes, faults and responsibilities, but in the family sphere, it is undoubtedly even more delicate because it touches on the intimate nature of relationships. Even specifying the circumstances of the breakup or conflict is complicated; everyone thinks they are correct, victims of others' misunderstandings.

In such a humanly complicated context, people need to be supported to reach a new balance to untangle their feelings and affections. In addition, each situation is different, so needs must be able to be heard individually (Simães et al., 2021).

Many couples then go to mediation (or marriage counsellors) to try to stay together. They go through hardships and hope to regain the harmony they lost. This may involve forgiving infidelity, emphasising the suffering felt in the case of domestic violence, establishing better asset management, or understanding why a spouse wants to leave the marital home.

For tensions to decrease, everyone must play fair and agree to remember the good times and the reasons that built this couple, perhaps before the arrival of the children, illness or financial problems, for example (Roberts, 2017).

Many difficulties are also linked to the disunity of couples. Breakups are mostly painful moments that those interested must begin to digest. They weaken family relationships and destroy bonds that have taken years to build. Mediation can help couples separate, prepare them for a new life, and possibly guide them towards divorce by mutual consent.

It can also allow them to talk about faults committed without animosity or fighting spirit. It is precisely important that the spouses take stock of their situation calmly, consider all the points to be addressed in their divorce settlement, and anticipate the problems they may encounter (Zhou et al., 2018).

Disunity is often experienced as failure and forces individuals to consider the future in new places. When everything must be rebuilt and he is weakened by the separation, having to agree with his ex-spouse or partner, mainly to organise the children's lives, leads to the multiplication of disputes. In many cases, each remained in his position and refused to listen to the other's opinion, at the risk of the children's well-being being abused or even destroyed.

Any marital conflict has, in fact, repercussions on the couple's children, who are necessarily disturbed by the new data on the relationships between their parents. However, parents should remember that their parental duties remain because separation has no impact on each person's right to be a parent and the obligations that flow from it. Family mediation will be significant for the needs of each family member to be recognised (Simães et al., 2021).

Very delicate issues must be addressed, such as determining which of their parents the child will live with, which can be felt by the other as a real wound and a form of disqualification in their parental role. The texts indeed maintain co-parenting despite the couple's separation. However, in principle, the child can no longer live with both parents, and the exercise of parental power must be organised differently (Gellin, 2018).

Parents must maintain personal relationships with the child despite the separation and respect their ties with the other parent. It must be ensured that each parent can remain involved in the life and education of the couple's children and maintain a balanced relationship with them without being at the centre of a conflicting claim (Zhou et al., 2018).

Couples must also agree on where the child will live. In the absence of agreement between them, the judge will decide between the child's habitual residence with one of his parents with the right to visit and accommodation granted to the other and an alternative place.

This organisation is often a source of litigation, and magistrates often mention in their orders the distribution of weekends and holidays with the mention "unless better agreed by the parties" to allow themselves the possibility of reconsidering this decision accordingly. The parents' progress is made possible precisely by the mediation (Syed et al., 2018).

It is then necessary to address financial issues to assess the child's needs and establish a maintenance allowance corresponding to the parental contribution to the maintenance and education of the child with whom he does not live (Salifu, 2021).

Adults are already troubled at this stage by financial problems linked to the division of their assets and the payment of debts, so disagreements worsen when it comes to approaching the pension payment and feeding the couple's children.

Finally, other types of conflicts still oppose members of the same family for reasons of sharing of assets, and payment of joint debts, namely, to meet the needs of elderly parents or within mixed families. Here again, these family antagonisms may justify the use of mediators, third parties trained in listening (Gellin, 2018).

7.16.2 Interest of the Mission Entrusted to Family Mediators

When dialogue between parents during a divorce or who have not digested the couple's failure is no longer possible, misunderstandings are frequent (Vladimirovna, 2020).

Stakeholders need to be reassured about elements of everyday life to know how the childcare will be ensured after separation and, more particularly, their school follow-up, as well as convincing parents to reconnect with a family member at home after sudden separation, how to arrange visitation rights between grandparents and grandchildren and whether, for example, alimony should be paid to children raised by the other parent (Zhou et al., 2018).

Couples or parents in a situation of separation, separation, or divorce, namely due to distance, will therefore be directly affected by family mediation in order to better organise the maintenance of co-parenting after marital separation, being able to choose the alternate residence, remedy the difficulties related to the calculation of the financial contribution of the parents for the maintenance and education of the children and to settle property matters (for couples that sometimes have to liquidate a matrimonial regime or divide assets).

Other family members will still be able to benefit from family mediation, in particular young adults who have broken ties with their families and people who their relatives have rejected because of their sexual orientation. Finally, mediation can be optimised in the face of family situations with an international dimension, namely in the presence of threats of parental abduction or sometimes to reduce tensions within adoptive families (Gellin, 2018).

In all these cases, the legal process will not allow you to calm feelings and appease anger. Walking through the judge's office can indeed feel rushed and frustrating. People often say that they are shocked that all the important events that have taken place over many years are evacuated within minutes, their future not really being discussed (Roberts, 2017).

Every time family members want to rebuild strained or broken ties, turning to a family mediator proves to be a wise decision. It can be consulted before, during or after a separation or during serious family disputes, when the family conflict seems insoluble or insurmountable. This allows you to take stock, discuss relationships and calmly discuss the possible consequences (Zhou et al., 2018).

Family mediation aims to allow members of a torn family to find harmonious or at least peaceful relationships rather than permanently severing all ties or resorting to the courts to find a solution to an exacerbated conflict.

It also offers a more humane response to family conflict than a judicial response and allows relationships to be established free from any violence. It helps opponents overcome their distance to preserve filial and family ties, not find affective ties, and limits recourse to the judicial system (Simães et al., 2021).

Going to court is never a good solution, because families who are stuck in endless trials will not be able to regain their serenity, and the ruptures will be irreparable. Referring to a judge also fuels the conflict, freezing it and amplifying it, the defendant going to the highest bidder, without anyone benefiting from it (Gellin, 2018).

Instead of being able to rebuild a different relationship, going to a judge runs the risk of definitively closing the dialogue between opponents, knowing that the consequences are also disastrous for those around them. It is also possible to consider mediation during the

procedure. Indeed, the texts reinforce the use of the amicable resolution of conflicts by asking the parties to justify the search for conciliation systematically.

Without the imposition of mediation or the use of an alternative method of conflict resolution, there is a desire to favour solutions that can resolve a conflict amicably, by any means, and the judge may, in the absence of friendly attempts, appoint a conciliator or mediator.

This system has many advantages because, thanks to the interrelationship between family members and family mediators, it seems that the agreements reached step by step, through a series of negotiations and compromises, are guaranteed for a longer time, only when the judge himself resolves the conflict (Syed et al., 2018).

7.17 THE DEVELOPMENT OF MEDIATION IN EUROPE

The extreme diversity of mediations in the European union member countries is due to the plurality of practices that operate in the "mediational continuum" rather than the nationality of the countries where they are carried out. Certain characteristics are common to all practices located in the mediation continuum (Fedorenko et al., 2017).

It includes, for example, dispute prevention and resolution. The European legislator has focused on these the prevention and resolution of disputes, which corroborates the law and the judicial institution with great interest. On the other hand, it obscures practices that are located outside the mediational heart (alexander, Walsh and Syatos, 2017).

Although the title suggests it, it should not be imagined that very different mediation models would have developed in Europe depending on the nationality of the mediators. Mediations are indeed plural, but they are all over Europe; plurality is due to the phenomenon of mediation, not to its location.

He is eager to say that mediation remains a "nomadic notion and crosses many disciplinary barriers (Schorr and Khalaila, 2018). Therefore, the authors seem to agree quite a bit with the idea of a conceptual fan that would open the focus of wide-angle mediation. Several of them use the word "continuing" to express all these mediations (Herrberg, 2021).

Therefore, mediation practices would form part of a continuous conceptual line between simple consent and simple adjudication, which would leave the continuum. Along this conceptual axis, a particular form of mediation occurs, which is a specific practice. Its object is determined by the vision of its actor, the mediator. In short, many mediation objects coexist on the mediational axis (Grilli, Mrkajic and Latifi, 2018).

At least four shared mental resonances emerge: disagreement (difference, hostility, violence), an independent and trustworthy third party (sometimes also dedicated), a (re)solution of the problem, justice with ethics and, finally, the accountability of the " mediated". These four attributes undoubtedly converge at the mediational heart of dispute prevention and resolution.

Dispute prevention and resolution are first and foremost the handlings of open conflicts. Interventions are curative. There work the mediators who complete the work of the judicial institution through a conventional mission entrusted to them before the protagonists climb the courthouse steps or through a judicially assigned task (Brandenburg, 2017).

But the application of dispute prevention and resolution are also correct interventions in case of hostility, latent conflict or purely potential conflict. These interventions are carried out preventively their demand for justice appears very strong in the context of specific attributions (family conflicts, discrimination, psychosocial risks at work, moral harassment, etc.) (Herrberg, 2021).

7.18 "CALCULATED" REQUEST OF THE COUNCIL OF EUROPE FOR MEDIATION

Since 1980, the council of Europe has considered mediation on several occasions. However, this request is doubly limited. First, the interest is focused only on the core of mediation, aiming at an option for judicial treatment. So, the interest is essentially focused on two managerial aspects: unblocking the judicial institution and guaranteeing the efficiency of the services provided by the mediators (Fedorenko et al., 2017).

Such limits of political interest reflect a neoliberal perspective, that is, a political calculation aimed at the efficiency of public services and encouraging their reduction when the verification of subsidiarity allows it (Alexander, Walsh and Syatos, 2017). The council of Europe clearly expressed these efficiency goals when a committee of experts was created within it, aptly called the European Commission for the efficiency of justice (Herrberg, 2021).

The European Commission for the efficiency of justice works to promote the quality of the judiciary and the public justice service. In four areas of judicial litigation, the Commission proposes to implement the implementation of the recommendations on family mediation (recommendation r-98), mediation in civil matters (recommendation r-2002/10), mediation in criminal matters (recommendation r-99 /19) and mediation between administrative authorities and individuals (recommendation r-2001/9). The commission also recommends improving the dissemination of these four recommendations (Santini et al., 2020).

7.19 EUROPEAN UNION "MEASURE" FOR MEDIATION

The European Union has been very concerned about improving access to justice in Europe. During the meeting of the council of ministers in Tampere (Finland) on October 15 and 16, 1999, it was recommended to multiply conciliation agreements through mediation to reduce the number of disputes that could go to court.

On the one hand, this Tampere council considered that the agreements resulting from mediation would be more likely to be executed voluntarily. On the other hand, that person or business relationships could thus be preserved in the long term. Below is the European code of conduct for mediators:

The code of conduct adopted by the European Union on 4 July 2004 sets out several principles that mediators will be careful to respect, pledging their responsibility to them. The code can be used in any type of mediation practised in civil and commercial matters. Organisations that provide mediation services also undertake to respect the regulation, asking mediators working under their aegis to respect the following requirements:

- The mediator must be competent and familiar with the mediation procedure.
- he must have good initial training and be constantly refreshed in theory and practice.
- The mediator must be independent and impartial.
- Confidentiality must be guaranteed.
- The mediator must provide a fair mediation service.
- If he deems it proper, the mediator may hear the parties separately.

The mediator may terminate the mediation if the process or settlements turn out to be unfair, if they feel that an agreement is very unlikely to be reached, or if they consider themselves insufficiently competent.

The mediator guides the mediation, taking care to rebalance the balance of power or insufficient knowledge of the protagonists about the regulations.

The parties may withdraw from mediation without having to justify their decision.

The mediator must explain how to calculate its remuneration and obtain the parties' prior agreement on this remuneration.

The mediator will be able to publicise their services in a professional, honest and dignified manner.

In this spirit, several initiatives of the European Commission and even of the European Parliament deserve to be highlighted. In 2002, the European Commission presented a book

on alternative dispute resolution, launching a wide-ranging survey of member states and those affected by mediation. It resulted in the directive of 21 May 2008 (dir. 2008/52/EC of the European Parliament and the Council) on specific aspects of mediation in civil and commercial matters.

This directive defines mediation as a structured process, by whatever name or reference, in which two or more parties to a dispute voluntarily attempt to reach an agreement on resolving their conflict with the assistance of a mediator (Fedorenko et al., 2017).

According to the directive, this mediator will be any third party called upon to carry out mediation efficiently, impartially and competently, whatever the name or profession of that third party in the member state in question, regardless of how it was designated to carry out said mediation or irrespective of how he was hired to carry it out (Grilli, Mrkajic and Latifi, 2018).

Unfortunately, the directive does not apply to situations of conflict of cross-border elements; therefore, it excludes most litigation (all those confined within a national border) (Santini et al., 2020).

The 2008 directive enforces confidentiality. Unless otherwise agreed by the parties, the mediator or persons involved in the administration of the mediation process shall never be obligated to produce information arising out of or relating to a mediation process as evidence in any civil or commercial judicial proceeding or arbitration (Herrberg, 2021). Exceptionally, the guarantee of confidentiality may cede in the following cases (Brandenburg, 2017):

This is necessary for imperative reasons of public policy in the member state concerned, to ensure the protection of children's best interests or to avoid any harm to a person's physical or mental integrity.

When disclosure of the agreement's content resulting from the mediation is necessary to implement or enforce the said agreement.

The directives mentioned above also provide for some contiguous effects to mediation: the suspension of the extinct statute of limitations during the mediation process, the initial and continuous training of mediators, the development of voluntary codes of good conduct and adherence to these codes, effective mechanisms quality control in the provision of mediation services and the use of modern communication techniques in mediation processes (Venediktov et al., 2021).

As can be seen, the council of Europe and the European Union are concerned about mediation. But this remains to be calculated: the competencies of the member states must not be usurped, mediations outside the heart of mediation must not be dealt with and, above all, guarantee the best financial service of a judicial type at the lowest cost (Santini et al., 2020).

By merging an economic project and a political project, European regulation of mediation follows a deliberate orientation: the state can increase its power by disposing of its authority, and the market can extend the freedom of individuals while organising its surveillance (Brandenburg, 2017).

8 ANALYSIS AND INTERPRETATION OF RESULTS

As a final step, analytical reading of all the material was carried out to summarise the researched and elaborated information. In this process, the information that makes it possible to obtain the answer to the problem was taken into account through the general objectives and specificity.

The analysis responds to research objectives or hypotheses in research and evidence. It is convenient to present an analysis plan or what is known as a data exploration plan for analysis. Analysis, detailing of lines, and how we will proceed with the primary data.

Data comes from a variety of sources and tends to enter the analysis process in a disordered manner. Data analysis tends to be highly subjective. The purpose of nature interpretation and study varies, which is likely to be correlated with the type of data being studied.

Although several types of individual data are implemented, such as the two most common respective data categories "quantitative analysis" and "qualitative analysis". For the present study, a qualitative analysis was chosen.

An experimental and non-creative process that is mainly based on the researchers' experience in the subject can be studied, therefore, a direct experience, which is not based on qualitative analysis. The data are usually very heterogeneous and can come from direct studies of documents or journals, from methodological notes, among others, whose integration research is essential for an overview, being this one selected for a future vision.

The data is essential for those who theorise that they provide a complementary data source or illustrate the former.

8.1 HISTORY AND IMPORTANCE OF SOCIAL WORK IN THE SOCIETY

As humankind progresses and social changes at an ever-faster pace, the importance of Social Work and Social Studies increases. From a charitable organisation at the beginning of the Industrial Revolution through the adoption by the local authorities to deal with social injustice to national and international standards and regulations introduced across Europe.

This evolution shows that modern society aims to combat issues and social problems and recognises benefits and cost savings in helping the communities minimise the impact of disagreements and conflicts within. As indicated in the literature review, a wide range of conflict and their differences within the families make the work of Social Workers extremely difficult. Social workers are taught about local laws and regulations to give them the knowledge needed to advise the client on all the options to resolve and conflicts they deal with. This is

extremely important to minimise any impacts on the people involved. Directly, a married couple getting a divorce, or indirectly, their children who don't have input to the discussion. The regulations in place explain how the mediator should act in accordance with the letter of the law. However, they don't provide any guidance on any tools and techniques used to accommodate good mediation.

So far, we have been able to identify the difference between the social worker's intervention and the mediator's role; we understand the family as the nucleus and conflict as a normal situation for human beings.

We have seen that, in many cases, erroneously, the social worker is historically called a mediator for playing a role in rescuing the social being itself, and yes, this professional is involved from planning to the execution of public policies. He is a professional who acts directly on social ills and sometimes, he is a reference professional for social issues that may arise, if not the first one. The importance of frontline professionals has already been expressed earlier in this work. Frontline professionals are the eyes and ears of the State for social issues. To carry out this study, we delimited the family nucleus as an example and for this nucleus, the social worker is the reference professional. We also describe social worker professional training, which involves the study and understanding of the functioning of society as a whole (which involves politics, power, sociology, philosophy, psychology, law, etc.), which facilitates the professional's understanding of the emergence of family conflicts. It was presented in the body of this work, the places in which the social worker works directly. At this point, we could see a professional who, despite developing a role similar to the mediator, cannot have his intervention confused with a mediation process (following the current mediation guidelines, which involves, among several requirements, voluntariness and confidentiality). It is important to point out that the social worker does not work only in situations of poverty but in any situation that interferes with rights. That is, not always, the cases in which the professional is involved can be mediated.

The mediator was presented as a professional trained with the tools for de-escalating problems, which must be requested by the parties and act in an entirely impartial way. The mediator is the third party trained to manage a process that follows the steps described in this work.

By gathering the information, we can understand that the social worker is the closest graduate professional to social issues and consequently to the family nucleus and the conflicts that may arise. What we could observe after studying the mediation techniques and that even though the social worker has a generalised understanding of society, family, conflicts, etc... this professional received training to guarantee rights and value the social being but did not

receive full training in specific conflict mediation techniques and tools (in the example bargaining and generating options).

8.2 MEDIATION TECHNIQUES AND SOCIAL WORKERS

What is also clear from the Literature Review is the fact that the social worker is often put in a position of a mediator and requires a wide range of soft skills needed to effectively be able to understand the problems the parties involved face. In different examples found in Literature Review, Mediation Techniques can be an extremely useful tool to deescalate conflict. The social worker aims to:

- Expedite transparent communication.
- Use the right words.
- Give enough time to speak for all parties.
- Stay impartial and provide reasoning.
- Reduce the intensity of the conflict.
- Setting up a respectful work culture.
- Teach parties involved to have a positive approach.
- Have a solution-focused conversation.

However, these potentially crucial skills are not thought of as a subject when undertaking Social Work as a subject in university. It was apparent from the research conducted that these are an on-the-job experience which builds over time in the case of social workers, not a specific subject in their training.

As part of the study, no significant mention of mediation techniques was found in the training manuals and thematical literature, which suggests it is not fully considered. It is clear from the research that these techniques are used to a good effect but not taught.

When acquired by frontline professionals, these skills can promote the non-evolution of conflicts and even teach users the exercise of dialogue in the family nucleus and for life in general.

In the City of Dublin, two successful examples of frontlines trained for can be found. One of the projects was developed by a school in the locality of Tallagah[1], known for being an area of social problems such as drugs, poverty and conflicts between small local groups. Another example is the mediation work developed by Gardai[2], which develops a mediation

---

[1] More information can be found at: https://www.cdi.ie/
[2] More information about this project can be found at Gardai website. https://www.gardaombudsman.ie/make-a-complaint/before-you-complain/how-we-deal-with-complaints/informal-resolution/

between the person who performed the act and the victim in an attempt to reach dialogue, understanding and a possible agreement between the parties.

Families and individuals often develop a trusting relationship with professionals, for example, students and teachers, doctors and patients, social workers and public policy users. With this view, we can understand the importance of the frontline professional. This work focused on the social worker, who is already trained to identify problems and be trained to contain the evolution of conflicts (those that can be contained and negotiated).

9 FINAL CONSIDERATIONS

Through this research, it was concluded that the importance that social worker frontline professionals have in combating conflict escalation. This action is guided by proper preparation and training in conflict mediation. Such an approach started from the first fruit that this professional is often inserted in environments with situations of violence and conflicts. However, this professional could not consider a mediation process because it is the defence of rights.

In this way, it was concluded that preparing this professional who intervenes directly in society's ills, places conducive to conflicts, and the family nucleus that is the basis of every human being exemplifies the importance of these dispute resolution skills in initial disputes.

This research shows that the family is the central nucleus during the life of any human being and perhaps the place where conflicts are most faced, as described in this work. Frontline workers or social caregivers (including teachers, doctors, nurses, social workers, and health agents) are the caregivers of this family nucleus and people in society and, perhaps, the first to identify conflict situations. In this way, it was also concluded that a conflict mediated at the beginning allows greater chances of resolution and acceptance of the parties. A professional capable of identifying and intervening even in the initial stage of a conflict would be ideal for maintaining healthier relationships, which empowers the social being, family institutions and other social groups.

Thus, it can be understood that family conflicts have gained more and more strength and new horizons over the years. Much is due to the lack of dialogue, problems related to raising children and personal choices of each part of a family. Such conflicts over the years have been studied and evaluated so that it is possible to create premises capable of resolving them quickly and painlessly for those involved. There are laws and guidelines to promote such issues everywhere in the world. It was concluded with this research that such family conflict mediation practices could be directed and carried out by different types of people, which in short, is something interesting. However, as seen, the focus of this research was to present the role of the social worker in the mediation of initials family's conflicts.

It is known that the social worker and any other frontline professional play a fundamental role in society, which is no different when looking for a field of action in matters of mediation of family conflicts. Thus, it was concluded through this research that the social worker has an initial preparation and adequacy that already allows this professional to have a basis for acting in environments conducive to conflicts, in the ills of society and that being these trained and qualified to carry out interventions of conflict mediations, its performance can provide mediations on early conflicts.

Thus, it was concluded that the social worker acting in the mediation of initial family's conflicts would assist in the processes of conflicts and be able to play their social roles in these situations, thus promoting means and mechanisms that enable such conflicts to exist. In addition, if conflicts exceed the legal guidelines, the social worker already has adequate preparation to activate the legal bodies and means to solve such problems.

10 REFLECTION

This work was without a doubt one of the biggest academic challenges of my life. During the choice of topic, I did not give up researching something that was related to my profession (social worker), however, my stubbornness led me to my biggest challenge, the confusion between the intervention of the social worker, known as intervention, mediation , bridge, among other names, is the mediation process that belongs to the group of dispute resolution processes.

During the research, which was bibliographic, I got lost in the terms used and ended up being stagnant for a period until I could reframe and digest everything I had read so that I could continue the research. During this process, I suffered from anxiety attacks and questions about the decisions made.

The purpose of Dispute Resolution courses was to improve my resume and acquire professional skills that would contribute to my professional development. Graduated in Social Work and Post graduated in Psychosocial Care in Public Policies, I would like to implement mediation techniques and tools in daily spaces of social worker action, such as hospitals, schools, welfare, Human Resources, etc.

As a professional, I worked in hospital, welfare and Human Resources. I have always considered myself a good professional, and I have always tried to give the best to the users who passed by me, because in my way of thinking, we are all inserted in a societal system in which we do not have one hundred percent control over the results of situations. that come into our lives. As a social worker, I was the hand of the State that worked against itself, because in an attempt to guarantee rights, I ended up facing the very system that employed me.

During my work, situations of family conflicts were common, and without a deep intervention, because I understood that I should respect the systemic organization of each family. But like everything in life and a matter of knowledge and maturity, today I believe I can intervene in a positive way with the skills acquired in this course.

As much as, for me, there is a lot of relationship between my profession and the skills acquired with regard to the benefit of the users that a professional social worker serves, it was a huge challenge to try to explain the idea and build a structure that could explain the complexity , respect the differences between the two ways of intervening and defend the idea that this would be beneficial for the society of users of public policies.

At the end of the project, I was able to see the brilliance of my profession with different eyes. How important it is for society, but I was also able to see that there are flaws, such as the professional being extremely prepared to understand the conflict itself, however, not being able to intervene deeply with other skills, as an example given, those of dispute resolution , or when possible, the professional needs additional training. It's as if we didn't leave College fully prepared.

11 REFERENCES

Alexander, N., Walsh, S. and Svatos, M. eds., 2017. *EU mediation law handbook: Regulatory robustness ratings for mediation regimes.* Kluwer Law International BV.

Ashcroft, R., McMillan, C., Ambrose-Miller, W., McKee, R. and Brown, J.B., 2018. The emerging role of social work in primary health care: a survey of social workers in Ontario family health teams. *Health & Social Work*, *43*(2), pp.109-117.

Assefa, H., 2019. *Mediation of civil wars: Approaches and strategies—The Sudan conflict.* Routledge.

Barck-Holst, P., Nilsonne, Å., Åkerstedt, T. and Hellgren, C., 2021. Coping with stressful situations in social work before and after reduced working hours, a mixed-methods study. *European Journal of Social Work*, *24*(1), pp.94-108.

Bercovitch, J., 2019. *Social conflicts and third parties: Strategies of conflict resolution.* Routledge.

Berger, P.L., 2018. *The limits of social cohesion: Conflict and mediation in pluralist societies.* Routledge.

Bokharey, I.Z., Fahim, U. and Tahir, K., 2021. Family Conflicts Are Bitter Splits That Hurt: A Qualitative Inquiry Toward Understanding the Impact of Family Issues in Functional Neurological Symptom Disorder. *Frontiers in Psychology*, *12*, p.1814.

Brandenburg, N.C., 2017. EU mediation as an assemblage of practices: Introducing a new approach to the study of EU conflict resolution. *JCMS: Journal of Common Market Studies*, *55*(5), pp.993-1008.

Brandt, L.M. and Brandt Junior, L., 2018. Mediation is an alternative form for the solution of family conflicts. *Prolegómenos*, *21*(42), pp.177-193.

Busco, C., Giovannoni, E. and Riccaboni, A., 2017. Sustaining multiple logics within hybrid organisations: Accounting, mediation and the search for innovation. *Accounting, Auditing & Accountability Journal*.

Camara, M., Bacigalupe, G. and Padilla, P., 2017. The role of social support in adolescents: are you helping me or stressing me out?. *International Journal of Adolescence and Youth*, *22*(2), pp.123-136.

Chapron, G. and López-Bao, J.V., 2020. The place of nature in conservation conflicts. *Conservation Biology*, *34*(4), pp.795-802.

Cheevers, A., 2018. Confidentiality and Mediator Reporting Obligations under the Mediation Act 2017: A Comparative Perspective. *J. Comp. L., 13*, p.99.

Conneely, S., 2017. *Family mediation in Ireland*. Routledge.

Coulshed, V. and Orme, J., 2018. Social work practice. Macmillan International Higher Education.

Cruz, R.M., 2018. Family mediation: Portuguese experience.

De Bono, E., 2018. *Conflicts: A better way to resolve them*. Random House.

De Salazar, A.A.G. ed., 2017. *Ireland and Dysfunction: Critical Explorations in Literature and Film*. Cambridge Scholars Publishing.

Ditch, J., Bradshaw, J., Clasen, J., Huby, M. and Moodie, M., 2018. *Comparative social assistance: Localisation and discretion*. Routledge.

Dunne, E., 2019. Family mediation in international child abduction cases in Ireland: One size will not fit all. *Journal of Mediation & Applied Conflict Analysis*, *6*(2).

European Comission. 2004. *European code of conduct for mediators*. Available in: <https://www.centrale-fuer-mediation.de/media/zkm_2_2004_148_172.pdf>. Accessed in April 20, 2022

European Comission. *Mediation Directive 2008/52/EC.* Available in: <https://www.europarl.europa.eu/cmsdata/226405/EPRS_ATAG_627135_Mediation_Directive-FINAL.pdf>. Accessed in April 20, 2022

Fedorenko, N.V., Denisenko, S.V., Sukhovenko, A.V. and Dzyuba, L.M., 2017. Comparative legal analysis of mediation in Russia and the EU.

Gellin, M., 2018. Mediation in Finnish schools: From conflicts to restoration. *Nordic mediation research*, p.247.

Gordon, J., 2018. The voice of the social worker: A narrative literature review. *British Journal of Social Work*, *48*(5), pp.1333-1350.

Grilli, L., Mrkajic, B. and Latifi, G., 2018. Venture capital in Europe: social capital, formal institutions and mediation effects. *Small Business Economics*, *51*(2), pp.393-410.

Gutiérrez, L.M. and Gant, L.M., 2018. Community practice in social work: Reflections on its first century and directions for the future. *Social Service Review*, *92*(4), pp.617-646.

Hafsa, S., Aqeel, M. and Shuja, K.H., 2021. The moderating role of emotional intelligence between inter-parental conflicts and loneliness in male and female adolescents. *Nat. Nurt. J. Psychol*, *1*, pp.38-48.

Hagiu, I., 2021. A Few Aspects regarding Family Mediation. *Conferința Internațională de Drept, Studii Europene și Relații Internaționale*, (IX), pp.411-416.

Herrberg, A., 2021. Translating the Peace Ambition into Practice: The Role of the European External Action Service in EU Peace Mediation. *European Foreign Affairs Review*, *26*(1).

Howe, D., 2017. *An introduction to social work theory*. Routledge.

Ireland. *Civil Liability And Courts Act 2004*. Available in: <https://www.irishstatutebook.ie/eli/2004/act/31/enacted/en/html

Ireland. *Mediation Act 2017*. Available in: <https://www.irishstatutebook.ie/eli/2017/act/27/enacted/en/html>. Accessed in April 20, 2022

Joamets, K. and Solarte Vásquez, M.C., 2019. Current challenges of family mediation in Estonia. *Journal of Contemporary European Studies*, *27*(1), pp.109-120.

Kenny, T., 2020. Framing a Project to Engage the ADR Community in Developing a Public Policy Framework for Mediation in the Republic of Ireland (MUSSI Working Paper No 14).

Kubíček, A. and Machek, O., 2020. Intrafamily conflicts in Family businesses: a systematic review of the literature and agenda for future research. *Family Business Review*, *33*(2), pp.194-227.

Layte, R. and McCrory, C., 2018. Fiscal crises and personal troubles: the great recession in Ireland and family processes. *Social psychiatry and psychiatric epidemiology*, *53*(9), pp.987-1001.

Lovan, W.R., Murray, M. and Shaffer, R., 2017. *Participatory governance: planning, conflict mediation and public decision-making in civil society*. Routledge.

McGowan, D., 2018. Reframing the mediation debate in Irish all-issues divorce disputes: From mediation vs. litigation to mediation and litigation. *Journal of Social Welfare and Family Law*, *40*(2), pp.181-194

Menkel-Meadow, C.J., Porter-Love, L. and Kupfer-Schneider, A., 2020. *Mediation: Practice, policy, and ethics*. Wolters Kluwer Law & Business.

Midgley, J., 2019. Social assistance, poverty and development. In *Handbook of Social Policy and Development*. Edward Elgar Publishin

Moore, T., 2017. Mediation Ethics and Regulatory Framework. *Journal of Mediation & Applied Conflict Analysis*, *4*(1), pp.543-551.

Murphy, J. and Singer, J., 2017. *Resolving family conflicts*. Routledge.

Ndayambaje, E., Umwari, Y. and Yulia, A., 2020. The Impact of Family Conflicts on Children Education. *International Journal of Pedagogy and Teacher Education*, *4*(2), pp.105-118.

O'Shea, R., 2019. Family Mediation in Ireland. In *Family Mediation*. Bloomsbury.

Oberda, K., 2019. Discursive psychology in family mediation. *Jornal Dspace.*

Ratner, M.A., 2017. Class conflicts. *Wash. L. Rev.*, *92*, p.785.

Redpath, S.M., Keane, A., Andrén, H., Baynham-Herd, Z., Bunnefeld, N., Duthie, A.B., Frank, J., Garcia, C.A., Månsson, J., Nilsson, L. and Pollard, C.R., 2018. Games as tools to address conservation conflicts. *Trends in ecology & evolution*, *33*(6), pp.415-426.

Reisch, M., 2019. Lessons from social work's history for a tumultuous era. *Social Service Review*, *93*(4), pp.581-607.

Roberts, M., 2017. *Mediation in family disputes: Principles of practice*. Routledge.

Roberts, M., 2017. *Mediation in family disputes: Principles of practice*. Routledge.

Roberts, M., 2017. *Mediation in family disputes: Principles of practice*. Routledge.

Salifu, J., 2021. "You Have a Lot to Answer For": Human Rights, Matriliny, and the Mediation of Family Conflicts at the Department of Social Welfare in Ghana. *PoLAR: Political and Legal Anthropology Review*, *44*(1), pp.123-137.

Sammon, G., 2017. The mediation act 2017. *The Irish Jurist*, pp.106-120.

Santini, Z.I., Jose, P.E., Koyanagi, A., Meilstrup, C., Nielsen, L., Madsen, K.R. and Koushede, V., 2020. Formal social participation protects physical health through enhanced mental health: A longitudinal mediation analysis using three consecutive waves of the Survey of Health, Ageing and Retirement in Europe (SHARE). *Social Science & Medicine*, *251*, p.112906.

Sawyer, K.B., Thoroughgood, C. and Ladge, J., 2017. Invisible families, invisible conflicts: Examining the added layer of work-family conflict for employees with LGB families. *Journal of Vocational Behavior*, *103*, pp.23-39.

Scheidel, A., Del Bene, D., Liu, J., Navas, G., Mingorría, S., Demaria, F., Avila, S., Roy, B., Ertör, I., Temper, L. and Martínez-Alier, J., 2020. Environmental conflicts and defenders: A global overview. *Global Environmental Change*, *63*, p.102104.

Schorr, A.V. and Khalaila, R., 2018. Aging in place and quality of life among the elderly in Europe: A moderated mediation model. *Archives of gerontology and geriatrics*, *77*, pp.196-204.

Sheikh, M.A., Ashiq, A., Mehar, M.R., Hasan, A. and Khalid, M., 2018. Impact of work and home demands on work life balance: Mediating role of work family conflicts. *Pyrex Journal of Business and Finance Management Research*, *4*(5), pp.48-57.

Sheikh, M.A., Ashiq, A., Mehar, M.R., Hasan, A. and Khalid, M., 2018. Impact of work and home demands on work life balance: Mediating role of work family conflicts. *Pyrex Journal of Business and Finance Management Research*, *4*(5), pp.48-57.

Shen, S., Slovak, P. and Jung, M.F., 2018, February. " Stop. I See a Conflict Happening." A Robot Mediator for Young Children's Interpersonal Conflict Resolution. In *Proceedings of the 2018 ACM/IEEE international conference on human-robot interaction* (pp. 69-77).

Silburn, R., 2018. Social assistance and social welfare: the legacy of the Poor Law. In *Approaches to Welfare* (pp. 132-149). Routledge.

Simães, C., Rodrigues, J., Gonçalves, A.M., Faria, S. and Gomes, A.R., 2021. Work–family conflicts, cognitive appraisal, and burnout: Testing the mediation effect with structural equation modelling. *British Journal of Educational Psychology*, *91*(4), pp.1349-1368.

Stadler, R. and Jepson, A., 2018. Understanding Feelings, Barriers, and Conflicts in Festivals and Events; the Impact upon Family QOL. *The Routledge Handbook of Festivals.*

Syed, A., Ahmad, M.B., Ali, H.F., Arif, M.M. and Gohar, A., 2018. Work-Family Conflict and Turnover Intentions: Moderated Mediation Model. *Human Resource Research*, *2*(1), pp.95-106.

Van Hook, M.P., 2019. *Social work practice with families: A resiliency-based approach*. Oxford University Press, USA.

Venediktov, V., Boiko, V., Kravchenko, I., Tyshchenko, O., Akimova, L. and Akimov, O., 2021. European standards of mediation in civil disputes and their implementation in Ukraine: theory and practice. *Ad Alta: Journal of interdisciplinary research*, (11 (2)), pp.25-29.

Vladimirovna, B.U., 2020*. Systemic Methods in Family Mediation*.

Yang, S., Liu, D., Liu, H., Zhang, J. and Duan, Z., 2017. Relationship of work-family conflict, self-reported social support and job satisfaction to burnout syndrome among medical workers in southwest China: A cross-sectional study. *PloS one*, *12*(2), p.e0171679.

Zhou, S., Da, S., Guo, H. and Zhang, X., 2018. Work–family conflict and mental health among female employees: A sequential mediation model via negative affect and perceived stress. *Frontiers in psychology*, *9*, p.544.