

**PJSC "Higher Education Institution  
"INTERREGIONAL ACADEMY OF PERSONNEL MANAGEMENT"**



**Department of Psychology**

Approved  
at a meeting of the Psychology Department  
Protocol No. 1 dated August 29, 2025  
Head of Departments and

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**SYLLABUS  
of the course**

**«Basics of mediation»**

Specialties: C4 Psychology  
(code and name of specialty)

educational level first ( bachelor's )  
(name of educational level)

study program: C4 Psychology  
(name of study program)

specializations:  
(if available) (name of specialization)

## General information about the course

Name of the course	Basics of Mediation
Code(s) and name(s) of the specialty(s)	C4 Psychology
Level of higher education	first (bachelor's) level of higher education
Status of the discipline	compulsory
Number of credits and hours	<i>4 credits/120 hours Lectures:20 Seminar/practical/laboratory classes:20 Individual work:80</i>
Terms of studying the discipline	VIII semester
Type of final control	Exam
Discipline page on the website	

### 1. General information about the teacher. Contact information. Communication

Full name of the teacher	
Academic degree	
Academic title	
Position	
Disciplines taught by the EP	
Areas of scientific research	
Links to the registers of identifiers for scientists	
Additional resources (at the request of the teacher, if available)	
<b>Contact information:</b>	
Department email	
contact phone	
department phone (external, if available)	
Teacher's portfolio on the website of the department/Institute/Academy (if available)	

### Course abstract:

The course “Basics of Mediation” is designed to expand the knowledge of students of the study program C4 Psychology about an alternative method of dispute

resolution – mediation. Mediation is a key tool for conflict resolution, based on the principles of cooperation, empathy and active listening. As part of this course, students will receive a general idea of the basics of mediation and will be able to deepen their knowledge of its practical aspects. In particular, they will study communication techniques, active listening, effective dialogue and methods of conflict resolution using communicative strategies used in mediation. During the training, attention is paid to the regulatory regulation of mediation and its development in Ukraine and abroad. In addition, the course will cover ethical and legal aspects of mediation, and will also include real scenarios and exercises for the practical implementation of the knowledge gained. Thanks to this course, students will be able to develop conflict resolution skills that are useful both in professional life and in personal communication.

**Subject of study of the discipline:** forms, principles and methods of mediation.

**The purpose of the course:** is to ensure the formation of professional competencies in future psychologists in mastering the skills of diagnosing a legal dispute and determining the possibility of using mediation in the professional activities.

Academic integrity. In their activities to implement state policy in the field of education quality, adhere to the basic principles and fundamental values of academic integrity and ethics of academic relations specified in the "Code of Academic Integrity of the National Agency for Quality Assurance in Higher Education".

**Tasks:**

- ✓ form an idea of the role and place of academic integrity in scientific and educational activities;
- ✓ familiarize postgraduate students with the regulatory and legal framework on the problems of compliance with the norms of academic integrity;
- ✓ form the ability to apply the acquired knowledge in the field of academic integrity in scientific and research work;
- ✓ to promote the formation of skills in correct work with sources of information and adequate reference to them in the process of scientific research;
- ✓ to provide information on mechanisms for monitoring compliance with the principles and rules of academic culture and honesty.

**Objectives** of the course: there is theoretical training of students on the following issues: regulatory and legal regulation and the history of the development of mediation in Ukraine; mediation in private law disputes and public law disputes; the place of mediation in the activities of a psychologist; international regulation of mediation and the development of mediation in foreign countries; the basics of conflict theory; the concept of mediation as an alternative method of dispute resolution; mediation procedures; mediator competencies and the profession of a mediator in Ukraine.

**Prerequisites:** basic knowledge in the field of psychology, conflictology, law. Postrequisites: the use of alternative methods of dispute resolution in certain areas of public relations.

**Competences:**

IC - the ability to solve complex specialized tasks in the field of psychological activity.

GC1. The ability to apply knowledge in practical situations.

GC2. Knowledge and understanding of the subject area and understanding of professional activity.

GC3. Skills in using information and communication technologies.

GC4. Ability to learn and master modern knowledge.

GC5. Ability to be critical and self-critical.

GC6. Ability to make informed decisions.

GC7. Ability to generate new ideas (creativity).

GC8. Interpersonal skills.

GC9. Ability to work in a team.

GC10. Ability to exercise one's rights and obligations as a member of society, to realize the values of a civil (free democratic) society and the need for its sustainable development, the rule of law, the rights and freedoms of man and citizen in Ukraine.

GC11. The ability to preserve and multiply the moral, cultural, scientific values and achievements of society based on understanding the history and patterns of development of the subject area, its place in the general system of knowledge about nature and society and in the development of society, technology and technology, use various types and forms of physical activity for active recreation and leading a healthy lifestyle.

**Intended learning outcomes (ILO):**

- Collect and integrate analysis of materials from various sources.
- Give a brief legal conclusion on individual factual circumstances with sufficient justification.
  - Assess the shortcomings and advantages of certain legal arguments, analyzing a known problem. - Independently determine those circumstances in the clarification of which assistance is needed, and act in accordance with the recommendations received.
  - Communicate material on a certain legal issue to the respondent in an accessible and understandable way. - Know and understand the features of the implementation and application of the norms of substantive and procedural law.
  - Use statistical information obtained from primary and secondary sources for legal activities.
  - Freely use available information technologies and databases for legal activities.
  - Use computer programs necessary for legal activities.
  - Work in a team, ensuring the fulfillment of team tasks.
  - Prepare drafts of necessary acts of law application in accordance with the legal conclusion made in various legal situations.

- Provide advice on possible ways to protect the rights and interests of clients in various legal situations.

### Content of the course.

	Lectures	Seminar/practical/laboratory classes	Individual work	<b>Teaching methods:</b> verbal (teaching lecture; discussion etc.), interactive methods (situation analysis; situational modeling, processing of discussion questions), case method and the modeling of professional activity psychologist. <b>Assessment methods:</b> oral control (oral survey, assessment of participation in discussions etc.), test control (closed-form tests: test-alternative, test-correspondence).
<b>CONTENT MODULE 1. General provisions on mediation</b>				
Topic 1. Conflict theory	2	2	8	
Topic 2. Strategies of behavior in conflict and alternative methods of conflict resolution	2	2	8	
Topic 3. Mediation as a method of conflict resolution	2	2	8	
Topic 4. Participants in mediation	2	2	8	
Topic 5. Mediation procedure	2	2	8	
<b>CONTENT MODULE 2. Mediation in various spheres of public life</b>				
Topic 6. Mediation in judicial proceedings	2	2	8	
Topic 7. Family mediation in Ukraine	2	2	8	
Topic 8. School mediation	2	2	8	
Topic 9. Mediation in labor relations	2	2	8	
Topic 10. Mediation in the community	2	2	8	
<b>Total</b>	20	+	20	= 120
				<b>Form of control:</b> exam

### Technical equipment and/or software:

Multimedia equipment, a modern language lab for 15 workstations, a computer lab for 15 workstations (Intel Core 2 Duo computers), a full Microsoft Office package, Trados 2007, necessary software and unlimited access to the Internet.

The main types of classroom training are lectures, seminars, consultations.

When teaching lecture material, a combination of such forms and methods of teaching as problem lectures, visualization lectures is provided.

A problem lecture provides direct contact between the teacher and the audience and allows drawing students' attention to the most important problematic issues on the relevant topic, determining in the process of dialogue the peculiarities of perception of the educational material and encouraging students to think critically and independently, to comprehend all available arguments "for" and "against", to form and substantiate their own position.

Lecture-visualization includes a visual form of presentation of lecture material using technical means of teaching. Reading such a lecture is reduced to a detailed or brief commentary by the teacher on the visual materials being reviewed.

When conducting seminar classes, a combination of such forms and methods of learning is provided, such as: work in small groups, role-playing games, discussion, public speeches, speeches with opposition, group projects and case tasks, as well as game team competitions (TGT).

Students process information and conduct scientific research independently, in their free time, including using the World Wide Web and libraries (see recommended literature), during classes they perform oral and written tasks, give reports and presentations that can be prepared both in a group and individually, model behavior in specific situations related to conducting scientific research, testing and publishing their results, preparing, performing and defending master's theses.

Knowledge assessment is carried out in accordance with the "Regulations on the assessment of academic achievements of higher education applicants at PrJSC "VNI "IAUP".

**Assessment system and requirements** (criteria for assessing the learning outcomes of education applicants and the distribution of points they receive). It is carried out in accordance with the "Regulations on the assessment of academic achievements of higher education applicants at PrJSC "VNI.

**Table of distribution of points received by students**

	Current knowledge control	Modular test	Exam	Total number of points

Topics	Topic 1	Topic 2	Topic 3	Topic 4	Topic 5	Topic 6	Topic 7	Topic 8	Topic 9	Topic 10			
Work in a seminar session	2	2	2	2	2	2	3	3	3	3	20	40	100
Independent work	1	1	1	1	2	2	2	2	2	2			

### **Forms and methods of control:**

The main types of classroom lessons are lectures, seminars, consultations.

When teaching lecture material, a combination of such forms and methods of teaching as problem lectures, visualization lectures is provided.

**The criteria for assessing** the learning outcomes of students and the distribution of points they receive are regulated by the Regulations on the assessment of academic achievements of students at PJSC "HEI "MAUP".

**Modular control.** Modular control work on the course "Crisis Intervention" is carried out in written form, in the form of testing, namely, test control (closed-form tests: test-alternative, test-correspondence).

Criteria for evaluating the modular test work in the course "Crisis Intervention":

When evaluating the modular test work, the volume and correctness of the completed tasks are taken into account:

- the grade "excellent" (A) is given for the correct completion of all tasks (or more than 90% of all tasks);
- the grade "good" (B) is given for the completion of 80% of all tasks;
- the grade "good" (C) is given for the completion of 70% of all tasks;
- the grade "satisfactory" (D) is given if 60% of the proposed tasks are completed correctly;
- the grade "satisfactory" (E) is given if more than 50% of the proposed tasks are completed correctly;
- the grade "unsatisfactory" (FX) is given if less than 50% of the tasks are completed.

Absence from the modular test work - 0 points.

The above grades are transformed into rating points as follows:

- "A" - 18-20 points;
- "B" - 16-17 points;
- "C" - 14-15 points;
- "D" - 12-13 points.
- "E" - 10-11 points;
- "FX" - less than 10 points.

### **Scale for the assessment of exam tasks**

Scale	Total points	Criteria
Excellent level	30–40	The task is completed with high quality; the student has achieved the maximum score in the assessment of theoretical knowledge.
Good level	20–29	The task is completed with high quality and a sufficiently high proportion of correct answers.
Satisfactory level	10–19	The task is completed with an average number of correct answers; the student has demonstrated theoretical knowledge with significant errors.
Unsatisfactory level	0–9	The task is not completed; the student has demonstrated theoretical knowledge with major errors.

**Assessment of additional (individual) types of educational activities.** Additional (individual) types of educational activities include the participation of applicants in scientific conferences, scientific societies and problem groups, preparation of publications, etc. in excess of the tasks established by the relevant syllabus of the course.

By decision of the department, applicants who participated in scientific research work and performed certain types of additional (individual) types of educational activities may be awarded incentive (bonus) points for a certain educational course.

Incentive points are not normative and are not included in the table of distribution of points received by students and the main scale of the assessment system.

One event can be the basis for setting incentive points only for one most relevant educational course.

The total number of points scored by students for completing tasks for independent work is one of the courses of the academic performance in the course. Independent work on each topic according to the work program of the course is evaluated in the range from 0 to 3 points using standardized generalized knowledge assessment criteria.

#### Scale for evaluating the performance of independent work (individual tasks)

The maximum possible assessment of independent work (individual tasks)	Execution level			
	Excellent	Good	Satisfactory	Unsatisfactory
3	3	2	1	0

Forms of control: ongoing control based on the performance of practical work; ongoing control of knowledge acquisition based on the assessment of oral answers to questions, messages, reports, etc. (in practical (seminar) classes); individual or collective project that requires the formation of practical skills and abilities of students (selective form); solving situational tasks; a summary made on the topic studied independently; testing, performing a written test; draft articles, speech abstracts and other publications, other forms that contribute to the full assimilation of the study

program and the consistent development of skills for effective independent professional (practical and scientific and theoretical) activity at a high level.

To assess the learning outcomes of a student during the semester, a 100-point, national and ECTS assessment scale is used

**Summary assessment scale: national and ECTS**

Total points for all types of learning activities	ECTS assessment	National scale assessment for exam, course project (work), practice	
		National scale assessment for exam, course project (work), practice	For pass/fail (credit)
90 – 100	A	excellent	pass
82 – 89	B	good	
75 – 81	C		
68 – 74	D	satisfactory	
60 – 67	E		
35 – 59	FX	unsatisfactory with the possibility of retaking	fail unsatisfactory with the possibility of retaking
0 – 34	F	unsatisfactory with mandatory re-study of the discipline	fail unsatisfactory with mandatory re-study of the discipline

**Course policy:**

- Attendance at classes is a mandatory course of the assessment, for which points are awarded;
- All course assignments must be completed and submitted on time;
- Failure to meet deadlines without a valid excuse will result in a lower grade (75% of the maximum possible number of points);
- Additional credit for missed classes can be obtained by completing individual assignments upon consultation with the instructor;
- The course involves mastering and adhering to the principles of academic integrity, in particular, an orientation to preventing plagiarism in any of its manifestations;
- Reports and presentations must be original and completed independently, not overloaded with quotes, and must be accompanied by references to primary sources.

**Methodological support of the course.**

Special publications, printed publications, methodological recommendations

**Recommended sources of information.**

1. The Law of Ukraine "On Mediation". Scientific and practical commentary. As of April 1, 2023 / Edited by Dr. of Law, Prof. Karmazy O. O., Candidate of Law, Assoc. Prof. Fedorenko T. V., Candidate of Law, Assoc. Prof. Izuty P. O. K.: Talkom, 2023. 241 p. [https://uu.edu.ua/upload/Nauka/naukovi\\_vydannia/komentar\\_pro\\_media\\_ciu\\_compressed.pdf](https://uu.edu.ua/upload/Nauka/naukovi_vydannia/komentar_pro_media_ciu_compressed.pdf)
2. Mediation in the professional activity of a lawyer: a textbook / authors: T. Bilyk, R. Gavrilyuk, I. Horodysky [and others]; ed. N. Krestovska, L. Romanadze. - Odesa: Ecology, 2019. - 456 p.
3. Logvinenko M. I., Kordunyan I. V. The Path to Mediation. Sumy, Publishing and Production Enterprise "Mriya", 2022. 336 p.
4. Alternative Methods of Resolving Civil Disputes under the Legislation of Ukraine: A Textbook / Verba-Sydot O. B., Vorobel U. B., Grabar N. M., Dutko A. O., Yurkevich Yu. M.; edited by Candidate of Law, Assoc. Prof. O. B. Verba-Sydot. Lviv: Lviv State University of Internal Affairs, 2021. 416 p.
5. Rakhlis V. L., Pavlenko O. O. Negotiations and Mediation: A Textbook for Training a Professional Negotiator. Dnipro LLC "Driant", 2nd revised edition, 2021. 344 p. Additional Literature
6. Bitsai A. V. Lawyer's Participation in Mediation: Monograph / A. V. Bitsai; under the general editorship of Dr. Jurisprudence, Prof. O. G. Yanovska. - K.: Alerta, 2017. – 260 p.
7. But I. O. Consideration of civil disputes by arbitration courts in Ukraine. Odesa: Phoenix, 2017. 212 p.
8. Restorative justice in the criminal process of Ukraine: a textbook. under the editorship of V. V. Zemlyanska. Kyiv, 2008. 200 p.
9. Introduction to alternative dispute resolution: a textbook / G. V. Anikina, Yu. V. Bilousov, N. L. Bondarenko-Zelinska [et al.]; ed. U. Hellmann, N. L. Bondarenko-Zelinska. Khmelnytskyi: Khmelnytskyi University of Administration and Law, 2017. 234 p.
10. Hryb A. M., Mykhaylov O. M. The formation and development of the institution of reconciliation in Ukrainian lands (9th century - 1917): monograph. Odesa: Phoenix, 2018. 202 p.
11. Mediator's documents: a collection of sample documents / O. V. Korotyuk, Dr. Law. Kyiv: OVK, 2024. 198 p. <https://owk.com.ua/wa-data/public/site/data/zmist/111.pdf>
12. Collection of articles "5 years of dialogue and 25 years of mediation in Ukraine: from confrontation to understanding" [editors-compilers: A. Gusev, K. Guseva, G. Pokhmielkina. Under the general editorship of I. Tereshchenko] - Kyiv: VAITE, 2019. - 340 p.: ill. - Eng., Russian, Ukrainian. <https://www.osce.org/files/f/documents/3/6/448168.pdf>
13. Zer G. Changing the lens: a new view of crime and justice. Kyiv: Pulsary, 2004. 224 p.
14. Zozulya O.O. International Mixed Arbitration: Experience and National Practice:

15. NAMU Mediator Code of Ethics. URL:  
<http://namu.com.ua/ua/info/mediators/ethical-code/>

16. Conflictology and Mediation: Textbook / Compiled by V. I. Dokash; Chernivtsi National University named after Yuriy Fedkovych. Chernivtsi: Chernivtsi National University: Ruta, 2018. - 247 p.

17. Mazaraki, N.A. Mediation in Ukraine: Theory and Practice: Monograph / N. A. Mazaraki; Kyiv National University of Trade and Economics, [Institute of Legislation of the Verkhovna Rada of Ukraine]. Kyiv: Kyiv National University of Trade and Economics, 2018. - 275 p.

18. Mediation as an alternative method of dispute resolution: domestic and foreign experience: monograph / V.B. Bachuk, T.V. Vodop'yan, V.D. Gvozdetsky, V.I. Grishko [and 18 others]; edited by V.I. Tsymbalyuk; Ministry of Education and Science of Ukraine. - Lviv; Rivne: Publishing House "Novyi Svit-2000", 2021. - 171 p.

19. International commercial arbitration. Khmelnytskyi: Khmelnytskyi University of Management and Law, 2015. 203 p.

20. Nestor N. V. Introduction of mediation in the criminal process of Ukraine: problems of theory and practice: monograph. Kyiv: Alerta, 2018. 182 p.

21. Basic principles of teaching basic skills of a mediator / Edited by K. B. Narovskaya. K.: Publisher V. Zakharenko, 2019. 32 p.

22. Review of world experience in introducing the institution of mediation into tax legal relations / ed. I. I. Podik. Khmelnytskyi: FOP Melnyk A.A., 2019. 58 p.

23. Spektor O. M. Alternative methods of resolving civil disputes: world experience and prospects for application in the legal system of Ukraine. K.: Phoenix, 2013. 159 p.

24. Trofymenko A. V., Konstantinova Yu. V. Conflictology and theory of negotiations: a textbook. Mariupol: Moscow State University, 2020. – 375 p.

25. Fisher R., Yuri U., Patton Y. The path to Yes. How to negotiate without giving up positions. Kyiv: Osnovy, 2016. 220 p. 26. Yakhno T.P., Kurevina I.O. Conflictology and Theory of Negotiations. Kyiv: Center for Educational Literature, 2012. 168 p.

### **Information resources on the Internet**

1. Legislation of Ukraine: official website of the Verkhovna Rada of Ukraine. URL: <http://zakon.rada.gov.ua>

2. Official website of the World Trade Organization. URL: <https://www.wto.org>.

3. Website mediation-help.com URL: <https://www.mediation-help.com/pravylakorystuvannya-sajtom/>

4. Non-commercial independent information resource. URL  
<https://mediators.com.ua/>

5. Ukrainian Mediation Center <https://www.ukrmediation.com.ua>

6. National Association of Mediators of Ukraine <http://namu.com.ua>

7. Ukrainian Mediation Academy <https://mediation.ua> Deadlines and rescheduling

