

# The role of mediator in group dynamics



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# Who is a mediator?

*Originated from conflictology.*

It is the role in the process in which parties in a conflict with a neutral intermediary function:

- to systematically identify problems and their solutions;
- to look for alternatives;
- to try to reach an agreement that would correspond to parties interests.

***Mediation*** is creation conditions and opportunities for development.

***Main object:*** person and personality.

# Competences

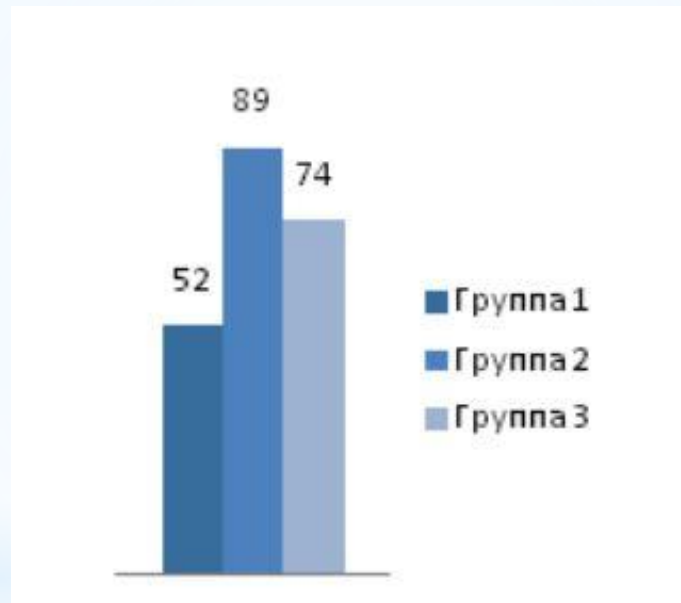
- ***Influence***: trust from the communication partners, drive others to development.
- ***Perspicacity***: ability to diagnose the emotional state of other people, to evaluate possibilities of personal change.
- ***Tolerance***: the willingness to accept different forms of expression, includes non-verbal behavior.

# Tasks and roles

- creating the environment for communication;
- motivation of participants to group work;
- description of effective behavioral model;
- overcoming deadlock;
- organization of feedback;
- support personal development;
- stimulation of initiative.

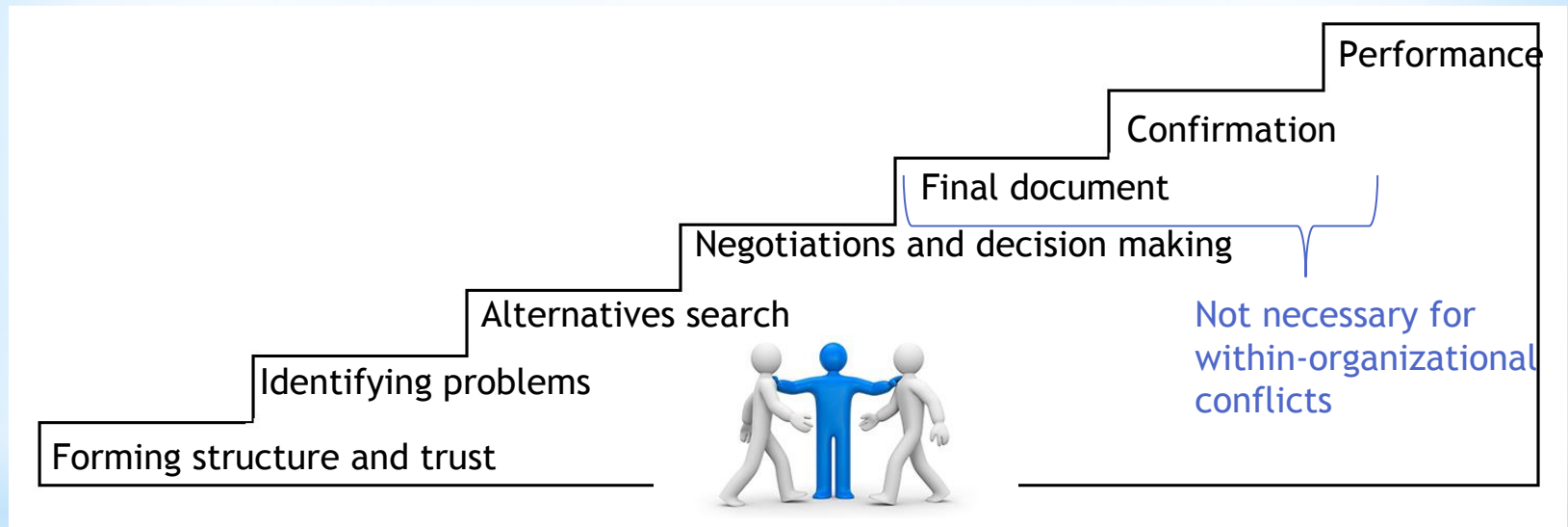


# Emotional intelligence and mediation efficacy



(Базаров, Чиннова, 2012)

# Key mediation stages

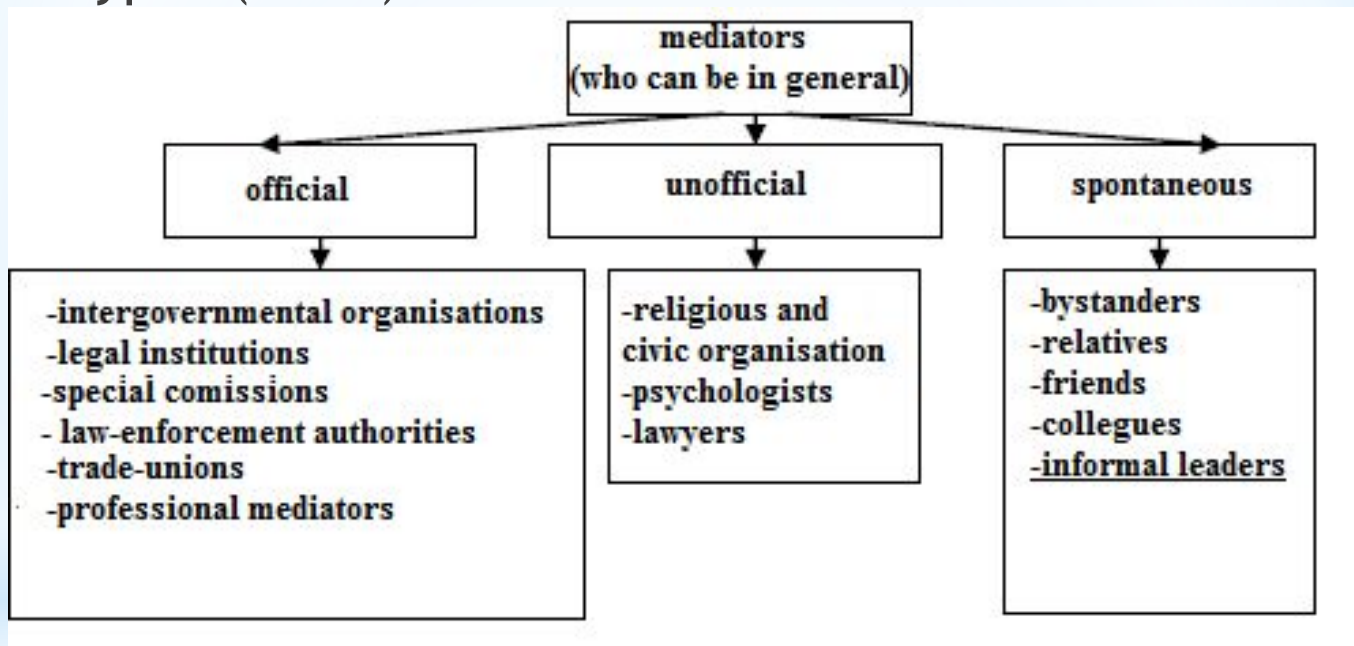


# Mediator in practice

- \*alternate hearing
- \*directive influence
- \*bargain
- \*pressure on one of the opponents
- \*shuttle diplomacy
- \*...etc

# Different mediators

\*Types (who?)





# Limitations

- \* conflict recognition and voluntary involvement;
- \* ability to identify and present interests;
- \* conflict stage
- \* fair game

not a universal remedy





**Unfortunately,  
THE END.....**

# Used literature

- \* [http://orgpsyjournal.hse.ru/data/2014/05/03/1322500284/OrgPsy\\_2013-4-10.pdf](http://orgpsyjournal.hse.ru/data/2014/05/03/1322500284/OrgPsy_2013-4-10.pdf)
- \* <http://fan-5.ru/best/best-9542.php>
- \* <http://eclib.net/19/9.html>
- \* [Пригожин А.И. — «Методы развития организаций»](#)