



Hoe kan relationele peer mediation een mensgerichte houding in de gemeentelijke overheid bevorderen?

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What is People-centricity?

- De OESO-aanbeveling inzake toegang tot de rechter en mensgerichte justitiesystemen (2023) definieert “mensgerichtheid” als volgt:
- *“Mensgerichtheid (people-centricity) verwijst naar een benadering waarbij het perspectief en de behoeften van mensen centraal staan bij het ontwerpen, leveren, uitvoeren en evalueren van overheidsbeleid, publieke diensten en juridische procedures – zowel binnen als buiten het rechtssysteem.*
- *Deze aanpak houdt expliciet rekening met de ervaringen, verwachtingen en noden van diverse bevolkingsgroepen, in het bijzonder van gemarginaliseerde, achtergestelde en kwetsbare groepen, zoals vrouwen, kinderen, inheemse volkeren, ouderen en mensen met een handicap.”*

OECD's Five Pillars of People-centered Justice

OESO presenteert de “People-Centred Justice Framework and Principles”:

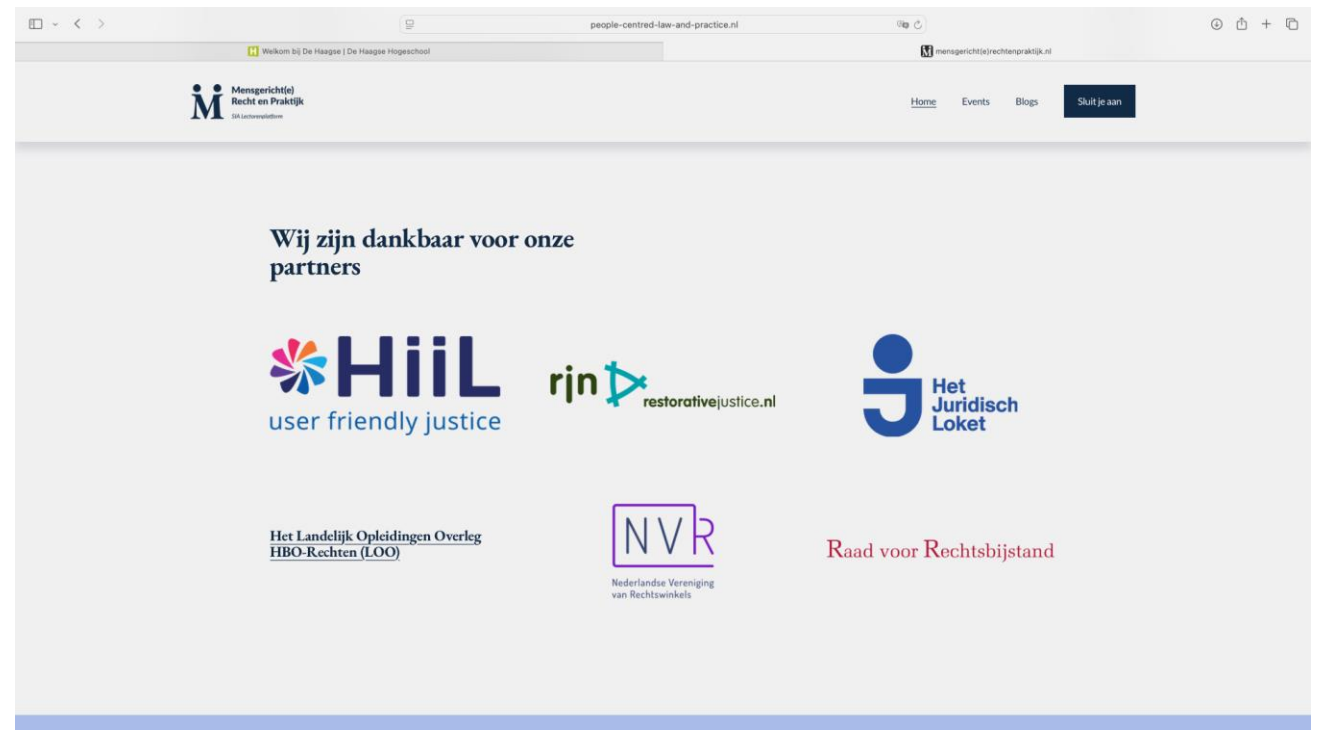
- Een mensgerichte doelstelling en cultuur binnen het rechtssysteem
- Ontwerp en levering van mensgerichte diensten
- Governance en infrastructuur als enablers
- Empowerment van mensen
- Planning, monitoring en verantwoording

Five Main Investments of People-Centred Justice (HiL)



SIA-Platform Mensgericht(e) Recht en Praktijk

De toekomstige hbo-jurist als changemaker binnen de Nederlandse samenleving en economie.





The Pedagogy of Discomfort as a Foundation for Relational Peer Mediation

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The empty chair

Introduced to us by Helen Winter (Pepperdine)

1. Make pairs

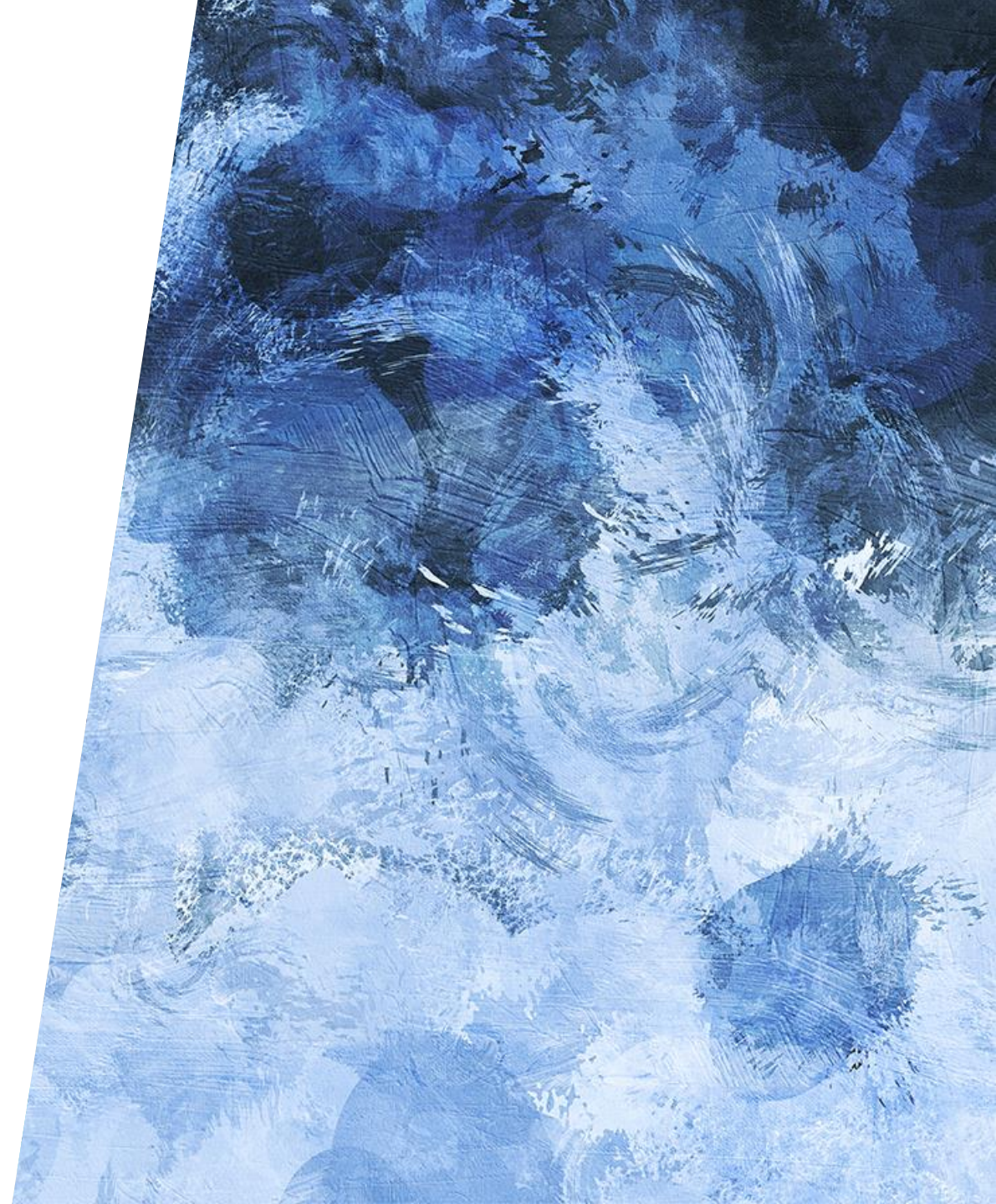
1 Person describes a conflict or a problem (5 minutes) and the other person is the mediator.

--> As a mediator – ask open question (e.g., why, how, when, what), rephrase and seek confirmation

2. After five minutes the first person switches into the opposite perspective: describe the same story of the conflict but from the perspective from the opposite party. The mediator stays the mediator.

Context & Challenge

- Increasing polarization and social tensions
- Higher education struggles with conflict and approaching difference in an inclusive way (seen also in the professional practice)
- Traditional focus on cognition is insufficient in the face of societal complexity



Purpose

- Introducing 'pedagogy of discomfort'
- Introducing 'relational peer mediation'
- Integration of the pedagogy of discomfort and peer mediation
- Preparing students for constructive conflict engagement



What is Pedagogy of Discomfort?

Megan Boler's pedagogy of discomfort invites students and educators to engage in collective self-reflection regarding the reasons for our emotions" (Boler 1999):

- Emotions becoming part of public debates
- Collective reflection on emotions.
- Challenging emotional selectivity – collective flexibility and changes of perspectives.



Why Pedagogy of Discomfort?

- Traditional cognitive focus
- Discomfort is inherent to learning, especially about power and justice
- Need for emotional flexibility





What is Peer Mediation?

- Focus on relationality and relational learning
- Peers as mediators.
- No hierarchical structures.
- Often informal.



Why Peer Mediation?

- Focus on relationality and relational learning.
- The need to learn from conflicts and turn them into opportunities.
- Transferable skills that improve academic and professional performance and well-being.

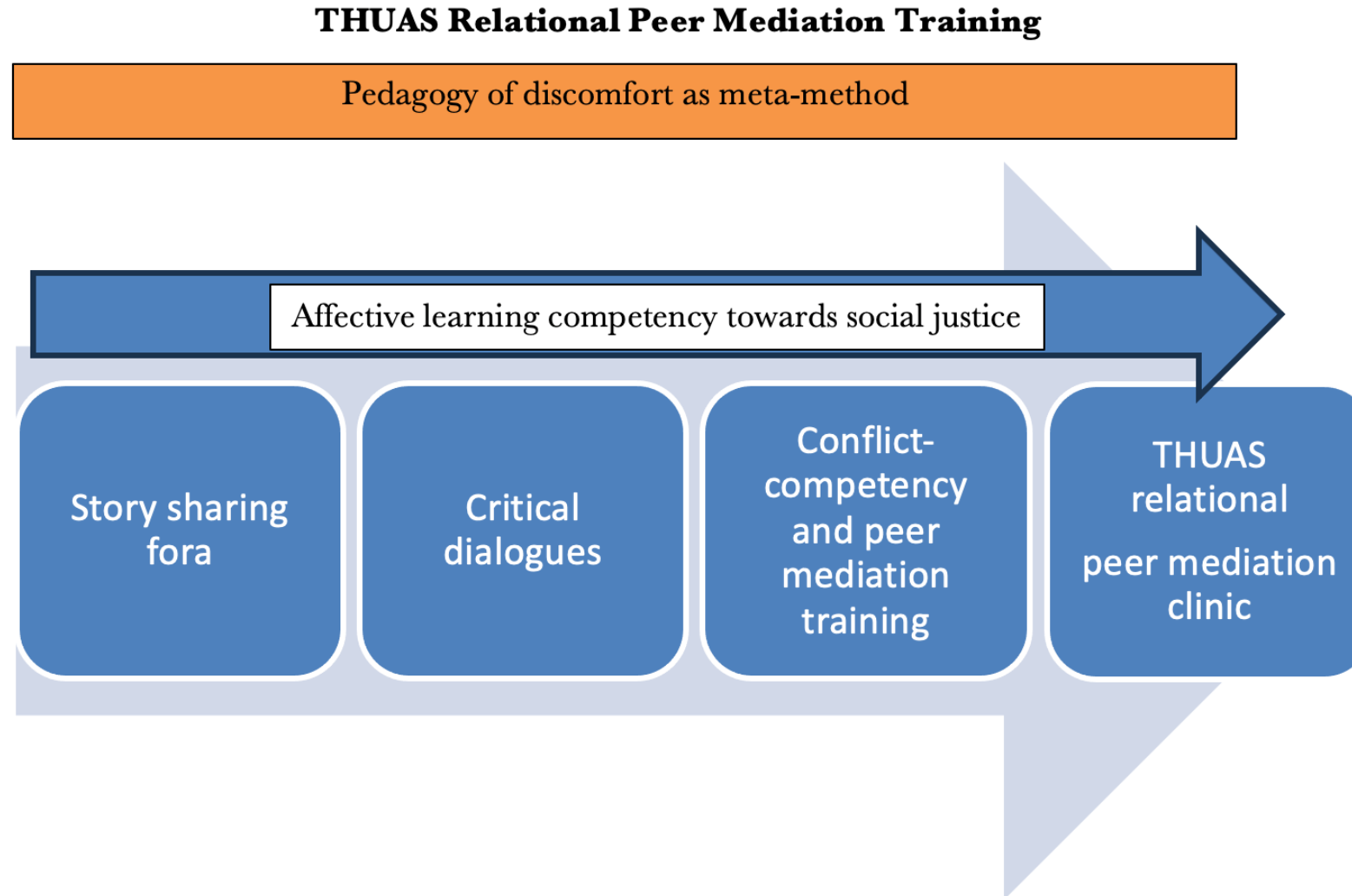
Introduction to Relational Peer Mediation

- Based on R3SOLUTE model
- Community-oriented and restorative
- Built on pedagogy of discomfort



Figure 1: Methodology (graph modelled on Winter's et al. model)

We begin with the situations of discomfort our students face as opportunities for affective learning in a broader interdisciplinary educational context.



Institutional Courage

- Allowing space for unpredictability
- Focusing on process over product
- Institutional support is crucial



Conclusions: Selected techniques for a people-centred attitude

- Active listening techniques used in (peer)mediation (ask why).
- Story sharing.
- Critical dialogues (relational ethics).
- Creating safe(r) space, also through seating arrangements (RJ).



Thank you very much!

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