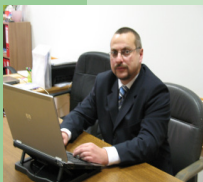


CO-WORKERS OF THE RAKMO INSTITUTE

Lecturers:

MARKO IRŠIČ, the mediator, trainer of mediators, director of the Rakmo Institute, leading slovenian expert in the field of conflict resolution and mediation.

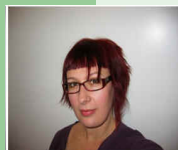


ROBERT FRIŠKOVEC,

the mediator, trainer of mediators, prison vicar, founder of the centre ECCO HOMO, leading slovenian expert in the field of mediation between the victim and the offender.



IRENA BORŠTNAR, the mediator, trainer of mediators, trainer of conflict management.



KSENIJA LORBER, the mediator, trainer of mediators, trainer of conflict management.



At the Rakmo Institute also works a large number of mediators and other staff.

THE RAKMO INSTITUTE, INSTITUTE FOR DEVELOPMENT OF RELATIONSHIP AND CONFLICT MANAGEMENT CULTURE, EDUCATION, COUNSELING, RESEARCH AND PUBLISHING, Kuzmičeva ul. 2, 1000 Ljubljana, Slovenia, Europe.

www.rakmo.si
www.mediacija.com

The main purpose of the Rakmo Institute is raising awareness about the issue of interpersonal conflicts and need for their recognition and search for more constructive ways of handling them; developing and spreading knowledge and skills on the field of conflict management; and promoting relationship and conflict management culture. Main activities for achieving this purpose are:

- education and training (seminars, workshops, lectures),
- training for leading workshops,
- counseling and mediation,
- research and publishing.

IMPRESSIONS OF PARTICIPANTS

»The seminar has opened new comprehension of the importance of active listening, asking open questions and I can not wait to share that knowledge and experiences with the neighborhood in which I live.«

»I am excited over training. So much experimental learning I had not received in any training so far.«

»The seminar was excellent, very dynamic with lots of practical work. Specifically I have learned listening and asking the right questions.«



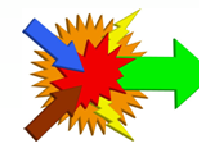
THE RAKMO INSTITUTE

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The founding member of MEDIOS.

The founding member of the slovenian Forum for transformative mediation.

SEMINARS

At the Rakmo Institute we organize following seminars:



- The art of conflict management,
- Basics of conflict management,
- Techniques of conflict management,
- Mediation - alternative dispute resolution,
- Management of inner conflicts,
- Anger management,
- Stress management,
- Dealing with violence and nonviolent communication,
- Development of constructive interpersonal relationships. Quality communication and constructive interpersonal relationships,
- Guidelines for a happy marriage;

Specifically for participants from educational institutions:

- Techniques of nonviolent communication for teachers,
- Constructive communication approach according to Thomas Gordon,
- Conflict resolution in kindergarten,
- How to communicate with parents constructively.

PUBLICATIONS IN SLOVENE LANGUAGE



- Mediation;
- The Art of Conflict Management;
- School and Peer Mediation;
- Business and in house Mediation;
- Family Mediation and its usefulness in everyday life;
- Introduction to Interpersonal Conflict Resolution;
- Guidelines for a happy marriage.

TRAINING FOR MEDIATORS

• basic training for mediators:

- the basic program,
- the additional program to become a mediator,



• advanced training for mediators:

- training for family mediators ,
- training for school mediators,
- training for mediators in commercial and labor disputes,
- training for business and in house mediators,
- training for mediators in the local communities,
- training for victim offender mediation.

• training for trainers.

www.mediacija.com/usposabl.htm

MEDIATION

At the Rakmo Institute we perform mediation on following areas:



- **Family mediation:** marital mediation, divorce mediation, mediation between family members.
- **School mediation:** among co-workers in the school, between teachers and students, between students, between teachers and parents, between school and the community.
- **Business and in house mediation:** between employees, between management and employees, between departments within the department, in connection with the termination of the employment.
- **Commercial mediation:** between companies, such as sole trader, economic associations etc. and in certain contexts even within those entities such as for example, mediation between business owners and managers.

- **Victim offender mediation:** it is a process, which gives victims of criminal offenses opportunity to meet with the offender in a safe and structured environment.

- **Community mediation:** neighborhood disputes, conflict between roommates, noise complaints, disputes between tenants and landlords.

At the Rakmo Institute we use as a mediation method:

- **Transformative mediation** which resolves question in dispute among two or more person. It enables person to define their issues and to seek solutions on their own.
- **Facilitative mediation** which is a structured process of resolving issues in dispute or problems of two or more participants.

WHAT IS CONFLICT?

In everyday life we often find ourselves in conflict. In its broader meaning we define conflict, as a meeting of uncorrdinated factors or a confrontation of this disharmony.



It is also a condition, which forces into respond and demands changes. The conflict can also represent, but the same time provides an opportunity for the development of individuals, relationships and community.

The Rakmo Institute implements the project Raising awareness about the importance of conflict management, within it also organizes Training for leading workshops about conflict management.