



Research on
Alternative Dispute Resolution

by Vicolocorto
Italy





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#firstADRkit

I. Introduction

With this research, we want to prove that the project First ADR Kit is needed because the use of the Alternative Dispute Resolution (ADR) and Mediation practices are not very popular within the education system in Italy.

The main hypothesis that we need to confirm or disprove during the whole research is that there is insufficient education about mediation for youth (consider youth as people between 13 – 30 years old). For this reason, youngsters don't know (or know just a little) about mediation or if they use it they do it instinctively.

Therefore, Vicolocorto has developed its research through the educational sector at different levels.

We selected Secondary schools and University Education within the public sector.

Regarding Secondary schools, due to the large number of institutes at national level, we decided to focus our analysis on the public Secondary Schools within the same geographic area as our office (the City of Pesaro).

Regarding University education, we decided to analyse the five best public universities in Italy and also included the one from the province of Pesaro-Urbino, in which, Associazione Vicolocorto is located.

Concerning the Non-government organisation (NGO) sector, we considered the Italian situation and decided to look for the organisations and associations that are recognised by the Minister of Justice and are active within the field of Mediation. As the number of results is very high we selected only a few of these, recording the name and the link to their web site, focusing more on the analysis of those who are active in the Marche Region, following the same criteria of stay close to the region within which Vicolocorto operates.

Having said that, the research is developing in the following steps:

- Analysis of the Italian *secondary school* sector
- Analysis of the Italian *NGO* sector
- Analysis of the Italian *University* sector

II. ADR in Schools

The Italian education system is divided into the following (educational) age ranges:

- 6-10 years old (5 years): primary school (compulsory)
- 11-13 (3 years): Secondary school – first grade (compulsory)
- 14-18 (5 years): Secondary school – second grade (compulsory)

Considering its structure, as per the guidelines of this research and its deadline, we decided to focus our analysis only on the second grade of Secondary school.

The Italian public high school system includes “technical institutes” (Vocational) and “lyceums” (Academic) that develop the didactic planning over 5 years. There are also professional educational institutes which provide educational pathways of 2 or 3 years long. Those lasting 3 years are included in the training pathway of the arts lyceum or the professional educational institutes. The training courses are provided by the professional educational institutes linked to the job centre.



Therefore, we started to analyse the Italian Secondary school context through the directives of the Ministry of Education: in the schools' curricula established in the "Guida alla Nuova Scuola Secondaria Superiore" and found **there is no mention of any subject directly connected to Mediation or ADR.**

As each Secondary school has the right to self-organise some extra courses, for curricular or extra-curricular activities, we decided to focus on this aspect. And, given the fact that the number of Secondary schools is very high in Italy, to narrow the cases of study. **We decided to focus the research on the Secondary schools within the Province of Pesaro and Urbino** (this is the area in which Associazione Vicolocorto operates).

Only a few of them have projects directly connected with Mediation, so we decided to include in this research the projects aiming to develop specific competences connected with conflict resolution, intercultural communication and inclusion of young people with fewer opportunities, as some of them might also include Mediation skills.

Below, the list of the Secondary schools of Pesaro analysed:

- I.I.S. "F. Mengaroni": **Liceo Artistico, IPSIA**
- **Liceo delle Scienze Umane (Liceo Economico Sociale) "T. Mamiani"**
- I.P.S.I.A - Ist. **Prof. Industria e Artigianato "G. Benelli"**

1. LICEO ARTISTICO PESARO (Art institute)

The education plan regarding School Year (S.Y.) 2015/2016 contains educational actions oriented to the intercultural perspective and to learn to "recognise the existence of other people as the basis for one's own personal life and common wellbeing". The foreseen activities are:

- Healthy lifestyle education
- Active citizenship and legality
- Intercultural education
- Inclusion
- Attention to local and international reality

The activities are delivered by the joint work of teachers, Cultural Mediators and parents.

2. LICEO MAMIANI PESARO (Lyceum)

The educational plan of this Secondary School includes specific projects within the didactic offer, covering the areas of legality and active citizenship education, intercultural education and promotion of inclusion of young people with fewer opportunities.

NAME OF THE PROJECT	DESCRIPTION OF THE PROJECT	FOR WHOM	METHODS AND TIMING
1) IL PONTE DI RUT (Rut's bridge) is an historic project involving the meeting, dialogue and	Facilitating the culture of dialogue to create and sustain the intercultural environment in school. Offering to younger pupils the tools and skills to build relationships without	Students from the last 3 years	A round table with experts, once a year.



sharing between people from different cultures and religions	prejudices. The project includes meeting with 3 experts from different religions, to analyse the religions roots and understand that xenophobia and fanaticism often arises from ignorance and fear.		
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NAME OF THE PROJECT	DESCRIPTION OF THE PROJECT	FOR WHOM	METHODS AND TIMING
2) SCUOLA DI PACE DI PESARO (school of Peace of Pesaro)	Provide students, NGO's and local community stakeholders with tools to better understand the dynamics of international relations and associated problems, in order to discover and promote the "ways of peace and cooperation" between peoples and nations.	Students from the last 3 years and external participants from NGO's and local community stakeholders	2-year project through meetings

NAME OF THE PROJECT	DESCRIPTION OF THE PROJECT	FOR WHOM	METHODS AND TIMING
3) Orientabile per alunni con disabilità (orienting special ability students)	Developing capacity for special ability students oriented to work and social living. Facilitate positive group dynamics through problem analysis and research solutions.	Scholars with fewer opportunities and disabilities	Meetings during the whole school year

3. I.P.S.I.A - IST. PROF. INDUSTRIA E ARTIGIANATO "G. BENELLI"

- **PROGETTO ACCOGLIENZA (welcome project)**

The aim of this project is facilitating the integration into school of new, class 1, students, through developing understanding of differences between people in order to improve the quality of the school life, creating a stimulating environment, through good communications practices, self-expression and understanding of different points of view. The target group are the younger class 1 students (15 years old). The durations is about 5 months.

The objectives of this project are:

- Develop personal, cultural and interpersonal skills, learning to communicate in different environments
- Prevent and fight xenophobia.
- Learn how to express and understand opinions in the most effective way
- Improve the quality of daily life at school



The project is run by an accredited cultural Mediator with the support of the teachers and the parents.

- **PROGETTO INTERCULTURA (interculturality project)**

The school has for many years been active in Industry and Craft, training students to become technicians and enter the job market. As the market is changing very fast and Italian manpower has been integrated with foreign workers and as the school has a high number of students from other EU countries, they decided to provide their students with intercultural competences and extra services to help their integration in the local community.

The school created the “Commission for foreign students” which comprises teachers, staff workers and Cultural Mediators who are working together to plan a long-lasting process.

The project, in which Vicolocorto has been involved as local partner, responded to the needs and provides Italian language courses, taught by specialized teachers, extracurricular activities and meetings with NGO’s

CONCLUSIONS

The research within the school sector shows that the institutes are both interested in and active in providing activities about mediation and developing comprehension regarding cultural differences, where this is necessary to manage adolescent problems and school dynamics. However, the type and results of the projects are connected to the availability and wishes of the director of the school and its teachers, and not planned at national level. The projects often include local operators and specialist as Cultural Mediators, but there is no specific training on Mediation or ADR in general.

III. ADR in NGO’s

This sector of the research has been tackled according to the following criteria:

As the world of NGOs and private organizations is very wide and unstructured, we decided to refer to the information about Mediation and Arbitration on the Minister of Justice’s website, where we found a list of recognized and accredited ADR NGO’s and organizations.

As the list includes more than 1,000 names, we decided to choose a few of them as an example (recording the names and websites in the following table). We then focused only on the NGO’s within the Marche Region, in which Vicolocorto is located.

NGO'S (ITALY)	WEBSITE
Istituto Nazionale Per La Mediazione E L'arbitrato	http://www.inmediar.it/inmediar/arbitrato/
Camera Di Mediazione Nazionale	http://www.cameradimediazionenazionale.it/la-nostra-offerta-formativa/corso-per-mediatore-civile-commerciale/
Icotea	http://www.icotea.it/chi-siamo/
Adr- Concilmed	http://www.adr-concilmed.it/home/art1/0/10156/10327/Corso-di-



	formazione-in-Mediazione-Penale.html
Associazione Nazionale Per L'arbitrato E La Conciliazione	http://www.anpar.it/2010/cartelle/corsi-formativi-per-arbitri/185-formazione-arbitri http://www.adrcenter.com/academy/corso-negoziazione/
Adr Center – Roma	http://www.adrcenter.com/academy/
Associazione Immediata – Adr	http://www.immediata-adr.it/formazione.html
Adr Piemonte	http://www.adrpiemonte.it/
Adr Italia Mediazioni E Conciliazioni Srl	http://www.adrprogestitalia.com/
Maggioli Formazione.	http://www.formazione.maggioli.it/
Adierre Cameco.it/	http://www.adierrecameco.it/
Mediamenti	http://www.mediamenti.it/index.php

NGOs (MARCHE)	WEB
Istituto Nazionale Per La Mediazione E L'arbitrato Sedi: Ancona E Pesaro	http://www.infcon.it/
Aequa (Sede Di Ancona)	http://www.aequasrl.it/
Universitf Degli Studi Di Camerino - Scuola Di Specializzazione In Diritto Civile	www.unicam.it

1. ISTITUTO NAZIONALE PER LA MEDIAZIONE E L'ARBITRATO

(National Institute for Mediation and Arbitration)

PESARO: Palazzo Trust - Via del Carso, 27 – 61121 Pesaro (PU) - Tribunale di competenza: Pesaro -

ANCONA: Presso ADR Intesa - Viale della Vittoria, 60 - 60123 Ancona - Tribunale di competenza: Ancona

This Institute provides updates and training for professional Mediators and continuing educational support organized by the Istituto Nazionale per la Formazione Continua - INFCON (National Institute for continuing education).

They provide a specific kind of training offer, that is compulsory every two years, for Mediators willing to maintain their accreditation as Mediators.



2. AEQUA

[via Sandro Totti, 7 - 60131 Ancona](#)

Their aim is to create a School of Mediation, working on the recognition and improvement of the role of Mediator. They offer advanced training to Mediation organizations and freelance Mediators in:

- How to constitute a mediation organization
- Mediation procedures
- Actions and responsibility of the Head of the NGO
- Training for employees

Training courses for mediators includes:

- Checking the attitude of the persons to be a mediator with regards the proposed area of work
- Starting the course
- Mediation skills (empathy, listening, how to ask, communication skills and problem solving)
- Competences and negotiation for mediators
- Training for critical phases
- Specific training for obligatory areas of mediation
- Training for volunteers

3. UNIVERSITÀ DEGLI STUDI DI CAMERINO - Scuola di Specializzazione in Diritto Civile (University of Camerino – Specialization school of Civil Law)

Subject of "*Commercio Internazionale e Arbitrato*" into the curriculum studiorum "comunitario europeo" eligible at the third and last year of study.

Admitted students are the ones who have a degree in Law, Economics or Politic Sciences.

The course is part of the Law faculty.

At the end of the three years, students have to discuss a thesis. Students who pass the exam receive the "Diploma di specialista in Diritto civile".

CONCLUSIONS

The result of the research of ADR within NGOs proved that the trainings provided by private organizations are only addressed to people with a degree in Law and/or registered in the register of Mediators or Lawyers, therefore there is no access for young people in general.

IV. ADR in Universities

For our research, we decided to refer to the first five public universities of the general ranking of the Sole24Ore magazine (2015), which are:



Chart no. 1: **GENERAL RANKING OF THE FIRST FIVE ITALIAN PUBLIC UNIVERSITIES**

UNIVERSITY	POINTS
Verona	88
Trento	82
Politecnico di Milano	81
Bologna	81
Padova	77

Data elaboration: interal – Vicolocorto

Annotation: Using the link referring to the ranking and clicking on the name of the related university, it is possible to view the data of each single University, divided into the single criteria

For each of them we examined the statistics of the courses connected to ADR/mediation/arbitration in the curriculum of the following study sectors:

- Law
- Psychology
- International Relations
- Finance/economy
- Social studies

The result of this analysis showed us, that the Politecnico di Milano does not offer courses in these disciplines. Thus, we decided to choose the University of Urbino as the object of our fifth study because it is the centre of academic education in the geographical area where the association Vicolocorto operates (although it is ranked in the 50th position with 34 points).

Before continuing with the examination of each University, we would like to show in the following chart the presence of the study sectors related to the topic which this research is based on, visually, from the perspective of the study sector and/or of the University.

As it can be seen, there are five plus one colleges, corresponding to the reason of our choice, which is explained above.

Chart no. 2: **Active and inactive study sectors in the field of ADR/mediation/arbitration of the five most significant Italian universities and the college of Urbino**

UNIVERSITY	LAW	PSYCHOLOGY	INTERNATIONAL RELATIONS	FINANCE/ECONOMY	SOCIAL STUDIES
Verona	X	-	-	X	X
Trento	X	X	-	-	(X)
Politecnico di	-	-	-	-	-



Milano					
Bologna	X	(-)	X	X	X
Padova	X	X	-	-	X
Urbino	X	X	-	-	X

Data elaboration: internal – Vicolocorto

As a precondition for the interpretation, it has to be underlined that following the reform of the Italian universities (adapting to European directives) several courses became multidisciplinary or interdepartmental; because of this, there could be cases in which the same course can be found in more than one study field.

Moreover, the doctor's diploma (PhD) are not considered because of a lack of time, though they could be relevant for this research, considering that they have a huge influence on the annual didactic program of the universities.

Finally, Masters courses (level I and II), advanced training courses and courses of higher education are considered in this research.

According to the results of the analysis it can be asserted, that:

The study fields mostly providing training courses dealing with ADR/mediation/arbitration for students and professionals in this sector are Law and Social Studies, which can be found at each of the considered universities.

On the contrary, the study sector of international relations provides courses related to ADR/mediation/arbitration for students and professionals only in one case (University of Bologna).

Law and social studies are followed by psychology (present in three colleges) and further by economy/finance (two colleges).

Regarding the results from the perspective of the universities it can be realized that the University of Bologna covers all the subject areas except psychology

The remaining four Universities are covering the topic in three different subject areas.

Now, according to the chart n.2 we will analyse each of the five chosen universities.

1. Università degli Studi di Verona

The University of Verona has courses on ADR in the classes of the study areas of Law, Economics and Social Studies:

- **Legal Area – Department Of Law Studies**

The course "*Diritto e politiche europee per la difesa civile (IUS/13)*" (Law and European policies for the civic defence) has elements of ADR.



- **Economics and Legal Area – Department of Law Studies**

The “*Training School on Negotiation of the University of Verona*” is a multi-department school, that provides advanced courses on Negotiation and Conflict Management as the “Advanced course: Analyse, Manage and Solve the conflict” which focuses on Conflict Mediation analysing the tools, the law aspect on Civil and Procedural Law through ADR, Mediation, Arbitration.

- **Social Studies Area – Department of Humanities**

The course “*Comunicazione e mediazione interculturale (M-PED/04)*” (Communication and intercultural mediation) as part of the degree in Social Sciences, covers the topics of Conflict, Mediation and Negotiation.

The course “*Teorie e Metodi della Mediazione Culturale*” (Theories and Methods of Cultural Mediation), as part of the degree in Sciences of Education, tackles the Cultural Mediation from a Pedagogical perspective.

During the Academic Year 2015/2016 the “***Masters in Intercultural Competence and Management – Communication, Conflict Management, Intercultural Mediation in the Corporates, Education, Health, Law, Mass Media and Italian for foreign students fields***” were active in covering a wide range of ADR topics.

Within the Humanities department we can also find the “***Master Universitario in Mediazione Familiare (I livello)***” (**Masters on Family Mediation**) covering the topics of Negotiation and Mediation.

The same department was also organising in the academic year 2009/2010, 2010/2011 and 2013/2014 the “***Master Universitario in Mediazione culturale (II livello)***” (**Master in Cultural Mediation – 2nd Level**) within the pedagogical area.

2. Università degli Studi di Trento

The University of Trento has courses on ADR in the areas of Law, Psychology and Social Studies.

- **Legal Area – Department Of Law Studies**

The degree *Laurea Magistrale A Ciclo Unico In Giurisprudenza* (Law) for the year 2015/2016 includes, among the non-compulsory courses, “*Risoluzione alternativa delle controversie civili e penali*” (Alternative resolution of civil and criminal litigation) and “*Negoziazione e mediazione: elementi teorici e profili pratici* (practical workshop)” (Negotiation and Mediation: theory and practice).

The course “*Diritto Privato e Anti-Trust Dell'unione Europea*” teaches the ADR basics.

- **Psychology Area – Department of Psychology and Cognitive Science**

The degree *Laurea Magistrale in Psicologia* (Psychology) in the year 2015/2016 includes the course *Elementi di diritto per la psicologia delle organizzazioni* (Elements of Law for Organisational Psychology). This is covering the structure and pathologies of the juridical relationships between people and organizations, analysing the psychological aspects of conflicts and litigation.



3. ALMA MATER STUDIORUM - Università di Bologna

The University of Bologna has courses on ADR/arbitration/mediation in the areas of Law, International relations, Economy and Financing and Social Study.

- **Economy and Finance Area – Economy, management and statistic school.**

The Masters degree on “Economia e Professione” provides, as free eligible credits, the subject “67108 - ADR. Strumenti alternativi di soluzione delle controversie” (ADR: Alternative tools for litigation resolution) for the academic years from 2012 to 2016. The course content is:

“The course is aimed at explaining Alternative Dispute Resolution Methods, particularly with regard to arbitration and mediation. In this context, the student will learn National and International Laws on mediation and the differences between mediation and other Alternative Dispute Resolution Methods (i.e. arbitration & negotiation). Moreover, the course will examine the techniques which a mediator is asked to use as well as mediator's responsibilities and mediator's main features”. (2015/2016)

Didactic materials are available.

The “*Laurea Magistrale in Tourist Economic Management*” contains the course “73689 - Web and Revenue Management in Tourism” that covers ADR aspects in the Tourism context.

The Masters Degree “**Direzione Aziendale**” contains “10432 - Diritto Commerciale Internazionale” (Commercial International Law) study also covers methods for resolving international litigation.

On 2004/2005 the Economy and Financing – Economy, management and statistic school has provided the training of “1578 - Metodi e Modelli Quantitativi di Equa Ripartizione e di Arbitrato per la Risoluzione Alternativa delle Controversie (ADR: Alternative Dispute Resolution)” Quantifiable Methods and Models for Equitable Distribution and Arbitration for the Alternative Dispute Resolution.

In 2010, the Public Administration Specialization School (SPISA) dedicated a study day to “extra-judgement conciliation”.

Speakers included sociology, philosophy and psychology professionals in a “Theatre of the oppressed” performance, analysing the law and the effects of ADR tools.

The seminar was planned/organized by the Regione Emilia-Romagna in collaboration with Spisa in the European project “ADRplus”.

- **Legal Area**

Following a proposal by the interdepartmental Centre of history, philosophy, sociology of Law, and Giuridic Informatic Research (CIRSFID) in 2014/2015, the head of the school of Law set up this course “*Corso di Alta Formazione – Gestione del Conflitto e Risoluzione delle Controversie in Sanità*” (Conflict management and litigation in Health context).

It included social, economic and juridical areas, “the course goal is to train participants in the prevention and management of conflicts in the health sector, in health structures and focused towards citizens in cases connected with the medical responsibility”





Here is the content of the course:

- ADR, tools of alternative dispute resolution: national and international law profile
- Health responsibility: legal, law, insurance
- Transnational alternative dispute resolution
- Management of individual and organizational conflicts: practices application and simulation.

The course is accessible only for people with a degree in a medical-health area, sociological, political and international area for Cooperation Development and Peace.

In 2011/2012 in the separate university branch of Forlè the course “*Corso di Alta Formazione in Mediazione Civile e Commerciale: Teoria e Pratica*” (Advanced Course in Civil and Commercial Mediation: Theory and Practice) included the social, economic and law areas.

The goals of the course were to train students to recognize and manage conflicts and dispute resolutions, mediations and conciliations referring to operatives within cultural sectors of interventions.

The course is open to professionals working in mediation or aspiring to work in civil and commercial mediation.

4. Università degli Studi di Padova

The University of Padova offers courses in ADR/arbitration/mediation within the Law, Psychology and Social Study areas.

- **Social Study Area – School of Galilean Studies**

The 2015-2016 program of Social Sciences of the Galilean School of Higher Education includes “*Fundamentals and Systems of Positive Law – I e II*” it is about “*Justice is Conflict*” demonstrating different attitudes to problem solving through role playing and cooperative learning; furthermore “*the human use of (and the human care for) “hybrid knowledge” in dealing with conflicts*” wants to develop an attitude of cooperative learning and to focus on the critical aspects of the construction of judicial knowledge.

- **Legal, Social Science and Psychology area (FISPPA)**

The Master on “*Criminologia critica e sicurezza sociale. Devianza, città e politiche di prevenzione*” (Criminology and social security. Deviance, cities and prevention) considers “basic mediation” and “intercultural mediation” within a criminology application and to prison detention. It is an intra-university course in which the university of Padova takes the lead and the University of Bologna is included.

The Master (II level) “*La mediazione come strumento operativo all'interno degli ambiti familiare, penale, comunitario, civile e commerciale*” (Mediation as an operational method within the family, penal, community, civil and commercial contexts) wants to generate and develop the knowledge and skills necessary for mediators to manage the interaction between members of the community (with particular attention to the management of the conflicts and disputes).

It is an intra-university course in which university of Padova takes the lead and the University of Brescia is included.



5. Università degli Studi di Urbino “Carlo Bo”

The University of Urbino studies ADR/arbitrations/mediation within the Law, Psychology and Social Study areas.

- **Legal Area – Department Of Law Studies**

On the Magisterial Degree of Law there is the optional course of “*Diritto dell'arbitrato*” (Arbitration Law) which aims to study the “institutional knowledge for alternatives to the ordinary justice for conflicts resolution”.

- **Social Sciences area – Economy, Society and Political department (DESP)**

On 2012/2013 there were two courses of specialization on “*La mediazione dei conflitti in ambito familiare, la prevenzione del disagio giovanile e la rete dei servizi socio-sanitari nella Regione Marche*” (Conflict mediation in families, youth deviance prevention and the network of health-related services in the Marche Region) open to participants with a degree in Social Services, Psychology, Sociology, Law and other scientific disciplines who are providing active services in mediation and prevention of youth deviance in the network of social and health services of the Marche Region.

- **Social Study Area – Departement of Humanistics (Distum)**

Master (II level) on “*Mediazione dei Conflitti in Ambito Psico-Pedagogico, Familiare, Comunitario, Aziendale, Socio-Sanitario e delle Attività Formative*” (Conflict Mediation in the Pedagogical, Family, Community, Corporate, Health and Training Activity contexts)

The aim of the course is to provide an in-depth knowledge of the necessary communication skills to manage human resources, dispute resolution and the leadership of training and professional work groups. One of the goals is the theory and technical knowledge about mediation.

Master (I level) on “*Counselling and Coaching Skills. Percorso Formativo ed Esperienziale di Comunicazione Efficace nei Contesti Professionali ed Organizzativi*” (Effective communication course for the professional and Organisational context).

This master provides in-depth training in experiential learning of the basic skills required for efficient communication and social ability within a professional and organisational context, to facilitate the cooperation dynamics within groups and counselling in the support context for individuals and groups, including orientation, coaching, training for leadership and management of human resources.


The main topics of this master are: Family Mediation, Empowerment and Self Esteem, Coaching, Group building and group dynamics, Conflict management and resolution and Effective Communication in personal and professional context.

CONCLUSIONS

The Italian University approach to ADR - *Alternative Dispute Resolution, arbitration, and mediation* shows a certain activity in different sectors of study. It demonstrates that it is possible to apply an instrument, whose roots are on the “non-formal” law usage, to manage the difficulties connected with daily life.

From the analysis, what emerges is that within the degree courses this type of training is for specific





sectors and professionals who operate in specific areas (for this reason they are mainly masters or post-graduate qualification courses).

It is interesting to observe that alternative resolution is included within the civil process (national and international) but is also legally recognized as a non-formal instrument to be used in the touristic sector.

V. CONCLUSIONS

As final conclusions of our research, we can state that:

Schools are active in Mediation mainly through extra-curricular projects aiming to deal with adolescence problems and school dynamics. Projects are organized both voluntarily and independently within each school. In general, specific training in Mediation or ADR within the youth field are lacking.

ADR training opportunities provided by NGO's and organizations is mainly for professional Mediators or Lawyers and there is generally no access for young people.

The Italian University approach to ADR - Alternative Dispute Resolution, arbitration, and mediation shows a certain activity in multiple sectors of study. Courses, like masters or post qualification courses, are for specific sectors and professionals who operate in specific areas. There is also training within a tourism context as a non-formal instrument to solve difficult situations. However, it demonstrates that it is possible to apply an instrument whose roots are in "non-formal" law usage to manage the difficulties connected with daily life.

So finally, we could assert that there is a potential readiness to deepen methods of ADR and mediation but it is necessary to find the right way to create a synergy with the juridical and socio-relational parts, and to provide youth with specific tools and skills on this topic.

