

Abstract

The thesis deals with mediation as a form of conflict resolution, focusing on techniques used by mediators in order to achieve an agreement mutually acceptable to the parties involved. The first part describes the process of mediation — the basic principles, structure, roles and approaches of the mediator, and the discipline is compared with psychotherapy. Subsequently, the work shows chosen techniques used by mediators with particular emphasis on its psychological aspects and research that has been conducted in this field. The empirical part presents a research project proposal, which aims to verify the effectiveness of the given mediation techniques. This is achieved by the means of a quantitative type of research in the form of experiment.