Abstract

This diploma thesis deals with the importance of the mediation in solving different types of disputes and disagreements between family members. This is a theoretical-empirical work. The aim of the thesis is the evaluation of the contribution of mediation as a method of resolving disputes between family members.

The theoretical part shows first comprehensive overwiew of the mediation. Each chapter is dedicated to topics related to history of mediation both in the world and in our country and shows researches of already existing studies. It also presents mediation in terms of its aim, principles and process, introduces the mediator and his competences that are specially dedicated to a family topic that is crucial in relation to the aim of this diploma thesis, the family mediation.

This work focuses on family and its actual topics as well as pitfalls. The work dedicates to the area of disputes, its reasons and development.

The empirical part extends the work of results of a qualitative research conducted in the form of an interview with ten respondents who have undergone the process of mediation. The aim of the investigation was to find out how persons who have undergone the mediation process evaluate mediation as a method of resolving disagreements between family members? The main finding is that the mediation process meets their expectations in terms of resolving the dispute and contributes to the overall calming of the situation and exacerbated emotions. Satisfaction with the mediation process itself is strongly reflected in the research, in particular in terms of its time and financial efficiency or the confidentiality and security atmosphere created by the mediator.