CONCLUSIONS

Mediation, a Journey towards Reconciliation

In the process of conflict transformation, it is important to consider:

- How to achieve the greatest level of public participation; how to be strategic and visualize the realisation of the changes we want.
- The quality of the space is that which weaves improbable meetings between those who do not think alike.
- In this transformative capacity, partiality is a gift that allows us to see the other side without it being uprooted from its origins.
- To rescue the value of love, the capacity to play and build trust to create a relational health that allows us to conjugate the verb “be-friend”.
- It is important to have focus and ask in a positive manner.
- It is possible to have an interesting solution to a conflict but without the strategic people, the solution may break down.
- The importance of mediated silence for the management of conflict.