



CEDR Accreditation: 2002
CEDR Panel: 2020
Languages: Portugese
German
English
Spanish
Location: Lisbon,
Portugal

Ursula Sabine Caser

Overview

The focus of her practice is on the mediation of complex conflicts with many stakeholders/parties. Mainly working in Portugal and Germany, she designs and moderates mediations and other conflict management processes, both for private and public clients, and is also active in consulting, supervision, mediator coaching and teaching.

Since 2002 she has been working as a certified mediator for the Portuguese Ministry of Justice.

Since 2012 she has been managing director of Mediatedomain, Lda. in Portugal and has been part of the research centre MARE-Nova since 2014. Since 2015 she has also been working in Germany as a research assistant at MCTS - Munich Center for Technology in Society, the TUM. Here she leads the MCTS Forum.

Ursula Caser originally holds a degree in geography. She lives in Lisbon and has been working as an independent mediator and facilitator for about 20 years, especially in the areas of community and business mediation and mediation in public spaces.

Professional Background

Accreditations

- 2017: Certified Mediator (ZMediatAusbV) (Germany)
- 2015: URBACT III – Network Expert (European Union)
- 2015: EMPTJ – European Mediation Training for Practitioners of Justice (European Union)
- 2015: ICCP – International Chamber of Commerce Portugal – Registered Mediator for Commercial and Trade Conflicts (Portugal)
- 2014: OSCE Mediation and Dialogue Expert Roster (Austria)
- 2012: IMI – Certified Mediator (The Netherlands)
- 2012: ICFML – Certified Mediator (Portugal)
- 2010: CEDR - Certified Commercial Mediator (United Kingdom)
- 2009: FernUniversität in Hagen – Member of the Examination Board for the Master of Mediation (Germany)
- 2002: Ministry of Justice – Certified Mediator (Portugal)

Regular Lecturing (Examples)

- The Mediators' Communication Techniques – Mandatory Module of the PostGraduate Course on Negotiation, Mediation and Conflict Resolution, promoted since 2013 by ICFML - Instituto de Certificação e Formação de Mediadores Lusófonos (Portugal)
- The Mediators' Communication Techniques in Insolvency Mediation - Mandatory Module of the Insolvency Mediator Training Course, promoted since 2018 by ICFML - Instituto de Certificação e Formação de Mediadores Lusófonos (Portugal)
- Dialogue Matters – A Difficult Conversation Lab - promoted since 2018 by TUM-MCTS – Technical University of Munich – Munich Center for Technology in Society (Germany)
- Mediation and Conflict Management in the Context of Land Management and Land Tenure (2013-2020) – TUM – Technical University of Munich (Germany)
- Cultural Dimensions in Multi-Cultured Mediations; BRDGES Intercultural Certification Course promoted since 2018 by BRDGES Academy (USA)

Other Relevant Experience and Projects (Examples)

- Expert Reviewer for the Science Programme of the European Commission
- SwafS - Science with and for Society (2014 / 2017 / 2018 / 2019 / 2020)
- MSCA ITN - Marie Skłodowska-Curie Innovative Training Network (2017 / 2019 / 2020)
- Twinning_Widespread (2019)
- CIDADES (I)LEGAIS: Comparative Analysis of Judicial and Extra-Judicial Resolution of Environmental Conflicts in São Carlos - Brazil and Coimbra - Portugal - Research Project 2017 - 2019
- H2020 Project JERRY – Joining Efforts for Responsible Research and Innovation - Member of the Advisory Board for Participation and Conflict Management (2017-2019)
- iMediar - Project Co-Coordinator and Mediator (2010)
- Pupils to Mediators (Peer-Mediation) – implementation (2009), leading expert (209 – 2014) and supervision (since 2015) - German School of Lisbon

Awards

- CAP - Communication Awards 2013 - 2º (Dezember 2013) - Category: 'Communication to stakeholders' - European Commission DG AGRI (European Union)
- Galardão Gulbenkian/Oceanário 2008 - Category: Sustainable Governance of Oceans - Project: MarGov - Sustainable Governance of Protected Marine Reserves. (Portugal)

Scientific Publications (Examples)

- CEBOLA, C., LOPES, D., VASCONCELOS, L. & CASER, U. (2020): Os princípios da mediação ambiental à luz da Lei da Mediação Lei 29/2013.- 213p.; Editora GESTLEGAL, Coimbra
- CASER, U. & VASCONCELOS, L. (2018): Mediation of Multiparty-Conflicts – Plurilogue to Address Complexity – The Project MARGov.- in: Revista da Federação Nacional de Mediação de Conflitos, 1º ed. P. 23-34;
- CASER, U. & RAMOS, N. (2018): The Institutionalization of Mediation: Reflections from an Expert Panel (September 28, 2018). Oñati Socio-Legal Series, Available at SSRN: <https://ssrn.com/abstract=3256902>
- CASER, U. & VASCONCELOS, L. (2017): A Fatal Eight Final.- in: Lela Love & Glen Parker (ed.): Stories Mediators tell; S. 311-326; American Bar Association; Chicago
- CASER, U. (2016): Mediation in Portugal.- in: HAFT, F., SCHLIEFFEN, K. [Hrsg.] Handbuch Mediation – Methoden und Technik – Rechtsgrundlagen, Einsatzgebiete; §60, S. 1347-1358; Becks Verlag

Expertise

- Commercial & Corporate
- Industry, Energy & Environment
- Construction, Property & Planning
- Public Sector & Governance

Dispute Experience

Disputes mediated include:

- Private conflicts
- Contract fulfilment conflicts
- Insurance contracts
- Property contribution's management
- Debts
- Mediator of commercial and civil disputes for the Portuguese Ministry of Justice in the National Public Mediation System (Julgados de Paz) since 2002 and accreditation as Private Mediator by the Portuguese Ministry of Justice since 2014 □ 20-40 mediation cases per year (around 70% contractual disputes)
- Independent Mediator with a focus on multi-party mediations (Commercial, Environmental, Family, Neighbourhood and Community Mediation) since 2002 □10-20 mediation interventions per year.
- Project Co-Coordinator and Mediator of WTeaMUp, a think tank that provides facilitation and mediation services in a variety of contexts (enterprises, private business organizations, social driven projects, non-governmental organizations, community and individual citizens' relationships), in a multilevel approach □ ~500 interventions since 2005
- Managing partner and mediator: Mediatedomain Lda - since 2012
- Mediator for Fundação Champalimaud – Conflict in Science and University (Mediators: Scientists) – since 2020
- Project: ASEBIO - Assessment of Ecosystem Services, BIODiversity in Portugal (2017-2022); EU-Erasmus Mundus Program – Portugal2020 - 02SAICT2017; Design/Coordination of the Component Stakeholder Dialogue and Mediation.
- Project: MARGov – Collaborative Governance for Marine Protected Areas (2008-2011) – Head Mediator (P)
- Project: Bairros Críticos - Cova da Moura (2006): Head Mediator (P)

Personal Style

My focus in mediation processes is on the trustworthiness of the process itself and on a productive dialogue between all parties involved. For this reason, I use my well-filled methodological toolkit of mediation techniques competently and I put my personal attitudes and strengths at the service of the parties in dispute.

My main objectives are to involve all parties on an equal footing and enable them to define the topics they want to tackle, to help them explore their interests and needs and to empower the parties shaping their own solutions in a structured manner. In this sense, I am a "transformative" rather than a "service-oriented" mediator and work more facilitatively than evaluatively.

Neutrality and equidistance of me as a mediator towards the parties is my first priority, and I will neither interfere in substantive matters of the issue under mediation nor propose or even impose solutions. I defend that the process (management) belongs to the mediator, and the content as well as the development and implementation of solutions "belong" to the parties.

For organizations, enterprises or individual persons that are looking for a mediator who supports and promotes interpersonal responsiveness, constructive interaction and interest-based solutions (especially in multi-party conflicts) I am the right person.

