**УДК 004+372.31.4**

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**Формирование компетенций педагогических работников и подготовка медиаторов для системы образования средствами реализации практико-ориентированных курсов повышения квалификации: опыт Сибирского федерального университета**

**The competencies of teachers - mediators for the education system through the implementation of practice-oriented continuing education courses: the experience of the Siberian Federal University**

***Аннотация.*** Краткая характеристика основной проблемы. Описание цели и методов исследования. Обобщение результатов. Оценка значимости результатов. (250-300 слов).

The material was prepared within the framework and sponsorship of the project powered by the Russian Foundation for Basic Research (RFFR). No 18-013-00528 «The study of mediation practices in the field of education for harmonization of interethnic relations in a multicultural environment».

The article describes the most popular methods for the development, testing and practical use of electronic educational resources to build the competence of teachers and the training of mediators for the education system through the implementation of practice-oriented continuing education courses. A detailed description of the latest innovations in the use of electronic content and virtual environments in the educational process for the formation of skills in using mediation practices is given. The retraining program for mediators and advanced training courses described in the article has a modular structure taking into account the practical tasks that specialists working with conflicting parties in educational organizations encounter in their work. The authors of the article substantiate the high efficiency of practice-oriented refresher courses and a retraining program for teachers in the field of mediation, which suggests the need to shift priorities from the use of traditional educational resources to electronic ones in the conditions of COVID self-isolation

The text of the article consistently reveals the main advantages of using electronic educational resources on the portal of the Siberian Federal University to support the implementation of practice-oriented advanced training courses and retraining programs for the formation of mediator's competencies for the educational system by means of funds. The article deals with the issues of changing the content of professional training of teachers, the formation of their multicultural and conflict-related competencies for building a conflict-free environment of an educational organization.В качестве оценки результатов можно отметить, что модульный принцип построения программы и включение ведущих ученых и практиков в качестве лекторов позволяет расширить спектр лучших практик медиации и способствует формированию навыков применения медиативных процедур в сфере образования.

***Ключевые слова:*** Continuing Teacher Education, Practical Orientation Of Training, A Modular Program, Mediation, Education, Training Content; E-Learning Environment; Electronic Educational Resources; E-Learning, Practical Experience, Retraining Of Mediators

ВВЕДЕНИЕ

INTRODUCTION

Analysis of the development of interethnic relations in the Krasnoyarsk Territory, as well as in Russia as a whole, demonstrates the insufficient level of formation of multicultural and conflicting competencies of teachers and managerial personnel in the field of education. It should be noted that, as the results of the study, it demonstrates a deficiency in the use of productive technologies for the prevention and resolution of contentious conflict situations at all levels of education. The above problems and risks actualize the need to use mediation practices to resolve ethnic conflicts in the field of education. This fact is also confirmed by modern trends in the development of a safe educational environment, taking into account the specifics of a multicultural region. The scientific substantiation of approaches to preventing and productively resolving conflicts among participants in the educational process is important.

It is worth noting that the orientation of modernization of education towards universal values and personal cultural traditions of each people requires fundamentally new approaches to the development of technologies for conflict-free interaction of participants in the educational process. The issue of using the mediation resource, that is, the inclusion of an intermediary from among the subjects of the educational process, in order to prevent and resolve conflicts in the field of education is becoming relevant.

The authors note the importance of training unique specialists to resolve conflicts using mediation practices in terms of harmonizing interethnic relations in the educational space. The authors of the article note that the appeal to mediation in the field of education is the consolidation of knowledge from the fields of pedagogy, psychology and sociology to harmonize interpersonal and interethnic relations and resolve interpersonal and interethnic conflicts. The formation of a culture of interethnic interaction requires the development of a multicultural dialogue and the conflicting competence of subjects of education. The use of mediation practices contributes to the harmonization of society, the creation of conditions for diagnosing conflicts and their constructive resolution in a multicultural educational environment.

**МАТЕРИАЛЫ И МЕТОДЫ**

The main research methods were the analysis of various scientific sources and regulatory legal acts, the study and generalization of foreign and domestic mediation implementation practices, theoretical analysis and synthesis, classification, synthesis of data from reports of Russian monitoring of school reconciliation services and data from the Main Education Department of the Administration of the city of Krasnoyarsk.

In 2020, at the final stage of the RFBR project on the topic “Study of mediation practices in the field of education to harmonize interethnic relations in a multicultural environment”, one of the applied tasks is the organization and conduct of continuing education courses for teachers to develop their willingness and ability to use mediation practitioner in a multicultural educational space. This task is relevant for the professional and pedagogical community of the Krasnoyarsk Territory as it requires the inclusion of specialists in the process of peaceful conflict resolution, taking into account the multicultural multinational multiconfessional composition of the participants in the educational process, but also in the context of the introduction of distance learning in the context of the COVID-19 [1].

In this regard, the project participants developed a modular retraining program for mediators, taking into account the practical tasks that specialists who have to build productive communication among the conflicting parties and contribute to the peaceful settlement of disputes, informing about mediation in educational organizations. The program is headed by a doctor of pedagogical sciences, professor, academician of the Russian Academy of Education Smolyaninova Olga Georgievna, project manager of the Russian Federal Property Fund and the supervisor of the master's program “Mediation in Education” of the Siberian Federal University[7].

The Institute of Pedagogy, Psychology and Sociology of Siberian Federal University is a leader in the implementation of professional development and retraining programs. In this connection, the project team analyzed various approaches to the system of practice-oriented training.

The narrowest approach connects practice-oriented training with the formation of professional experience in mediation when immersed in a professional environment during various practices (Yu. Vetrov, N. Klushina).

The second approach (authors T. Dmitrienko, P. Obraztsov) for practice-oriented training involves the use of professionally-oriented teaching technologies and modeling techniques for fragments of future professional activities based on professionally directed study of specialized and non-core disciplines[2].
The third, broadest approach, according to which a practice-oriented education is aimed at acquiring, in addition to knowledge, abilities, skills, practical experience in order to achieve professionally and socially significant competencies. This ensures the involvement of students in the work and their activity, comparable to the activity of the teacher. This kind of practice-oriented approach is an activity-competent approach. Thus, to build a practice-oriented education, a new, activity-competent approach is needed. As a unique experience of the Siberian Federal University

we can distinguish the process of formation of competencies of teachers and the training of mediators for the education system through the implementation of practice-oriented continuing education courses and retraining programs for teachers in the field of mediation. The formation of the competencies of teachers in the preparation of mediators for the educational system of activity means to a greater extent the experience of educational and cognitive activity, and the acquisition of experience is carried out in the framework of the traditional didactic triad of “knowledge - skills - skills”[3].

It should be noted that in the framework of the continuing education program and the retraining program for mediators, the formation of practical skills in students takes place within the framework of the competency-based approach in the traditional triad, supplemented by a new didactic unit: “knowledge - skills - skills - experience”. It should be noted that among the students of the course there are: directors, deputy directors, school teachers, psychologists and social educators, coordinators of school mediation services, future teachers, undergraduates of the Mediation in Education program and practicing mediators[4].

The organizers and developers of digital practice-oriented content for the course program were representatives of the academic community of various universities in Siberia, practicing mediators in the education system. The training is conducted by Russian invited lecturers - experts in the field of mediation approaches, scientists and practitioners in the field of conciliation justice, psychologists and leaders and leading specialists in mediation services and youth policy, sociology, digitalization. Design and testing of digital practice-oriented content for the training of unique specialists using mediation technologies in building an alternative peaceful resolution of the conflict that arose among the subjects of the educational process is based on data from the results of two stages of the implementation of a scientific project implemented with financial support from the Russian Foundation for Basic Research for the project No. 18-013-00528 “Study of mediation practices in the field of education for the harmonization of interethnic relations in a multicultural environment”.[[1]](#footnote-1)

**РЕЗУЛЬТАТЫ**

**RESULTS**

The benefits of practice-oriented training in the framework of the program of additional professional education (professional retraining program) of the Federal State Autonomous Educational Institution of SFU “Mediation. Psychology of Conflict Management ”using electronic content and the digital educational environment Moodle:

• exchange of practical experience with the teacher and undergraduates;

• effectiveness of training;

• time saving and convenience of the process of obtaining knowledge;

• consistency and systematic training;

• accessibility, clarity and visualization of training;

• activity in training and development of independence; • ability to put into practice the generated skills;

• individualization of training.

**ОБСУЖДЕНИЕ**

**DISCUSSION**

The development of mediation in educational organizations is a priority in the regional and municipal policies of the city of Krasnoyarsk. The leading regions in which mediation in the educational environment is developed today are Irkutsk, Novosibirsk, St. Petersburg, Moscow. From the point of view of the practical component of training, the main goal of these advanced training courses and a retraining program is to note the experience gained in performing mediation procedures among all participants in the educational process, including using specialized techniques of mediator communication competence , including online.

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***Formation of the competencies of teachers and the training of mediators for the education system through the implementation of practice-oriented continuing education courses: experience of the Siberian Federal University***

*Brief description of the main problem. Description of the purpose and research methods. Summarizing the results. Assessment of the significance of the results. (250-300 words).*

*The article describes the most popular methods for the development, testing and practical use of electronic educational resources to build the competence of teachers and the training of mediators for the education system through the implementation of practice-oriented continuing education courses. A detailed description of the latest innovations in the use of electronic content and virtual environments in the educational process for the formation of skills in the use of mediation practices is given. The retraining program for mediators and advanced training courses described in the article has a modular structure taking into account the practical tasks that specialists working with conflicting parties in educational organizations encounter in their work. The authors of the article substantiate the high efficiency of practice-oriented advanced training courses and a retraining program for teaching staff in the field of mediation, which suggests the need to shift priorities from the use of traditional educational resources to electronic ones in the conditions of COVID self-isolation mode. The text of the article consistently reveals the main advantages of using electronic educational resources on the portal of the Siberian Federal University to accompany the implementation of practice-oriented continuing education courses and a retraining program to build mediator competencies for the education system using tools. The article reveals the issues of changing the content of professional training of teachers, the formation of multicultural and conflicting competencies for them to build a conflict-free environment for educational organizations. As an assessment of the results, it can be noted that the modular principle of building the program and the inclusion of leading scientists and practitioners as lecturers allows us to expand the range of best mediation practices and helps to build skills in the application of mediation procedures in the field of education.*

***Key words****: continuous teacher education, practical orientation of training, modular program, mediation, education, teaching content; e-learning environment; electronic educational resources; e-learning, practical experience, retraining of mediators.*

1. The material was prepared within the framework and sponsorship of the project powered by the Russian Foundation for Basic Research (RFFR). No 18-013-00528 «The study of mediation practices in the field of education for harmonization of interethnic relations in a multicultural environment». [↑](#footnote-ref-1)