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# SCHEDULE

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International Mediation Congress



## An approach to Conflict in the Global Agenda

July 5, 6 and 7, 2022 | Rosario, Santa Fe, Argentina

Aimed at those who are interested in addressing this issue from a local and international perspective.

**Hybrid meeting**, in-person and remote attendees. Simultaneous interpretation available. Keynote speakers and interactive workshops.

Renowned international and national speakers.

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## DATE, HOUR AND PLACE

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July 5, 6 and 7, 2022 | From 9 to 18 hs  
Auditorio de la Bolsa de Comercio de Rosario  
Paraguay 755, Rosario, Santa Fe, Argentina



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Defensoría de niñas,  
niños y adolescentes.  
PROVINCIA DE SANTA FE



**ADPRA**  
ASOCIACIÓN DEFENSORES DEL PUEBLO  
DE LA REPÚBLICA ARGENTINA



Instituto Latinoamericano  
del Ombudsman  
Defensorías del Pueblo

# An approach to Conflict in the Global Agenda

July 5, 6 and 7, 2022 | Rosario, Santa Fe, Argentina

## TUESDAY, JULY 5

08:30 a 9:00 hs

Registration

09:00 a 10:00 hs

Opening Session | Authorities

### CONFERENCE

“CONFLIC: ¿What conflict?” Presenter: Pablo Ulloa | President, Ombudsperson Iberoamerican Federation (Dominican Republic)

10:00 a 11:15 hs

**Raúl Calvo Soler** | Degree in Law (Universidad Autónoma, Barcelona), Master's Degree in Legal and Social Sciences (Pompeu Fabra University, Barcelona), Professor at Girona University, Buenos Aires University and San Andrés University (Spain).

11:15 a 11:45 hs

COFFEE BREAK

11:45 a 13:30 hs.

**WORKSHOP 1** | “CONFLIC: ¿What conflict?” Let by Raúl Calvo Soler (Spain)

13:30 a 14:30 hs

BREAK

### DIALOGUE PANEL

“Environmental conflicts, Latin American experiences in governance”

Moderator: Maria Fernanda Lerin | Ombudsman Office of the province of Santa Fe (Argentina).

14:30 a 15:30 hs

**Diego Luna Quevedo** | Futuro Latinoamericano Foundation (Chile)  
**Saúl Ruiz Fernández** | Green Environmental Consulting, Director & CEO (Mexico)  
**Representative of Taller Ecologista, Rosario, Argentina**  
**Matías del Bueno** | Environmental Observatory, National University of Rosario (Argentina)

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15:30hs a 17:30hs.

**WORKSHOP 2** | “What do we teach and what can we teach about conflicts at schools?”  
Florencia Brandoni | Professor, Researcher, Specialist in School Mediation, Tres de Febrero University (Argentina)  
Presenter: Amelia López | Ombudswoman for children and adolescents of the province of Cordoba (Argentina)

## WEDNESDAY, JULY 6

### LECTURE

“The challenge of peace in a divided world: Shaping our future”  
Presenter: Cristina Ayoub Riche | President, Latin American Ombudsman Institute - Ombudsmen Offices (ILO)

9:00 a 10:30 hs

**Kai Brand-Jacobsen** | President, Peace Action, Training and Research Institute of Romania (Norway/Canada)

10:30 a 11:00 hs

**COFFEE BREAK**

### PANEL DISCUSSION

“The ombudsman in global conflict management”  
Moderator: Ombudsman, member of ADPRA (Argentina)

11:00 a 13:00 hs

**Pablo Ulloa** | President, Ombudsperson Ibero American Federation (Dominican Republic)  
**Catalina Crespo Sancho** | Ombudswoman for Citizens (Costa Rica)  
**Werner Amon** | Secretary General, International Ombudsman Institute (Austria)  
**Luis Fajardo** | Deputy Ombudsman (Colombia)  
**Nadia Cruz Tarija** | Ombudswoman (Bolivia)

13:00 a 14:00 hs

**BREAK**

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## DIALOGUE PANEL

### “The ombudsman in local conflict management”

Moderator: Lionel Suarez | President, ADPRA (Argentina)

14:00 a 15:00 hs

**Matanyahu Englman** | State Controller's and Ombudsman (Israel)

**Cristina Ayoub Riche** | President, Latin American Ombudsman Institute - Ombudsman Offices (Brazil)

**Rolando Luque Mogrovejo** | Associate Ombudsman for social conflicts and governability, Ombudsman Office (Peru)

**Jesús Maeztu Gregorio de Tejada** | Ombudsman for the Andalusian People (Spain)

## PANEL DISCUSSION

“Conflict in the digital realm” Moderator: Edgardo Glavinich | CAPSI ; Ombudsman Office of the province of Santa Fe (Argentina)

15:00 a 16:00 hs

**Aristides Contreras** | Community of Consultants and Advisors on Risk Management and Security, COLADCA. (Colombia)

**Gastón Masari Copes** | President of Gobernaza 4.0 (Argentina)

**Speaker** | Faro Digital (Argentina)

**Speaker** | Observatory of Information and Communication Technologies - University of Buenos Aires (Argentina)

## DIALOGUE PANEL

### “Experiences in conflict resolution”

Moderator: Ombudsperson member of ADPRA

16:00 a 17:30 hs

**Representative of the Rosario Board of Trade (Argentina)**

**Ricardo Riva** | Ombudsman Office of Neuquen (Argentina)

**Marisa Graham** | Nation Ombudswoman for children and adolescents (Argentina)

**Mónica Aguirre** | Director, Mediation Center, Rosario Bar Association (Argentina)

**Director, Mediation Center, Rosario College of Real Estate Agents (Argentina)**



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### THURSDAY, JULY 7

#### LECTURE

#### “Argentina and Latin American social conflict-ridden situations”

Presenter: Liliana Bellone | Ombudsman Office of the province of Santa Fe (Argentina)

09:00 a 10:00 hs

**Alejandro Nató** | Coordinator, Conflict Management Office, Nation Ombudsman Office (Argentina).

#### LECTURE

“Ombudsman Offices specialized in mediation” Presenter: Julián García | Director Ejecutivo Aseguradoras del Interior de la República Argentina (ADIRA)

09:00 a 10:00 hs

**Ricardo Lara** | California Insurance Commissioner (United States)

11:00 a 12:00 hs

#### CONCLUSIONS

Raúl Calvo Soler (Spain) / Kai Brand-Jacobsen (Canada) / Ricardo Lara (United States) / Víctor Jorge Jaef (Argentina)

#### PRESENTATION

BOOK: “Addressing conflict in the global agenda: 30 years of experience in the Ombudsman Office of the province of Santa Fe.”

12:00 a 12:30 hs

**Alberto Castro** | Professor of the Pontificia Universidad Católica (Peru)  
**Víctor Jorge Jaef** | General Director, Mediation Center of the Ombudsman Office of the province of Santa Fe (Argentina)  
**Juan José Böckel** | General Undersecretary, Nation Ombudsman Office (Argentina)

12:30 hs

#### CLOSING

14:00 a 17:00 hs.

Second annual plenary session of the Argentine Association of Ombudsman Offices (ADPRA)

Can be modified