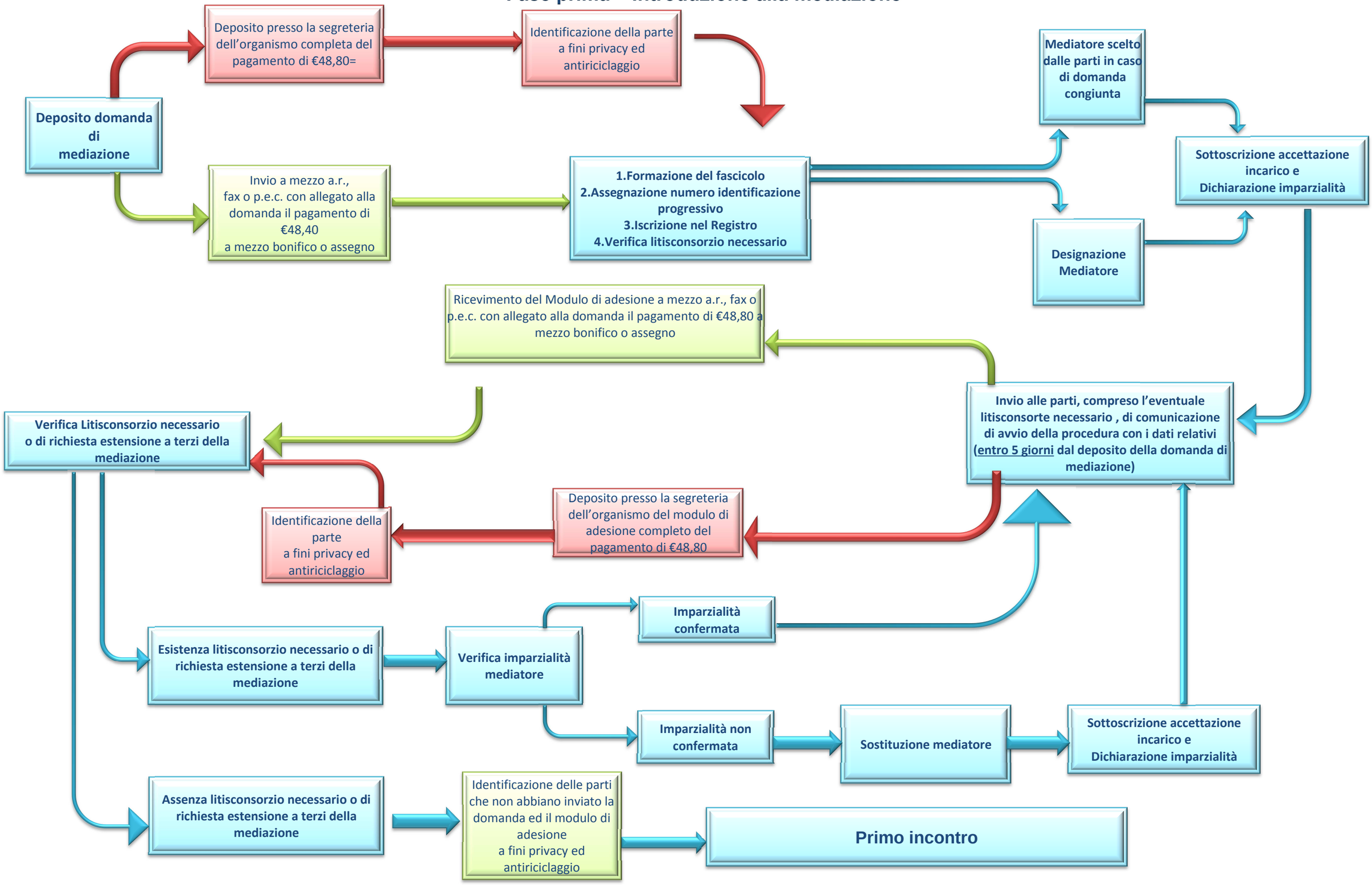
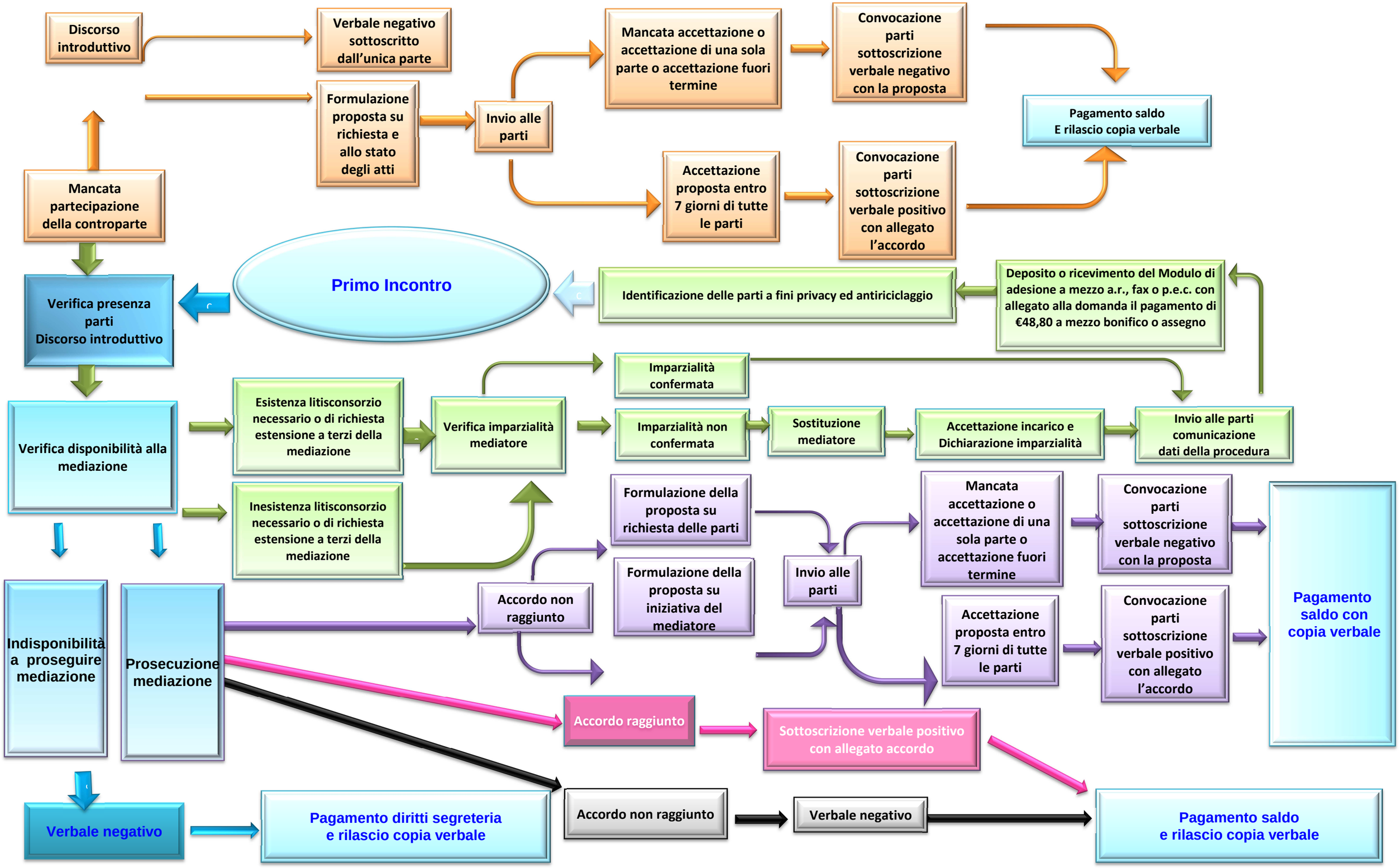
Fase prima – Introduzione alla mediazione



Fase Seconda – Svolgimento della mediazione