This course presents theories and skills to address and settle conflict situations by utilizing the negotiation and mediation processes. The student will learn how to assess conflict situations and determine the appropriateness of negotiation and mediation. Students will learn theories and skills through lecture, role playing, dialogue and in-class simulations. Students will also examine different contexts for negotiation and mediation including family, school, community and business situations. Videos and student presentations of negotiation and conflict resolution topics complement the lectures, simulations and role playing. Advisory: Communication Studies G100
COURSE LEVEL STUDENT LEARNING OUTCOME(S) Supported by this course:

1. analyze a conflict orally to determine the appropriateness of mediation.
2. discuss strategies for dealing with specific ethical issues encountered in a conflict situation.
3. describe communication situations using discipline-specific terms.
4. identify ways in which the mediation process is similar to and distinct from other conflict resolution processes.
5. analyze the underlying issues of the dispute.
6. apply the concepts in the texts, lectures, discussions, mass media, and other materials to real world challenges.
7. demonstrate mediation and mediator skills.
8. identify the relationship between the communication process and the mediation process.

COURSE OBJECTIVES:

1. analyze a conflict to determine whether or not mediation is appropriate.
2. identify ways in which the mediation process is similar to and distinct from other conflict resolution processes.
3. analyze the underlying issues of the dispute.
4. recognize and resolve ethical issues that pertain to mediation.
5. apply the concepts in the texts, lectures, discussions, mass media, and other materials to real world challenges.
6. develop mediation and mediator skills.
7. recognize the relationship between the communication process and the mediation process.

COURSE CONTENT:

LECTURE CONTENT:

Major Study Units:
A. The nature of conflict
B. Conflict goals and management
C. Perspectives on negotiation
D. Definition of mediation
E. Different types of mediation
F. Listening skills
G. Interpersonal communication skills
H. Goals of mediation
I. Mediation skills
J. Other methods of dispute resolution
K. Contexts for the mediation process
   1. Family
   2. Business
   3. School
   4. Community
L. Relevant laws and policies
M. Mediation career information
N. International mediation
O. Mediation ethics
P. Stages of the mediation process
1. Opening statement
2. Uninterrupted time
3. The exchange
4. Building the agreement
5. Writing the agreement
6. Closing statement

METHODS OF INSTRUCTION:
A. Lecture:

INSTRUCTIONAL TECHNIQUES:

COURSE ASSIGNMENTS:
Reading Assignments
Text Websites

Out-of-class Assignments

Writing Assignments
1. Collaborative work
2. Mediation journal
3. Demonstration of practical skills
4. Research project with writings and verbal presentation components

METHODS OF STUDENT EVALUATION:
Midterm Exam
Final Exam
Written Assignments
Essay Examinations
Report
Projects (ind/group)
Oral Presentations

Demonstration of Critical Thinking:
The analysis of conflict situations and the choices for appropriate conflict resolution requires critical thinking. Students will be required to demonstrate these critical thinking skills in class discussions, in role-plays and in written assignments.

Required Writing, Problem Solving, Skills Demonstration:
1. Collaborative work
2. Mediation journal
3. Demonstration of practical skills
4. Research project with writings and verbal presentation components

TEXTS, READINGS, AND RESOURCES:
TextBooks:

LIBRARY:
Adequate library resources include: Non-Print Materials

Comments:

Attachments:
Attached Files