HDDR 6303 Mediation and Dispute Resolution

Southern Methodist University
Annette Caldwell Simmons School of Education and Human Development
Dispute Resolution and Conflict Management
5228 Tennyson Parkway Suite 118
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Jan Term 2014

Instructor Information

Instructor: Dr. Betty Gilmore Email: bgilmore@smu.edu

Hours: By appointment, Suite 118

PLEASE NOTE THERE IS A READING ASSIGNMENT FOR THE FIRST NIGHT OF CLASS

Class Time:

Friday, November 1, 4:00 PM - 9 PM Saturday, November 2, 8:30 AM - 5:30 PM Sunday, November 3, 8:30 AM - 5:30 PM

Friday, November 15, 4:00 PM - 9 PM Saturday, November 16, 8:30 AM - 5:30 PM Sunday, November 17, 2011 8:30 AM - 5:30 PM

Course Description

HDDR 6303 Mediation and Dispute Resolution (3 credit hours)

Mediation is a process that employs a neutral third party, the mediator, to help disputing parties to make decisions that concern the future of the dispute. This course provides an overview of the theoretical and practical aspects of mediation process. Participants will learn a step-by-step process to conduct mediations, and practice fundamental dispute resolution skills, such as listening, reframing, summarizing, problem-solving, and creating a safe, non-threatening environment. Through lecture, discussion, video simulations and interactive exercises and role plays, participants will gain a functional knowledge of the power and practice of mediation. This course satisfies the 40-hour statutory requirement to serve as a mediator in Texas court-connected programs.

http://smu.edu/education/disputeresolution/coursedescriptions.asp

Course Objectives

Identifying The Learning Objectives	How To Achieve The Learning Objectives
Acquire the fundamental techniques of facilitative	Read related course materials
mediation, along with a basic understanding of	2. Watch the associated videos.
evaluative and transformative mediation	3. Participate in Class Discussions
techniques.	4. Be Active in Class Exercises
Expand mediation techniques into skills to build	Read related course materials
confidence and competency as a mediator.	2. Watch the associated videos.
	3. Participate in Class Discussions
	4. Be Active in Class Exercises
Gain insight and self awareness through	Read related course materials
recognition and analysis of own methods of	2. Watch the associated videos
dealing with conflict on personal and professional	3. Participate in Class Discussions
levels.	4. Be Active in the Class Exercises
	5. Read the Course Readings
	6. Personal Insight Journal
Identify standards, stages, and practice of	Read related course materials
mediation and professional ethics.	2. Watch the associated videos
·	3. Participate in Class Discussions
	4. Be Active in the Class Exercises
	5. Read the Course Readings
Gain ability to effectively apply conflict	Read related course materials
management skills including listening, negotiation,	2. Watch the associated videos
questioning and problem solving.	3. Participate in Class Discussions
	4. Be Active in the Class Exercises
	5. Read the Course Readings
Research topics in conflict management.	Read related course materials
	2. Written assignment

Required Reading

Provided course materials

Moore, Christopher W. <u>The Mediation Process: Practical Strategies for Resolving Conflict</u>. 3rd ed. San Francisco: Jossey-Bass, 2003

Recommended but not required readings:

Bush, R., Folger, J. (2005). The promise of mediation. San Francisco, CA: Jossey-Bass Inc Publishers.

Ury, William. The Third Side. New York: Penguin, 2000

CLASS SCHEDULE AND ASSIGNMENTS

Date	Topics		Readings/Assignments Due
Friday, November 1	1.	Introduction To Mediation and	Chapters 1-4
		Dispute Resolution	
	2.	Review of Grading and Syllabus	
	3.	Exercises	
Saturday, November 2	1.	Laying the Groundwork for	Chapters 5-7
		Mediation	
	2.	Watch associated videos	
	3.	Coached Exercises	
Sunday, November 3	1.	Conducting Productive	Chapters 8-11
		Mediations (Building Micro skills)	
	2.	Coached Exercises	Write Mediator
	3.	Watch associated videos	Introduction
Friday, November 15	1.	Conducting Productive	Chapters 12-14
		Mediations	
	2.	Watch associated videos	
Saturday, November 16	1.	Transformative Mediation	Chapter 15
	2.	Watch associated videos	
	3.	Coached Exercises	TBA
Sunday, November 17	1.	Special Situations	TBA
	2.	Watch associated videos	
	3.	Coached Exercises	

Student Evaluation and Grading Policy

25% of your grade will be based upon your participation in our discussions and exercises.

The student regularly takes an active role in activities such as role-play, contributing to class discussions, class presentations and additional assignments as required. The student notifies the instructor within the first two weeks of the term if issues hinder participation (e.g., need for ADA accommodation, extreme shyness, cultural considerations, etc.) – such issues will not negatively affect the participation grade. Students must notify instructor prior to any absence and the reason for that absence as soon as possible. The instructor will determine whether or not the absence is excused or unexcused. Make up work will be expected for all absences.

25% of your grade will be based upon your preparation and submission of a personal insight journal.

50% of your grade will be based upon the preparation and submission of a written assignment. (Instructions will be distributed in class)

STUDENT EVALUATION AND GRADING SCALE

93-100 = A Exceptional	A superior / outstanding performance. Has mastered the concepts and adds unique contributes to class discussions.
90-92 = A- Excellent	A very good / admirable performance. Displays understanding in all areas of the class, and contributes successfully to class discussions.
87-89 = B+ Outstanding	Above average performance. A few insignificant flaws may appear, but overall has great application of the field.
83-86 = B Good	A generally satisfactory, intellectually adequate performance. Few significant flaws in performance.
80-82 = B- Adequate	A barely satisfactory performance. Contributes little to class discussions and lacks a clear understanding of concepts.
77-79 = C+ Not sufficient	An unacceptable performance. Unable to engage in class discussions and has little comprehension of theories.

COURSE POLICIES

Honor Code

Students are reminded of the SMU Honor Code as referenced in the *Student Hand Book*. Intellectual integrity and academic honesty are both the foundations and the goals for this program. Please reference and review the university policies on the responsibilities, policies, and penalties regarding academic honesty found at:

http://www.smu.edu/studentlife/PCL 05 HC.asp

Notification of Absence Due to Religious Holy Day(s)

Students who will be absent from class for the observance of a religious holiday must notify the instructor in advance. Please refer to the Student Obligations section of the university catalog for more explanations. You are required to complete any assignments or take any examinations missed as a result of the absence within the time frame specified by your instructor.

Disabilities Accommodations

Students needing academic accommodations for disability must contact Ms. Rebecca Marin, Coordinator of Services for Students with Disabilities (214-768-4557) to verify the disability and establish eligibility for accommodations. They should then schedule an appointment with the professor to make appropriate arrangements.

Add/Drop Policy

If you are unable to complete this course, you must officially withdraw by the university deadline; the last day to Add/Drop regular courses without a grade record or Billing. Withdrawing is a formal procedure which you must initiate; your instructor cannot do it for you.

Grade of Incomplete

A student may receive a grade of I (Incomplete) if at least 50 percent of the course requirements have been completed with passing grades, but for some justifiable reason, acceptable to the instructor, the student has been unable to complete the full requirements of the course. At the time a grade of I is given, the instructor must stipulate in writing to the student and to the University registrar the requirements and completion date that are to be met and the grade that will be given if the requirements are not met by the completion date. The maximum period of time allowed to clear the Incomplete grade normally is 12 months. If the Incomplete grade is not cleared by the date set by the instructor or by the end of the 12-month Policies and Procedures 25 deadline, the grade of I will be changed to the grade provided by the instructor at the time the Incomplete grade was assigned or to a grade of F if no alternate grade was provided. The grade of I is not given in lieu of a grade of F or W, or other grade, each of which is prescribed for other specific circumstances.

If the student's work is incomplete, poor quality and not acceptable, a grade of F will be given. The grade of I does not authorize a student to attend the course during a later term. Graduation candidates must clear all Incomplete grades prior to the deadline in the Official University Calendar, which may allow less time than 12 months. Failure to do so can result in removal from the degree candidacy list and/or conversion of the grade of I to the grade indicated by the instructor at the time the grade of I was given.

For graduate students, a maximum of two (six hours) concurrently held grades of Incomplete in courses other than thesis is allowed. If this maximum is reached, the student will be allowed to take only one three-hour course per term until the Incomplete total is reduced. Students who accumulate a total of three grades of Incomplete in courses other than thesis will be put on probation and not allowed to enroll further until the total is reduced.

SMU EMERGENCY PREPAREDNESS

As part of the federal government response to the H1N1 (Swine Flu) virus, the Department of Health and Human Services issued a nationwide public health emergency preparedness declaration on April 26, 2009. The declaration was renewed on July 23, 2009 and is currently in force. For the semester ahead, there is concern that the level and intensity of flu cases could increase substantially.

- 1) For updates on the campus-wide status of flu conditions at SMU, please visit http://www.smu.edu.
- 2) If flu conditions require cancellation of a class session or other changes for this course, an email will be sent to all class members.
- 3) In the event of a major campus emergency at SMU, course requirements, deadlines, and grading percentages are subject to changes that may be necessitated by a revised semester calendar or other circumstances beyond the instructor's control.