University of Rhode Island
HDF 597 Center for Mediation and Collaboration Rhode Island:
Mediation Conflict Resolution Skills Training
J Term 2018
Basic Mediation

Class Meeting Time: Monday-Friday 9:00am-4:30pm
Location: URI Kingston Campus, Room TBD
Date: January 8 – 12, 2018

Instructors: Tonya Harris; Rhonda Bergeron
Office: 500 Broad St., 4B, Providence, RI 02907
Phone: (401) 273-9999
Email: tharris@cmcri.org, rbergeron@cmcri.org
Office Hours: By appointment

Required course materials:


Course Description:

Introduces students in mediation principles, phases, mediator’s role and standards of the profession. Integrates theory, practice, and application by didactic and experiential learning.

Course Objectives:

By the end of this course, the students should have:

1. **Gained factual knowledge** about the principles, phases, and standards of the profession of mediation:
   - ✓ Students will understand the principles of mediation and how their mediator style impacts those principles.
   - ✓ Students will identify their mediator style and how to mediate effectively.
   - ✓ Students will become aware of some of their own attitudes or beliefs that may facilitate or interfere with effective mediation.
   - ✓ Students will recognize the intersection of principle and standards of the profession.
   - ✓ Students will experience a didactic and experiential training model for mediators and evaluate its relevance for their lives.

2. **Developed specific skills and competencies** in mediating:
   - ✓ Students will become proficient in phases of mediation.
   - ✓ Students will practice using the mediation skills to:
     - o communicate phases to clients
     - o facilitate clients in meeting their underlying interests while upholding the principles of the profession
3. **Developed skills in expressing oneself orally** in the context of mediation

- Students will practice and critically analyze oral expression of mediation skills with co-mediators and observers.
- Students will refine their expressive skills based on acquired skills and peer and educator feedback.

**Evaluation and Grades:**

1. **Mediating In-Class Role Plays and Debriefing. (60%)** This includes all role-play mediations with the exception of your final, looking for competency at the level at which you are trained (i.e. the expectations of your competency will increase with each mediation). The content of each mediation will be handed out immediately prior to the role-play. The rubric for assessing mediator competence is attached hereto.

2. **Mediating Final Mediation. (20%)** You will be expected to dress in a manner appropriate for a mediator for the final. This means: sharp business casual. If you have any questions, ask prior to day 5 of class. The final mediation will be assessed according to an overall average of the following standard according to the attached rubric:
   - A+ = Exceeds Competency across the board
   - A = Exceeds Competency more frequently than not
   - A- = Exceeds Competency some of the time
   - B+ = Meets Competency across the board
   - B = Meets Competency more frequently than not
   - B- = Meets Competency some of the time
   - C+ = Approaches Competency across the board
   - C = Approaches Competency more frequently than not
   - C- = Approaches Competency some of the time
   - D = Does Not Approach Competency
   - E = No Participation At All

3. **Class Participation/Attendance. (10%)** Class participation will be evaluated including attendance, timeliness, thoughtfulness of comments, questions, and answers. Students are expected to actively engage in class discussion. **Text messaging or the use of smartphones** at any point while class is in session will result in point deductions at the discretion of the professor. Due to the fact that this is a one week course, **tardiness and leaving early** will result in significant deductions from your participation/attendance grade.

4. **Homework. (10%)** Homework will be assessed according to thoughtfulness of answers and professionalism of the document (see expectations below).

<table>
<thead>
<tr>
<th>Percent</th>
<th>Course Grade</th>
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<th>Course Grade</th>
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<tbody>
<tr>
<td>97-100</td>
<td>A+</td>
<td>77-79</td>
<td>C+</td>
</tr>
<tr>
<td>94-96</td>
<td>A</td>
<td>70-76</td>
<td>C</td>
</tr>
<tr>
<td>90-93</td>
<td>A-</td>
<td>60-69</td>
<td>D</td>
</tr>
<tr>
<td>87-89</td>
<td>B+</td>
<td>60-69</td>
<td>D</td>
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<tr>
<td>84-86</td>
<td>B</td>
<td>59 or less</td>
<td>E</td>
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<tr>
<td>80-83</td>
<td>B-</td>
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Expectations:

**Attendance**- Attend *all classes and be punctual.* This is an experiential class where your presence and participation is mandatory. Additionally, as a J-Term class, there are only five classes in total. If you plan to miss even one class due to work or another commitment, I strongly urge you to drop this class. If you must be absent from class for some legitimate reason (university approved absence), you are required to notify the instructor in advance and make alternate arrangements (in consultation with the instructor) for any activities for which you are responsible. **8.51.12 Students who expect to be absent from classes or examinations for University sanctioned events shall discuss this with the appropriate instructor(s) at least one week in advance of the sanctioned event(s). The instructor(s) concerned shall then offer the student an alternative listed in section 8.51.11. For these purposes University sanctioned events shall be those events approved for class excuses by the Provost and Vice President for Academic Affairs, a Vice President, a Dean, or the Director of Intercollegiate Athletics. Absences and tardiness will dramatically affect your grade. A student may not receive an Incomplete except under extraordinary circumstances.**

**Turning in Assignments**- Assignments are due at the beginning of class on the due date. **ANY LATE PAPERS INCLUDING THOSE EMAILED TO ME AFTER CLASS WILL BE DEDUCTED BY 50% EACH HOUR THEY ARE LATE.** All papers should be double spaced, no more than a 1-inch margin, 12pt font (Times New Roman or equivalent), and generally typographical error-free.

**Responsibility in Class**- Students are expected to participate in class and *complete the assigned readings.* Take good notes during the lectures. We do not give out copies of our notes and the powerpoint slides are not fully inclusive of material taught. Although there will be some overlap between lectures and the textbook, the overlap is purposefully not complete. Any disrespect for other students will not be tolerated.

*Success in this course requires that you keep pace with the work, understand course concepts, and study effectively.* The Academic Enhancement Center ([http://www.uri.edu/aec/](http://www.uri.edu/aec/)) is a great place to do this. At the AEC you can work alone or in groups, and tutors and professional learning specialists are available to help you to learn, manage your time and work, and study well. On the Kingston campus, it’s open Monday through Thursday from 10 a.m. to 9 p.m. and Fridays until 1 p.m. All services are free (the coffee is free as well!), and no appointment is needed. You can call for complete information at 874-2367, or just stop by the center on the fourth floor of Roosevelt Hall. In Providence, the Academic Skills Center (ASC) is at 239 Shepard Building, (401) 277-5221. Hours are posted each semester at [http://www.uri.edu/prov/studentresources/help/academicskills.html](http://www.uri.edu/prov/studentresources/help/academicskills.html). In addition, the Saturday Skills for Success program offers workshops and tutoring from 10 am -1pm during fall and spring semesters.

**Electronics**- Cell phones, pagers and electronics must be turned off or to the silent mode during class time. Class participation points may be deducted if these electronics are being used during class. If you have an emergency that requires you to leave your phone or pager on during class, see me before class to discuss your reasons. Speaking on, texting, or in any way using electronics (except for approved devices with documentation from disability services) during tests will constitute cheating.
**Academic Integrity** - Violating academic integrity is considered a serious offense by the university and is treated accordingly. Academic dishonesty may result in a failing grade for the particular assignment or exam, a failing grade for the entire course, or suspension or expulsion from the university.

*Students are expected to be honest in all academic work. A student’s name on any written work, quiz or exam shall be regarded as assurance that the work is the result of the student’s own independent thought and study. Work should be stated in the student’s own words, properly attributed to its source. Students have an obligation to know how to quote, paraphrase, summarize, cite and reference the work of others with integrity. The following are examples of academic dishonesty.*

- Using material, directly or paraphrasing, from published sources (print or electronic) without appropriate citation
- Claiming disproportionate credit for work not done independently
- Unauthorized possession or access to exams
- Unauthorized communication during exams
- Unauthorized use of another’s work or preparing work for another student
- Taking an exam for another student
- Altering or attempting to alter grades
- The use of notes or electronic devices to gain an unauthorized advantage during exams
- Fabricating or falsifying facts, data or references
- Facilitating or aiding another’s academic dishonesty
- Submitting the same paper for more than one course without prior approval from the instructors.

**Tentative Schedule**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
<th>HOMEWORK</th>
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</thead>
<tbody>
<tr>
<td>Class 1 1/8</td>
<td>Introduction and Principles Role of the Mediator Exploration of Conflict Phases 1-2</td>
<td>None.</td>
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<tr>
<td>Class 2 1/9</td>
<td>Phases 3-4 Underlying Interests Role of Identity and Culture</td>
<td>1-38; 79-92; The Dynamics of Conflict Resolution.</td>
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<tr>
<td>Class</td>
<td>Date</td>
<td>Active Listening</td>
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<tr>
<td>Class 3</td>
<td>1/10</td>
<td>Phases 5-7&lt;br&gt;Getting Unstuck&lt;br&gt;Exploring BATMA and WATMA&lt;br&gt;A Good Written Agreement</td>
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<tr>
<td>Class 4</td>
<td>1/11</td>
<td>Ethics and Model Standards of Conduct</td>
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<tr>
<td>Class 5</td>
<td>1/12</td>
<td>Final Exam Role-Plays</td>
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