

University of Rhode Island  
HDF 550  
Center for Mediation and Collaboration Rhode Island:  
Mediation Conflict Resolution Skills Course  
J Term 2024  
Basic Mediation

**Instructors:** Stephanie Manzi PhD and Tricia Driscoll  
**Office:** 831 Bald Hill Road, Warwick, RI 02886  
**Phone:** (401) 273-9999  
**Email:** smanzi70@yahoo.com; tricia@cmcri.org

**Office Hours:** By appointment

### **Course Description**

This course combines essential life and professional skills by teaching effective means of communication and conflict resolution.

In this course, students will be introduced to mediation principles, phases of mediation, mediator's role, impasse, and standards of the profession. The theoretical practice of mediation will be woven into the practical application via role plays.

A certificate of completion will be issued to participants who successfully complete a minimum of 30 hours of mediation training. This certificate provides confidentiality in the mediation process under R.I.G.L. Sec. 9-19-44.

### **Class Meetings**

January 11,12 (Thursday, Friday) and January 17, 18, 19 (Wednesday, Thursday, Friday).

A Makeup Day is scheduled for **January 13** in case a class is cancelled due to inclement weather.

**Daily Class Meeting Time:** 9:00 a.m. - 4:00 p.m.

**Location:** URI TBD

### **Course Objectives**

1. Gain factual knowledge about the principles, phases, and standards of the profession of facilitative
2. Demonstrate the ability to conduct a complete mock mediation, employing the skills, strategies, and processes learned
3. Appropriately use inquiry techniques to explore and analyze the issues of the conflict in order to summarize parties' positions, related feelings, and underlying interests
4. Understand negotiation theory, exploring best and worst case alternatives to reaching agreement, and the role of the third-party neutral in assisting in a negotiation
5. Understand and apply the essential elements of a lasting agreement

## Readings

To be assigned. No textbook is required; however, links to specific articles and PowerPoints will be provided.

## Evaluation and Grades

### Mediating In-Class Role Plays and Debriefing (50%)

This includes all role-play mediations with the exception of the final mediation. Students will be graded on 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 role-play for mediation will be given out immediately prior to the role-play.

### Class Participation/Attendance (20%)

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 (5) classes in total. If you have to miss even one class due to work or another commitment, we 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 instructors in advance and make alternate arrangements (in consultation with the instructor) for any activities for which you are responsible, if it is permissible by the instructors. Tardiness and leaving early will result in significant deductions from your participation/attendance grade. To earn the certificate of completion as a mediator, a minimum of 30 hours of training is required.

Class participation will be evaluated on thoughtfulness of comments, questions, and responses. 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.

### Homework (20%)

Homework will be assessed according to thoughtfulness of answers and professionalism of the document.

### Final Mediation (10%)

For the final mediation students will be expected to complete a full mock mediation, from introductions to agreement writing.

## Final Grades:

A	94-100	C+	77-79	F <60
A-	90-93	C	73-76	
B+	87-89	C-	70-72	
B	83-86	D+	67-69	
B-	80-82	D	60-66	

**Schedule (topics and assignments are subject to change)**

January 11, 2024	Introduction and Principles Role of the Mediator Exploration of Conflict Phases 1 & 2
January 12, 2024	Underlying Interests Role of Identity and Culture Phases 3 & 4
January 17, 2024	Getting Unstuck Exploring BATMA and WATMA Written Agreements Phases 5 – 7
January 18, 2024	Ethics and Model Standards of Conduct Role Plays
January 19, 2024	Final Exam Role Plays
January 13, 2024	Tentative Make-up Day

## **Important University Policies**

### **Accommodations for Special Needs**

“Section 504 of the Rehabilitation act of 1973 and the Americans with Disabilities Act of 1990 require the University of Rhode Island to provide academic adjustments or the accommodations for students with documented disabilities. The student with a disability shall be responsible for self identification to the Disability Services for Students in the Office of Student Life, providing appropriate documentation of disability, requesting accommodation in a timely manner, and follow through regarding accommodations requested.” It is the student’s responsibility to arrange for any special needs and the instructor’s responsibility to accommodate them with the assistance of the Office of Disability Services for Students.

### **Academic Integrity**

All submitted work must be your own. If you consult other sources (class readings, articles or books from the library, articles available through internet databases, or websites) these MUST be properly documented, or you will be charged with plagiarism and will receive an F for the paper. In some cases, this may result in a failure of the course as well. In addition, the charge of academic dishonesty will go on your record in the Office of Student Life. If you have any doubt about what constitutes plagiarism, visit the following websites: the URI Student Handbook, and Sections 8.27.10 – 8.27.21 of the University Manual ([web.uri.edu/manual/](http://web.uri.edu/manual/)).

Any good writer’s handbook as well as reputable online resources will offer help on matters of plagiarism and instruct you on how to acknowledge source material. If you need more help understanding when to cite something or how to indicate your references, PLEASE ASK.

### **Academic Enhancement Center**

The work in this course is complex and intensive. To do the best you can, it’s a good idea to visit the Academic Enhancement Center (AEC) in Roosevelt Hall. AEC staff assist students with academic skills development as well as course-based content. Options for content tutoring include: joining a Weekly Tutoring Group (for BIO, CHM, CMB, CSC, ECN, MTH, PHY, STA), stopping by a Walk-In Center (for CHM, MTH, PHY), or making a One-Time Group Appointment. AEC tutors can answer questions, clarify concepts, check understanding, and help you learn to study effectively. For a complete description of services and schedules, visit [uri.edu/aec](http://uri.edu/aec), call (401) 874-2367, or stop by the fourth floor in Roosevelt Hall.

### **The Writing Center**

The Writing Center, located in Roosevelt Hall 009, offers one-on-one peer tutoring for student writers who need help developing ideas or need advice on any aspect of writing.

### **Standards of Behavior**

Students are expected to treat faculty and fellow classmates with dignity and respect. Students are responsible for being familiar with and adhering to the published “Student Code of Conduct” which can be accessed in the University Student Handbook (<https://web.uri.edu/studentconduct/studenthandbook/>). If you must come in late, please do not disrupt the class. Please turn off all cell phones, pagers, or any electronic devices.