

Summer 2007

Mediation Skills

(23PLAN592, 3 undergraduate credits; 23PLAN792, 4 graduate credits)

Professor: Dr. Jan Marie Fritz

Office: 6213; Office hours: Monday and Wednesday (after class)

Telephone: 556-0208

Course Location: 6204; Course Day/Time: Mon. and Wed. 9-11:50 a.m. (6/18-7/23)

Course Description: This seminar introduces students to the theory and practice of conflict intervention while focusing on mediation and facilitation. Students will be given the opportunity to acquire practical skills and effective tools as both a principal party (one who is personally involved in a dispute) and a third party (one who mediates a conflict between or among others). This course does not train individuals to be mediators but does provide an excellent background for those who might like to receive this training. Students also will be introduced to the analysis of conflicts at all levels (micro to macro) and to the facilitation of a variety of meetings and events. Graduate students have additional assignments.

Course Requirements:

Due to the experiential nature of learning in this course, attendance (for the full class time) is required for all class sessions. Students will take two examinations (40% each), write a book related paper (8%) and turn in a diversity report (7%). (The remaining 5% will be for attendance and active/prepared participation in this course. No late reports will be accepted. Those auditing this course do not have to take any examinations or turn in reports.

Examinations can not be made up and so a penalty will be assessed for any examinations that are missed. **Please note that the final examination will be given during our usual class time on Monday, July 23. Students will not be able to take this examination at an earlier date or time.**

Walking To/From Night Courses: UC NightWalk is a student organization that provides transportation after dark to any location within three blocks of campus to any UC student and to any UC faculty or staff member. The telephone number is 558-9255. If you experience any problems when walking to or from campus, please contact UC Public Safety at 556-1111 or dial 911.

Required Reading (E is for E-Reserve; password – Jan or Fritz; ONR - on reserve; INT - internet)

The Mediator's Handbook by Jennifer Beer with Eileen Stief. Gabriola Island, BC, Canada: New Society Publishers, 1997. (ONR)

A Long Way Gone by Ishmael Beah. New York: Sarah Crichton Books, Farrar, Straus & Giroux, 2007

Course Schedule

Monday, June 18

Wed., June 20

Introduction

Diversity Assignment

Videotape: "Mediation: An Introduction"

Overview of Mediation

Read: "Chapter 7: Clinical Sociological Contributions to Mediation" by Jan Marie Fritz, 2007 (E)

Monday, June 25

Diversity/Cultural Competency

Negotiation and Mediation

Read: "Cultural Differences Encountered by Firms when Negotiating Internationally" by Robert Gulbro and Paul Herbig (E/INT), *Industrial Management & Data Systems*, 99/2, 1999; (E); Beer: Overview (3-24)

Wed., June 27

Negotiation

Videotape: "Getting to Yes"

History of the Field of Dispute Resolution

Read: "Advocacy for Democracy: Jane Addams and the Pullman Strike" by Victoria Brown (1999) (E)

The Mediation Session

Read: Beer (25-64)

Monday, July 2

LETTER OF INTENT DUE RE DIVERSITY ASSIGNMENT

The Mediation Process

Read: Beer (Supporting the People, 65-86)

Theory and Conflict Resolution

Read: "Approaching Conflict: Theory and Mediation in the United States" by Jan Marie Fritz (E)

Wed., July 4

Holiday

Monday, July 9

Identities

Read: "Identities" by Peter Black (E) found in Cheldelin, Druckman and Fast's *Conflict* (pp. 120-39) (ONR)

FIRST EXAMINATION

Wed., July 11

The Mediation Process – Read: Beer (p. 87-148)

Alternatives to Mediation: Community Conferencing

Read: "Community Conferencing: Using Conflict to Build Community" by Lauren Abramson (E)

Restorative Justice

Read: "Can Restorative Justice Reduce Battering? Some Preliminary Considerations" by Lois Presser and Emily Gaarder (E, *Social Justice*, 27/1, 2000)

Monday, July 16

Consensus Building - Video: "Transportation Rulemaking"

DIVERSITY ASSIGNMENT DUE AND DISCUSSED

Ethical Intervention and Community Disputes

Read: "The Ethics of Intervention in Community Disputes" by James Laue and Gerald Cormick (p. 205-232, E) from *The Ethics of Social Intervention* edited by Gordon Bermant, et. al., 1998)

Facilitation: Making Meetings Work and Facilitating Community Meetings

Read: “The Bumpy Road to a Tobacco-Free Community: Lessons from Well City by Jan Marie Fritz, Paula Bistak, and Christopher Auffrey (E/INT, *Sociological Practice*; 2/2, 2000)

Public Participation

Read: “The Snakes and Ladders of User Involvement: Moving Beyond Arnstein” by Jonathan Quetzal Tritter and Alison McCallum in *Health Policy* 76 (2006):156-168 (INT)

Wed., July 18

SIERRA LEONE ASSIGNMENT DUE; GRADUATE STUDENT PAPERS DUE

Community Transformation/Reconciliation

Read: “Clinical Sociology and Community Mediation” by Wan and Wan, 2007 (E); “Structural Transformation” by Johannes Botes, 2003 (E) found in Cheldelin, Druckman and Fast’s *Conflict*, pp. 269-90 (ONR)

Monday, July 23

FINAL EXAMINATION

Selected Mediation and Facilitation Resources

Books and Chapters

- Barrett, Jerome T. with Joseph P. Barrett
2004 *A History of Alternative Dispute Resolution*. San Francisco: Jossey-Bass.
- Bens, Ingrid
2000 *Facilitating with Ease! A Step-by-Step Guidebook with Customizable Worksheets on CD-ROM*. San Francisco: Jossey-Bass.
- Bush, Robert A. Baruch and Joseph P. Folger
2005 *The Promise of Mediation: The Transformative Approach to Conflict*. Second edition. San Francisco, USA: Jossey-Bass. (A basic text for transformative mediators.)
- Caivano, Roque with Roberto E. Padilla and Marcelo Gobbi
1998 *Negociacion, Conciliacion y Arbitraje*. Lima, Peru: Asociacion Peruana de Negociacion, Arbitraje y Conciliacion.
- Cheldelin, Sandra, Daniel Drukman and Larissa Fast (Editors)
2003 *Conflict: From Analysis to Intervention*. London and New York: Continuum.
- Crocker, Chester A., Fen Osler Hampson and Pamela Aall (eds.)
1999 *Herding Cats: Multiparty Mediation in a Complex World*. Washington, D.C.: U.S. Institute of Peace Press.
- Deutsch, Morton, Peter T. Coleman and Eric C. Marcus (eds.)
2006 *The Handbook of Conflict Resolution: Theory and Practice*. Second edition. San Francisco: Jossey-Bass.

- Dukes, E. Franklin
 1996 *Resolving Public Conflict: Transforming Community and Governance*. Manchester, England and New York, USA: Manchester University Press.
- Engel, Antonia and Benedikt Korf
 2005 *Negotiation and Mediation Techniques for Natural Resource Management*. Rome: Food and Agriculture Organization of the United Nations.
- Fisher, Roger and William Ury with Bruce Patton
 1991 *Getting to Yes*. Second edition. New York, USA: Penguin Books.
- Kleiboer, Marieke
 1998 *The Multiple Realities of International Mediation*. Boulder, Colorado (USA) and London, England: Lynne Rienner Publishers.
- Lang, Michael D. and Alison Taylor
 2000 *The Making of a Mediator: Developing Artistry in Practice*. San Francisco: Jossey-Bass.
- Laue, James
 1978 Advocacy and sociology. Pp. 167-199 in George H. Weber and George J. McCall (eds.) *Social Scientists as Advocates*. Beverly Hills, California (USA) and London, England: Sage.
- Lederach, John Paul and Janice Moomaw Jenner
 2002 *A Handbook of International Peacebuilding: Into the Eye of the Storm*. San Francisco: Jossey-Bass.
- Mayer, Bernard S.
 2000 *The Dynamics of Conflict Resolution*. San Francisco, USA: Jossey-Bass.
- Mayerson, Gary
 2004 *How to Compromise with Your School District Without Compromising Your Child: A Field Guide for Getting Effective Services for Children with Special Needs*. New York: DRL Books.
- Monk, Gerald and John Winslade
 2000 *Narrative Mediation: A New Approach to Conflict Resolution*. San Francisco, USA: Jossey-Bass.
- Moore, Christopher W.
 2003 *The Mediation Process*. Third edition. San Francisco, CA: Jossey-Bass.
- Pammer, Jr., William J. and Jerri Killian (eds.)
 2003 *Handbook of Conflict Management*. New York: Marcel Dekker.
- Poitras, Jean and Pierre Renaud
 1997 *Mediation and Reconciliation of Interests in Public Disputes*. Originally published as *La mediation et la reconciliation des interets dans les conflits publics*. Scarborough, Ontario, Canada: Carswell.
- Rothman, Jay
 1997 *Resolving Identity-Based Conflict in Nations, Organizations, and Communities*. San Francisco: Jossey-Bass.

- Schrumpf, Fred, Donna K. Crawford and Richard Bodine
 1997 *Peer mediation: Conflict Resolution in Schools*. Champaign, Illinois (USA): Research Press.
- Susskind, Lawrence, Paul Levy and Jennifer Thomas-Larmer
 2000 *Negotiating Environmental Agreements*. Washington, D.C.: Island Press.
- Susskind, Lawrence, Sarah McKernan and Jennifer Thomas-Larmer (eds.)
 1999 *The Consensus Building Handbook*. Thousand Oaks, London and New Delhi: Sage Publications, Inc.
- Taylor, Alison
 2002 *The Handbook of Family Dispute Resolution*. San Francisco: Jossey-Bass.
- Volpe, Maria and Peter Maida (eds.)
 1992 *Conflict Processing*. A special issue of *Sociological Practice*.
- Warters, William C.
 2000 *Mediation in the Campus Community: Designing and Managing Effective Programs*. San Francisco: Jossey-Bass.
- Winslade, John and Gerald Monk
 2000 *Narrative Mediation: A New Approach in Conflict Resolution*. San Francisco: Jossey-Bass.

Selected Journals/Magazines

Conflict Resolution Quarterly; Negotiation Journal; Ohio State Journal on Dispute Resolution; Pepperdine Dispute Resolution Law Journal; The Dispute Resolution Journal of the American Arbitration Association; Journal of Conflict Resolution; Australian Dispute Resolution Journal; Journal of Dispute Resolution; Journal of Peace Research; ACResolution; PeaceWatch

Selected Internet Sources

- Alliance for Education in Dispute Resolution
<http://www.ilr.cornell.edu/alliance>
- American Bar Association, Section on Dispute Resolution
<http://www.abanet.org/dispute/home.html>
- Association for Conflict Resolution <http://www.acrnet.org>, a merged organization of SPIDR, CRENet and AFM
- Beyond Intractability <http://www.beyondintractability.org>
- Federal Mediation and Conciliation Service
<http://www.fmcs.gov/internet>
- Mediation Information and Resource Center <http://www.mediate.com>
- National Mediation Board <http://www.nmb.gov/index.html>
- Ohio Commission on Dispute Resolution and Conflict Management
<http://disputeresolution.ohio.gov>
- Policy Consensus Initiative <http://policyconsensus.org>
- U.S. Institute for Environmental Conflict Resolution
<http://www.ecr.gov>
- U.S. Institute of Peace <http://www.usip.org>

