



COURSE TITLE/SECTION: SOCW 7374/14186 Mediation for Social Work

TIME: Arranged – See below

FACULTY: Susan P. Robbins

OFFICE HOURS: Tuesday 12:30-1:30pm by appt.
Tuesday 4:30-5:30pm, Other hours by appointment

E-mail: srobbins@uh.edu

Phone: 713/743-8103

FAX: 713/520-8901

I. Course

A. Catalog Description:

Prerequisites: Completion of social work foundation curriculum or consent of instructor. Concepts regarding conflict resolution with emphasis on teaching a generic mediation model applicable to social work practice.

B. Purpose:

The purpose of this course is to introduce concepts regarding conflict and conflict resolution and to teach students a generic mediation model that is applicable to social work practice.

II. Course Objectives

Upon completion of this course, students will be able to:

1. define the differences between litigation, arbitration and mediation;
2. delineate the relationship between conflict theory and mediation practice;
3. discuss the differences and similarities between mediation, psychotherapy, legal advocacy and social work practice;
4. discuss the interdisciplinary nature of mediation practice;
5. identify situations appropriate for mediation;
6. identify the stages of the mediation process;
7. delineate the social work values, ethics, and skills that are necessary for mediation;

8. discuss the impact of race/ethnicity, gender, and social class on the mediation process;
9. conduct a mediation independently and as a co-mediator; and
10. analyze and evaluate a mediated dispute.

III. Course Content

This course will include the following topical (content) areas:

Conflict and conflict resolution; history and methods of alternative dispute resolution; the role of mediation in social work practice; and the ethics, stages, process and skills of mediation. Issues of human diversity are addressed throughout.

IV. Course Structure

The course will utilize lectures, group discussion, mediation simulations; and role plays.

V. Textbooks

Required:

Fisher, R., Ury, W. & Patton, B. (2011). *Getting to yes*. New York: Penguin.

Ury, W. (1993 or latest edition). *Getting past no*. New York: Bantam.

Additional required articles may be placed on Blackboard.

Recommended:

Beer, J.E. with Stief, J. and Friends Conflict Resolution Programs (2012). *Mediators handbook* (4th ed.). New Society Publishers.

VI. Course Requirements

A. Reading Assignments

See attached Class Schedule and Assignments

B. Written Assignments

There will be three (3) written assignments required for this class. These will include:

1. Generating options and solutions;

2. A written agreement;
3. Analysis and evaluation of a mediated dispute

C. Exams

There will be no written exams required for this class. Students will be required to video record a role play, which will be graded.

VII. Evaluation and Grading

Grades will be based on:

- 20% Generating options and solutions
- 20% A written agreement
- 30% Analysis and evaluation of mediated dispute
- 30% Video recorded role play

The following standard grading scale has been adopted for all courses taught in the college.

A =	96-100% of the points	C+ =	76-79.9%
A- =	92-95.9%	C =	72-75.9%
B+ =	88-91.9%	C- =	68-71.9%
B =	84-87.9%	D =	64-67.9%
B- =	80-83.9%	F =	Below 64%

Although attendance is not graded, it is required. **Any absence of more than 3 hours will jeopardize your certification as a mediator.** Any absence of more than 6 hours will jeopardize your grade in the course.

Please refer to the Graduate and Professional Studies Catalogue for the University policy regarding a grade of "incomplete."

VIII. Consultation:

My office is on the third floor of the Social Work Building, room 311, and my office phone number is (713) 743-8103. Consultation can be arranged by appointment. My e-mail address is **srobbins@uh.edu**

IX. Americans with Disabilities Statement

Whenever possible, and in accordance with 504/ADA guidelines, the University of Houston will attempt to provide reasonable academic accommodations to students who request and require them. Please call 713-743-5400 for more assistance. Instructors may not provide accommodations without supporting documentation from the UH Center for Students with Disabilities.

Class Schedule and Assignments

Weekend of February 6th -8th

Friday, Feb. 6th 10 AM - 6 PM

Saturday, Feb. 7th 10 AM - 6 PM

Sunday, Feb. 8th 2 PM - 6 PM

Lecture: Overview of the Mediation Process; Psychotherapy, Legal Advocacy & Social Work; Co-Mediation/Role Play

Lecture: Ethics in Mediation Practice

Lecture: Introductory Statements, Initial Statements and Ventilation/Role Plays

Lecture: Clarification and Problem Identification/Role Plays

Lecture: The use of neutral language in problem Clarification

Lecture: Problem-Solving, Bargaining, and Negotiation/ Role Plays

Lecture: Agreement and Closure/Role Plays

Film: Simulated Mediation

PAPER ON GENERATING OPTIONS DUE by Feb. 15th via email

Weekend of February 20th – 22nd

Friday, Feb. 20th 1 PM - 6 PM

Saturday, Feb. 21st 10 AM - 6 PM

Sunday, Feb. 22nd 2 PM - 6 PM

Readings to have completed: Fisher and Ury – entire book

WRITTEN AGREEMENT DUE by March 1st via email

Lecture: Communication Skills and Self Awareness; Race/Ethnicity, Gender and Class/Role Plays: Problem-Solving and Generating Options

Lecture: Ethical practice in social work mediation

Guest Lecturer: Dispute Resolution Center

Film: Alternative Dispute Resolution: 5 Processes

Lecture: Advanced Bargaining & Negotiation, Use of Caucus/ Role Plays: Bargaining and Negotiation

Lecture: Advanced Agreement Writing and Closure/ Role plays: Agreement Writing
Practice Sessions-role plays

Weekend of April 10th - 11th

Friday, April 10th 1-6 PM

Readings to have completed: Ury – entire book

ANALYSIS AND EVALUATION OF A MEDIATED DISPUTE DUE on April 11th

Practice Session-role plays (entire class)

Saturday, April 11th 9 AM – 5 PM

Video recorded Role Plays for Evaluation (to be scheduled individually)

X. Policy on grades of I (Incomplete):

The grade of "I" (Incomplete) is a conditional and temporary grade given when students are either **(a)** passing a course or **(b)** still have a reasonable chance of passing in the judgment of the instructor but, for non-academic reasons beyond their control have not completed a relatively small part of all requirements.

Students are responsible for informing the instructor immediately of the reasons for not submitting an assignment on time or not taking an examination. Students must contact the instructor of the course in which they receive an "I" grade to make arrangements to complete the course requirements. Students should be instructed not to re-register for the same course in a following semester in order to complete the incomplete requirements.

The grade of "I" must be changed by fulfillment of course requirements within one year of the date awarded or it will be changed automatically to an "F" (or to a "U" [Unsatisfactory] in S/U graded courses). The instructor may require a time period of less than one year to fulfill course requirements, and the grade may be changed by the instructor at any time to reflect work completed in the course.

The grade of "I" may not be changed to a grade of **W**.

XI. Policy on academic dishonesty and plagiarism

Students are expected to demonstrate and maintain a professional standard of writing in all courses, do one's own work, give credit for the ideas of others, and provide proper citation of source materials. Any student who plagiarizes any part of a paper or assignment or engages in any form of academic dishonesty will receive an "I" for the class with a recommendation that a grade of F be assigned, subsequent to a College hearing, in accordance with the University policy on academic dishonesty. Other actions may also be recommended and/or taken by

the College to suspend or expel a student who engages in academic dishonesty.

All papers and written assignments must be fully and properly referenced using APA style format (or as approved by the instructor), with credit given to the authors whose ideas you have used. If you are using direct quotes from a specific author (or authors), you must set the quote in quotation marks or use an indented quotation form. For all direct quotes, you must include the page number(s) in your text or references. Any time that you use more than four or five consecutive words taken from another author, you must clearly indicate that this is a direct quotation. Please consult the current APA manual for further information.

Academic dishonesty includes using any other person's work and representing it as your own. This includes (but is not limited to) using graded papers from students who have previously taken this course as the basis for your work. It also includes, but is not limited to submitting the same paper to more than one class. If you have any specific questions about plagiarism or academic dishonesty, please raise these questions in class or make an appointment to see instructor. This statement is consistent with the University Policy on Academic Dishonesty that can be found in your UH Student Handbook.