This is a Global Learning Class:

**COURSE DESCRIPTION:**
LBS 3468 - Introduction to Mediation
This Global Learning course provides an introduction to the principles and process of mediation. Among the topics covered are active and reflective listening skills, reframing, gender, power, and ethics in mediation.

**COURSE PREREQUISITE**
There are no prerequisites for LBS 3468.

**COURSE OBJECTIVES**
By the end of the course, students will able to:

- Mediate a simple conflict using the balanced mediation model
- Discuss the theoretical underpinnings of mediation
- Demonstrate the basic pre-mediation activities
- Elicit or role-play proper disputant and mediator roles during mediation
- Describe the principles of mediation: Impartiality, Neutrality, Confidentiality, and Voluntariness
- Identify the key elements of the ethical standards in mediation
- Identify procedural, psychological, and substantive issues
- Listen for emotions, reframe, probe, and content paraphrase
- Set an agenda for negotiation
- Discuss and apply negotiation theory
- Use more than one technique to assist disputants with negotiation
- Phrase a mediation agreement using testable, measurable language
- Determine when a mediation should be referred to someone with more specialized skills

**GLOBAL LEARNING OUTCOMES**
By the end of the course, students will able to:

- Analyze the North American mediation models as it applies to diverse cultural contexts.
- Discuss how Geert Hofstede’s cultural dimensions (i.e., power, distance, individualistic/collectivist culture, and time) can impact the mediation process.
- Apply communication theories to understand how “listening interculturally” and intercultural communication among diverse groups (or disputants) impact the mediation process.
COURSE TEXT BOOKS

ISBN : 9781483346854

COURSE EXPECTATIONS
This is an online course, meaning that the entire course will be conducted online. Performance expectations in an online course are the same as a traditional face-to-face course.

Students are expected to:
- Enroll in Blackboard Learn Orientation Course to increase their understanding of how Blackboard works [http://online.fiuedu/futurestudies/practicecourse](http://online.fiuedu/futurestudies/practicecourse)
- Purchase the book before or within the first week of class.
- Follow instructions and ask questions when you are uncertain of the course material.
- Be aware of the assignments and their respective due dates.
- Log in to the course at least 3 times per week.
- Respond to emails/messages within 2 days.
- Set your own boundaries for sharing.

Given the content of this course, class participation guidelines are:
- Respect confidentiality.
- Respond respectfully to different experiences and perspectives.
- Focus on your own learning and reflections.
- Understand your comfort zones, learning edges, and triggers.

The instructor will:
- Log in to the course 5 number of times per week.
- Respond to emails/messages within 2 days.
- Grade assignments in a timely manner and provide group or individual feedback.

LATE POLICY
Late written work will be penalized 20% of possible points, and no late assignments will be accepted after one week beyond the due date without the professor’s approval.

ACADEMIC INTEGRITY
This Code of Academic Integrity was adopted by the Student Government Association on November 28, 2001 and reflects the values articulated in the Student Code of Standards. Florida International University is a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas, and community service. All students should respect the right of others to have an equitable opportunity to learn and honestly to demonstrate the quality of their learning. Therefore, all students are expected to
adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the educational mission of Florida International University. As a student of this university:

- I will be honest in my academic endeavors.
- I will not represent someone else's work as my own.
- I will not cheat, nor will I aid in another's cheating.

All students are deemed by the university to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook. By taking this course I promise to adhere to FIU's Student Code of Academic Integrity. For details on the policy and procedure go to ACADEMIC MISCONDUCT(http://online.fiu.edu/currentstudents/academicmisconduct).

ASSISTANCE FOR STUDENTS

The Learning Center is available to assist students in the organization and writing of their papers. The website for the Learning Center is: http://learningcenter.fiu.edu

Students with special needs: I understand that there is Office of Disability Services (http://drc.fiu.edu/) available to me should I need it. It is my responsibility to contact them to process my request to have my needs met. I need to follow their procedures as to proper notification to the instructor.

RELIGIOUS HOLIDAYS

The University's policy on religious holy days as stated in the University Catalog and Student Handbook will be followed in this class. Any student may request to be excused from class to observe a religious holy day of his or her faith.

COURSE COMMUNICATION

Communication in this course will take place via blackboard message. Students need to check Blackboard message regularly. Please, response to instructor’s emails within 2 to 3 days.

COURSE REQUIREMENTS

Discussions

The purpose of the discussion forum is to foster student engagement and interaction. Please review the discussion requirements for this course below.

Discussion Requirements:
1. Review the Discussion Rubric for the grading criteria before starting each assignment, if you want to be successful in this course.
2. Proofread discussions before posting.
3. Integrate the readings in your responses.
4. Answer discussion questions in “question and answer” format, that is, provide the questions and answers when submitting their work. I am expecting short- answers that are concise, well written, and supported by the text. Basically, demonstrate that you read the readings and can integrate the material.
5. Critically reply to at least ONE student’s post. Merely replying that you “agree” or that you “like” the post is NOT a critical reply. Critical replies add to or extend the discussion, offer different perspectives or provide explanations for agreeing/disagreeing.
6. Reply to students’ postings by the following Tuesday (11:59pm) after the discussion is due. I am giving you this time to read and critically reply to ONE student’s post’. Keep in mind that students learn from each other.
Portfolio Assignment

A. Students will complete a series of assignments that culminate into a one complete Portfolio Assignment. The entire Portfolio is divided into three main sections (A, B, and C); these three main sections are due throughout the semester (see course requirements for section A, B, and C details and course schedule for sections due dates). Each section (A, B and C) has to be sent individually, in a separate posting. Do not send the three sections in one file.

B. To be successful and to avoid falling behind, students should work their portfolios weekly. These assignments will provide students the ability to demonstrate a more in-depth application of the readings and to explore relevant information about the field of mediation.

Portfolio Assignment Requirements:
1. Proofread your papers; excessive typos and spelling errors may be subject to a re-write.
2. All papers, (presented using Word ONLY) must include:
   a. Cover page (with your name, assignment name, class #, and date, etc.).
   b. Reference list.
   c. Page numbers (insert page numbers)
   d. Page layout with 1 inch margins and 11-12 font size.
   e. Save file as: LBS(Course number)(Name of assignment)Student name.doc
      (i.e., LBS 3468.Portfolio Assignment Module 7.Jane Doe.doc)
   f. APA 6th writing style for all citations and references. If you are unfamiliar with APA, please review the following links: http://flash1r.apa.org/apastyle/basics/index.htm or http://owl.english.purdue.edu/owl/section/2/10/

Video Assignments

There are a few video assignments in this course. In preparation for the Webcam recordings, please go to Student Resources > Course Resources > Video Everywhere, and set up the necessary tools to ready yourself to make webcam recordings. “Video Everywhere” is a feature that allows you to record video and upload it directly to YouTube. Don’t fear: your recording stays in your FIU course and does not go public. To get started, read How to Record and Upload Video into Blackboard and How to Set up a YouTube account with an FIU Student email. Specific video assignments instructions are on Blackboard.

Quizzes

There are eleven chapter quizzes in this course. The quizzes will examine your understanding of the textbook. Quizzes maybe short questions and/or multiple-choice questions to assess of your comprehension.

Extra Credit

There are two extra credit opportunities in this course.

1. Student Feedback Survey: For this option, students will complete a feedback survey about the course content and your experience in this course (see instructions in Blackboard).
2. Reflection on my Learning Process: In 300 words or more, reflect on your learning process in this class.
<table>
<thead>
<tr>
<th>COURSE REQUIREMENTS</th>
<th>Number of Items</th>
<th>Points Per Item</th>
<th>Total Points</th>
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<tr>
<td>Discussion Questions</td>
<td>7</td>
<td>30</td>
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<td>Chapter Quizzes</td>
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<td>110</td>
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<td><strong>Portfolio Assignments – Section A</strong></td>
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<td>1. Portfolio Assignment 1.1: Starting Your Mediator Portfolio</td>
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<td>2. Portfolio Assignment: 3.1: Emotional Paraphrases</td>
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<td>3. Portfolio Assignment: 3.2: The Open-Ended Question</td>
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<td>4. Portfolio Assignment: 5.1 Ethical Codes of Conduct</td>
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<td>5. Portfolio Assignment: 5.2 Mediator Supplies</td>
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<td>6. Portfolio Assignment: 5.3: Cultural Awareness</td>
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<td><strong>Portfolio Assignments – Section B</strong></td>
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<td>1. Portfolio Assignment: 4.1 The Referral Sourcebook</td>
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<td>2. Portfolio Assignment: 4.2 Intake and Agreement to Mediate Forms</td>
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<td>3. Portfolio Assignment: 6.1 Create Your Personal Opening Statement</td>
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<td>4. Portfolio Assignment: 6.2 Creating Your Personal Note taking Form</td>
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<td><strong>Portfolio Assignments – Section C</strong></td>
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<td>1. Portfolio Assignment: 7.1: The Vision Quest</td>
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<td>2. Portfolio Assignment: 7.2: Reframes</td>
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<td>3. Portfolio Assignment: 8.1: Methods of Ordering the Agenda</td>
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<td>4. Portfolio Assignment: 8.2: Transitioning to the Agenda</td>
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<td>5. Portfolio Assignment: 9.1: Questions to Start Negotiation</td>
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<td>6. Portfolio Assignment: 9.2: Going into Caucus</td>
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<td>7. Portfolio Assignment: 10.1 Memorandum of Agreement Form</td>
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<td>8. Portfolio Assignment: 10.2: The Referral Sourcebook</td>
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<td>9. Portfolio Assignment: 11.1: Assessing the Local Mediator Community (see Activity 11.1, p. 195)</td>
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<td>10. Portfolio Assignment: 11.2: Find Mediator Jobs (see Activity 11.2, p. 197)</td>
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<td>Student Feedback Survey</td>
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<td>Reflection on my Learning Process</td>
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<td><strong>Total Possible Extra Credits</strong></td>
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**GRADING SCALE**

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<th>Letter Grades with Percentage</th>
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<th>Points</th>
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<tbody>
<tr>
<td>A 95 - 100%</td>
<td>570-600</td>
<td>C+ 77 - 79%</td>
<td>462-479</td>
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<tr>
<td>A- 90 - 94%</td>
<td>540-569</td>
<td>C 70 - 76%</td>
<td>420-461</td>
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<tr>
<td>B+</td>
<td>522-539</td>
<td>D</td>
<td>360-419</td>
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LBS 3468- SPRING 2017- Global Learning Syllabus
### WEEKLY COURSE SCHEDULE

**Important:** The course week runs from Monday to Sunday. Weekly coursework is due on **Sunday by midnight (EST).** Reply to students’ postings by the following Tuesday (11:59pm) after the discussion is due. I am giving students this time to read and critically reply to another student. The modules with (*) cover a two-week period; the others cover a one-week period.

<table>
<thead>
<tr>
<th>Module #</th>
<th>DATES</th>
<th>MODULE TOPICS</th>
<th>WEEKLY TASKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 1</td>
<td>Jan 9 – Jan 15</td>
<td>Course Overview</td>
<td>Review Syllabus, Review Course Modules, Discussion (introduction)</td>
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<tr>
<td>Module 2</td>
<td>Jan 9 – Jan 15</td>
<td>Introduction to Mediation</td>
<td>Chapter 1 Reading and Quiz, Portfolio Assignment 1.1, Discussion Module 2</td>
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<tr>
<td>Module 3</td>
<td>Jan 16 – Jan 22</td>
<td>Mediation Approaches and Models</td>
<td>Chapter 2 Reading and Quiz, Discussion Module 3</td>
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<tr>
<td>Module 4</td>
<td>Jan 23 – Jan 29</td>
<td>Essential Mediators’ Skills</td>
<td>Chapter 3 Reading and Quiz, Portfolio Assignment 3.1, and 3.2, Discussion Module 4</td>
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<tr>
<td>Module 5*</td>
<td>Jan 30 – Feb 12</td>
<td>Ethical Standards in Mediation</td>
<td>Chapter 5 Reading and Quiz, Portfolio Assignment 5.1, 5.2, and 5.3, DUE: Portfolio Assignments Section A</td>
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<td>Module 6</td>
<td>Feb 13 – Feb 19</td>
<td>Pre-Mediation Activities</td>
<td>Chapter 4 Reading and Quiz, Portfolio Assignment 4.1, and 4.2, Discussion Module 6</td>
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<td>Module 7*</td>
<td>Feb 20 – Mar 5</td>
<td>The Opening Statement</td>
<td>Chapter 6 Reading and Quiz, Portfolio Assignment 6.1, and 6.2, DUE: Portfolio Assignments Section B</td>
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<td>Module 8</td>
<td>Mar 6 – Mar 12</td>
<td>Mediation Techniques</td>
<td>Chapter 7 Reading and Quiz, Portfolio Assignment 7.1, and 7.2, Discussion Module 8</td>
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<td>SPRING BREAK</td>
<td>Mar 13 -Mar 19</td>
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<td>Module 9</td>
<td>Mar 20 – Mar 26</td>
<td>Setting the Agenda in Mediation</td>
<td>Chapter 8 Reading and Quiz, Portfolio Assignment 8.1, and 8.2, Discussion Module 9</td>
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<td>Module 10*</td>
<td>Mar 27 – Apr 9</td>
<td>The Mediation Session</td>
<td>Chapter 9 Reading and Quiz, Portfolio Assignment 9.1, and 9.2, Discussion Module 10</td>
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<td>Module 11</td>
<td>Apr 10 – Apr 16</td>
<td>Settlement and Closure</td>
<td>Chapter 10 Reading and Quiz, Portfolio Assignment 10.1, and 10.2, DUE: ALL Extra Credit</td>
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<td>Module 12*</td>
<td>Apr 17 – Apr 29</td>
<td>Mediation as a Profession</td>
<td>Chapter 11 Reading and Quiz, Portfolio Assignment 11.1, and 11.2, DUE: Portfolio Assignments Section C</td>
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**Portfolio Assignments**

- **Section A**
  - Module 5: Assignments 5.1, 5.2, and 5.3

- **Section B**
  - Module 7: Assignments 6.1 and 6.2

- **Section C**
  - Module 12: Assignments 11.1 and 11.2

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**Grading Scale**

- A: 90% and above
- A-: 87% - 89%
- B+: 83% - 86%
- B: 80% - 82%
- B-: 77% - 79%
- C+: 73% - 76%
- C: 70% - 72%
- C-: 67% - 69%
- D+: 60% - 64%
- D: 57% - 59%
- D-: 53% - 56%
- F: 0% - 59%

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