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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:

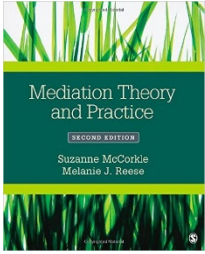
- Mediate a simple conflict using the balanced mediation model
- Discuss the theoretical underpinnings of mediation
- Demonstrate the basic pre-mediation activities
- Elicit or role-play proper disputant and mediator roles during mediation
- Describe the principles of mediation: Impartiality, Neutrality, 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



Suzanne McCorkle and Melanie J. Resse Mediation Theory and Practice 2 Edttion.
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.fiu.edu/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)(<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/) (<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.
1. 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.JaneDoe.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.

COURSE REQUIREMENTS	Number of Items	Points Per Item	Total Points
Discussion Questions	7	30	210
Chapter Quizzes	11	10	110
Portfolio Assignments –Section A			60
1. Portfolio Assignment 1.1: Starting Your Mediator Portfolio 2. Portfolio Assignment: 3.1: Emotional Paraphrases 3. Portfolio Assignment: 3.2: The Open-Ended Question 4. Portfolio Assignment: 5.1 Ethical Codes of Conduct 5. Portfolio Assignment: 5.2 Mediator Supplies 6. Portfolio Assignment: 5.3: Cultural Awareness			
Portfolio Assignments –Section B			100
1. Portfolio Assignment: 4.1 The Referral Sourcebook 2. Portfolio Assignment: 4.2 Intake and Agreement to Mediate Forms 3. Portfolio Assignment: 6.1 Create Your Personal Opening Statement 4. Portfolio Assignment: 6.2 Creating Your Personal Note taking Form			
Portfolio Assignments – Section C			120
1. Portfolio Assignment: 7.1: The Vision Quest 2. Portfolio Assignment: 7.2: Reframes 3. Portfolio Assignment: 8.1: Methods of Ordering the Agenda 4. Portfolio Assignment: 8.2: Transitioning to the Agenda 5. Portfolio Assignment: 9.1: Questions to Start Negotiation 6. Portfolio Assignment: 9.2: Going into Caucus 7. Portfolio Assignment: 10.1 Memorandum of Agreement Form 8. Portfolio Assignment: 10.2: The Referral Sourcebook 9. Portfolio Assignment: 11.1: Assessing the Local Mediator Community (see Activity 11.1, p.195) 10. Portfolio Assignment: 11.2: Find Mediator Jobs (see Activity 11.2, p. 197)			
Total Points			600
EXTRA CREDIT			
Student Feedback Survey	1	15	15
Reflection on my Learning Process	1	10	10
Total Possible Extra Credits			25

GRADING SCALE

Letter Grades with Percentage	Points	Letter Grades with Percentages	Points
A 95 - 100%	570-600	C+ 77 - 79%	462-479
A- 90 - 94%	540-569	C 70 - 76%	420-461
B+	522-539	D	360-419

87 - 89%		60 - 69%	
B 83 - 86%	498-521	F 0 - 59%	359 and below
B- 80 - 82%	480-497		

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 students. The modules with (*) cover a two-week period; the others cover a one-week period.

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

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