

Conflict Resolution Graduate Program
University of Denver
CRES 4971: Advanced Mediation Practicum
Interpersonal/Organizational
Spring Quarter 2015

Instructor & Class Information

Instructor: Fonda Hamilton

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Class Time: Wednesdays; 9:00-11:50am

Class Location: Mary Reed 1

Office Hours: By appointment

Course Purpose

1. The Advanced Interpersonal/Organizational Practicum course is designed to provide Conflict Resolution Masters students with the opportunity to learn advanced mediation knowledge and skills working with the courts and in the workplace.
2. All students could still be mediating cases as co-mediators with experienced mediators with JCMS, CMS, Boulder Mediation Services, or private mediators in order to fulfill their basic practicum mediation requirements.
3. All students will fully participate in class, which will reinforce, elaborate on practical learning experiences, and learn other practical aspects of mediation court cases, working with organizations, or in the workplace.
4. The practicum is divided between the basic and advanced practicum. The basic practicum classes will begin on March 25th and end on May 13th. The advanced practicum classes will begin the week of May 18th and end the week of June 8th (Interpersonal/Organizational Advanced Practicum) or the week of the June 28th (Public Policy Advanced Practicum).
5. Students should be meeting with Tamra or beginning their mentorship placements.

Course Learning Objectives

1. All students will fully participate in class, which will reinforce, elaborate on practical learning experiences, and learn other practical aspects of mediation or ADR the students may engage in once they enter the professional field.
2. Students will acquire and/or improve conflict resolution and communication skills.
3. Students will gain practical experience designing conflict resolution processes and interventions, planning for implementation, and execution of processes and interventions.
4. Students will demonstrate the ability to design a dispute resolution system for a workplace environment.
5. Students will demonstrate process for reflecting on and evaluating conflict resolution integration
6. Students will increase their marketability after graduation through actual practical experience, developing connections with practitioners and programs, and establishing ADR business practices.

Course Description/Overview

- The practicum will take place during the Spring Quarter. The basic practicum classes will begin on March 25th and end on May 13th. The advanced practicum classes, where students will be separated into their desired tracks, will begin the week of May 18th and end the week of June 8th (Interpersonal/Organizational Advanced Practicum) or the week of the June 28th (Public Policy Advanced Practicum).
- The advanced practicum consists of mediation practice, weekly classes (up to 3 hours per week), learn how DV and culture can affect court-ordered mediations and workplace conflict, learn how to design a dispute resolution system for a workplace environment, and learn how to conduct a professional organizational assessment.
- Students will develop expertise in the specialty area of interpersonal mediation practice and organizational/workplace conflict. These specialties will include divorce/family, probate/ eldercare, healthcare, employer/employee disputes, and discrimination issues.

Required & Optional/Suggested Reading

Required Books: (Basic)

- Simon, Peter N., (2010) *The Anatomy of a Lawsuit*. LexisNexis
- Lang, M.D. and Taylor. (2000) *The Making of a Mediator*. Jossey-Bass

Optional/Suggested Reading;

- Folger, Joseph P. and Poole, Marshall and Scott, Stutman, Randall K. (2005) *Working through Conflict, Strategies for Relationships, Groups, and Organizations* 5th Edition, Pearson Educations

Course Structure – class & field experience

- a. Weekly Class Meeting: Class will meet for up to 3 hours on Wednesdays from 9:00-11:50am in the Mary Reed Building, Classroom 1
- b. Mediations: Co-mediations with experienced mediators will begin as soon as possible after attending the JCMS and CMS orientations and continue throughout the practicum as necessary to meet the course requirements.
- c. Case Presentations: Each student will present two to three cases for class discussion. Number of cases will be determined by time allotted. See assignment guides.
- d. Issue Presentations: Each student will present to the class a practical issue that arose during the discussion their case.
- e. Assignments
- f. Student's Final Summary of the Basic & Advanced Practicum Experience: Each student is required to submit a paper detailing how the advanced training has enhanced the information learned from Basic Practicum. This should include the student's experiences, knowledge, skills learned in throughout the practicum, his/her strengths and weaknesses mediating cases, and how he/she intends to apply this to their area of practice.

Make-up Work/Late Work/Religious Accommodations

You are responsible for keeping up with the work, the reading, any assignments, and completing your required number of mediation cases. If you miss a class, you should contact the instructor for any assignment and a classmate to obtain notes. Students will be responsible for completing reading assignments prior to that assignment's scheduled review as outlined on the schedule.

University policy grants students excused absences from class or other organized activities for observance of religious holy days, unless the accommodation would create an undue hardship. Students are responsible for completing assignments given during their absence. Once a student has registered for a class, the student is expected to examine the course syllabus for potential conflicts with holy days and to notify the instructor by the end of the first week of classes of any conflicts that may require an absence.

All assignments are due on the date listed. If you have a problem submitting the assignment according to the schedule, you **MUST** notify me at least 24 hours prior to the due date. I may accept assignments late if the student has a **VALID** reason. An assignment that is over 5 days late will not be graded unless another arrangement has been made between the student and instructor.

Grades/Evaluation of Students

- Basic Practicum grade will be 50% of the final practicum grade (the Advanced Practicum grade will be the remaining 50% of the final practicum grade.
- Advanced Practicum grades will be determined as follows:
 1. Class Participation – 15%
 2. Final Summary of Practicum Experience Reflection Paper - 35%
 3. Organizational Students
 - a. Organizational Assessment Paper – 50%
 4. Interpersonal Students
 - a. Case Presentations and Case Issues – 10%;
(5% case presentation; 5% issues presentation)
 - b. Interpersonal Paper – 40%

Class Schedule & Outline

May 20th

Conducting an organization or business assessment; Choosing an area of focus
Case presentation and discussion; Discussion of problematic case complications

Assignment:

- Interpersonal Students: Determine and discuss with the instructor a topic for your Interpersonal research paper
- Organizational Students: Determine and discuss with the instructor if you will be using the fact pattern or a real company to do your assessment on.

Exercise: Discuss a company in the midst of conflict and how and how to evaluate their organization - make and assist in the implementation of these recommendations; Go over the flowchart for Domestic cases

May 27th

Specific knowledge for different types of cases – Divorce/Family, DV, Eldercare and Probate Issues, Healthcare, Discrimination, Harassment; Discuss interviewing for the purpose of gathering data for assessments;

Case presentation and discussion; Discussion of problematic case complications

Assignment: Organizational Assessment Analysis and Interpersonal Research papers– due June 10th

Exercise: Discuss resources a mediator can give their parties

June 3rd

Stages of Divorce/Grief in mediations; Cultural and religious issues that affect mediation/facilitation; Discuss personality conflicts in the workplace

Case presentation and discussion; Discussion of problematic case complications

Assignment: Advanced Practicum Reflection paper – Due June 10th

June 10th

Case presentation and discussion; Discussion of problematic case complications;

Q&A session

Assignment: Due Today!

- Advanced Practicum Reflection paper
- Interpersonal Research paper
- Organizational Assessment paper

ASSIGNMENTS

1) Organizational Assessment

Analyze a company, organization, or group that you are involved with. This should include this entity's:

1. Strengths & weaknesses
2. Possible personality differences that contribute to a less than productive or enhances the group or organization's environment
3. Processes and procedures that are effective and those that are ineffective
4. Any other pertinent information you feel needs to be included to assist this organization in becoming more proficient and effective.
5. Summary of the organizations "health" and suggestions for change or enhancements.
6. Also, assume, you will also be facilitating these changes or proposals to enhance current practices. Include ideas on how you would implement of your assessment or proposals - perhaps a timetable for complete revisions.

The paper should include all of the areas listed above as well any applicable references and your list of questions asked to those interviewed. The 2 handouts, Organizational Assessment Paper and Conducting the Assessment, will provide you with additional information.

2) Interpersonal Paper

The topic of this paper should be centered on a particular area of focus you are interested in to build your practice around in the future. You can choose the topic, but it needs to be approved by the instructor. This paper should be researched thoroughly in order to provide you with valuable knowledge, which can be applied to your practice. It should include references.

For example: If your area of focus were to become a domestic mediator, I would expect you to research the subject knowledge and training necessary to become a successful domestic mediator. You should include states that have certified or credentialed domestic mediators and what the requirements are for that state. Also, include what Colorado does.

3) Advanced Practicum Reflection paper

For this paper the student should “build upon” what he/she has learned from the cases they have co-mediated (if this has continued into Advanced Practicum) and how they have continued to improve in their ability to handle conflict. It should also include how knowledge of analyzing/researching a business/organization or a particular area of practice has impacted them and their future as mediators/facilitators.

The reflection should also include what you found valuable in the last 4 weeks of Practicum and any suggestions for future Conflict Resolution Practicum students.