



MEDIATION

MED600 — Mediation, 600.0 hours

PROFESSOR

I have been a Mediation Instructor with Lakewood University since June of 2017. Prior to being part of the Lakewood University team, I have worked as a mediator for the Center for Effective Dispute Resolution (CEDRS) as well a private mediator. In addition to working in the mediation field I have held several different positions. I have worked as Criminal Justice program director for San Joaquin Valley College, an Officer with the Fullerton College Campus Police Department, Field Training Officer at the State of California Office of Protective Services. I was then promoted to Special Investigations Unit (SIU) and investigated numerous cases involving child abuse, elder abuse, death investigations and sexual assaults.

In 2007, I transferred to the State of California Department of Corrections where I worked as a Special Agent with their Internal Affairs (OIA) Unit. I held the position of Terrorism Liason Office. I also was fortunate to serve 7 years in the United States Marine Corps and 6 years in the Army National Guard.

I also have my Bachelor of Science in Criminal Justice and a Masters of Arts in Negotiations and Conflict Management.

CONTACT INFORMATION

E-mail: jreyes@lakewood.edu

Cell Phone: 800-517-0857 X 737

Address: 2231 N Taylor Rd Cleveland Heights, OH 44112

ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

BOOKS AND RESOURCES

Haggins, Tanya L. Professional Mediator Certificate Course Manual. Cleveland Heights: Lakewood University, 2018.

Haynes, John M. The Fundamentals of Family Mediation. Albany: State University of New York, 1994.

Fisher, Roger, William Ury, and Bruce Patton. Getting to Yes: Negotiating Agreement Without Giving In. New York: Penguin, 2011.

EVALUATION METHOD

Graded work will receive a numeric score reflecting the quality of performance.

Course Requirement Summary

- Practical Skills – Pass/Fail
- Weekly discussion forums – Pass/Fail
- Quizzes - 1600 Points
- Final Exam - 50 Points

GRADING SCALE

Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 1700. To determine the final grade, the student's earned points are divided by 1700.

Your overall course grade will be determined according to the following scale:

A = (90% -100%)

B = (80% - 89%)

C = (70% - 79%)

D = (60% - 69%)

F < (Below 60%)

ACADEMIC INTEGRITY/ PLAGIARISM:

Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

DISABILITY ACCOMMODATIONS

Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: disabilityservices@lakewood.edu

SUPPLEMENTAL TEXTS

You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

LIBRARY

Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at modell@lakewood.edu or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

SUPPORT

Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2
info@lakewood.edu
studentservices@lakewood.edu

CAREER SERVICES

Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2
careerservices@lakewood.edu

LESSONS

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #1	<ul style="list-style-type: none">This lesson will cover the history of dispute resolution and other dispute resolution processes such as negation, arbitration, mediation, and other extra-trial settlement procedures that have long been an integral part of court-dominated litigation	Reading Assignment Lesson 1 Review Vocabulary Terms Watch Lesson Recording Discussion Forum — Welcome to Mediation! Test #1 Lesson Evaluation	Complete all activities and tests in lesson	Objective 1 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #2				Objective 1

- This lesson outlines the various types of mediation as well as their advantages and disadvantages. Ethical considerations will be introduced to the students concerning neutrality, fairness and bias.

Reading Assignment Lesson 2
Review Vocabulary Terms
Watch Lesson Recording
Discussion Forum — Mediation and You
Test #2
Lesson Evaluation

Complete all activities and tests in lesson

Objective 2
Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #3	<ul style="list-style-type: none"> • This lesson will have students utilize communication techniques such as ignoring, pretending, selective listening, and active listening. They will learn how to ask open-ended questions, close-ended questions, and leading questions. 	Reading Assignment Lesson 3 Review Vocabulary Terms Watch Lesson Recording Discussion Forum — Caucusing Parties Test #3 Lesson Evaluation	Complete all activities and tests in lesson	Objective 5 Objective 7 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #4	<ul style="list-style-type: none"> • This lesson offers instruction on how to work with outside experts such as attorneys, accountants, and real estate appraisers for the appropriate division of assets and debts as well as advice on handling child-support issues. 	Reading Assignment Lesson 4 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 4 Test #4 Lesson Evaluation	Complete all activities and tests in lesson	Objective 5 Objective 8 Objective 11 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #5	<ul style="list-style-type: none"> • This lesson demonstrates how to get both parties to participate in the mediation process. Instruction will be given on how to handle telephone contact and appointment letters as well as how to explain mediation to others. 	Reading Assignment Lesson 5 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 5 Test #5 Lesson Evaluation	Complete all activities and tests in lesson	Objective 3 Objective 4

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #6	<ul style="list-style-type: none"> • The purpose of this lesson is to teach students to create safety and hope for disputants through the use of the opening statement. 	Reading Assignment Lesson 6 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 6 Test #6 Lesson Evaluation	Complete all activities and tests in lesson	Objective 5

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
-------	--------------	----------------------	-----	------------

Lesson #7	<ul style="list-style-type: none"> This lesson will effectively gather information and develop communication skills. The focus will include active listening, issue defining and identification, and opening statements. Students will also be provided instruction on mediator control. 	<p>Reading Assignment Lesson 7 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 7 Test #7 Lesson Evaluation</p>	Complete all activities and tests in lesson	Objective 4 Objective 14
-----------	---	--	---	-----------------------------

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #8	<ul style="list-style-type: none"> This lesson will utilize negation-planning instruments. Students will be able to define all of the parties, their initial positions, fallback positions, and bottom line. 	<p>Reading Assignment Lesson 8 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 8 Test #8 Lesson Evaluation</p>	Complete all activities and tests in lesson	Objective 5 Objective 7 Objective 8 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #9	<ul style="list-style-type: none"> This lesson will teach critical skills needed for facilitating communication and dealing with problems that may arise in a mediation session with uncooperative parties. 	<p>Reading Assignment Lesson 9 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 9 Test #9 Lesson Evaluation</p>	Complete all activities and tests in lesson	Objective 6 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #10	<ul style="list-style-type: none"> This lesson will focus on possible problem behaviors of disputants during mediation. Explanation of the steps of addressing impasse and brainstorming techniques will be covered. 	<p>Reading Assignment Lesson 10 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 10 Test #10 Lesson Evaluation</p>	Complete all activities and tests in lesson	Objective 5 Objective 7 Objective 8 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #11	<ul style="list-style-type: none"> This lesson will identify various theories of conflict management. Additionally, both distributive and integrative bargaining tactics will be taught. Students will learn to recognize the tactics of the disputants and to overcome them. Finally, students will learn to recognize and deal with interest, which disputants may or may not voice. 	<p>Reading Assignment Lesson 11 Review Vocabulary Terms Watch Lesson Recording Discussion Forum – Principles of Negotiation Test #11 Lesson Evaluation</p>	Complete all activities and tests in lesson	Objective 8 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #12	<ul style="list-style-type: none"> Students will learn how to draft an appropriate mediation agreement. They will discuss the unauthorized practice of law and how to avoid it. 	Reading Assignment Lesson 12 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 12 Test #12 Lesson Evaluation	Complete all activities and tests in lesson	Objective 10 Objective 11 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #13	<ul style="list-style-type: none"> This lesson will review the ethics of the mediation field as it relates to confidentiality, caucus, and conflicts of interests. Students will learn how to set the tone for a mediation session as well. 	Reading Assignment Lesson 13 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 13 Test #13 Lesson Evaluation	Complete all activities and tests in lesson	Objective 7 Objective 11 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #14	<ul style="list-style-type: none"> This lesson will focus on issues that are unique to divorce and family mediation. Specifically included will be training on domestic violence, child abuse, and the psychological stages of divorce. This will include ethical concerns for the mediator to report harm balanced with confidentiality. 	Reading Assignment Lesson 14 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 14 Test #14 Lesson Evaluation	Complete all activities and tests in lesson	Objective 11 Objective 12 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #15	<ul style="list-style-type: none"> This lesson will teach how to deal with clients in a business situation and issues that are unique to business environment situations. 	Reading Assignment Lesson 15 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 15 Test #15 Lesson Evaluation	Complete all activities and tests in lesson	Objective 7 Objective 14

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #16	<ul style="list-style-type: none"> This lesson will outline how to effectively market a mediation practice and identify other ways to cultivate opportunities in the mediation profession. 	Reading Assignment Lesson 16 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills—16 Test #16 Study & Review all Course Materials Take Final Exam (Covering all Course Textbook Materials) Lesson Evaluation	Complete all activities and tests in lesson	Objective 13 Objective 14

DESCRIPTION

Mediation and dispute resolution are rapidly growing fields of study and sought after skills in the workplace. This comprehensive course provides the core skill sets necessary for the practice of mediation. As it becomes more and more apparent that individuals, families, groups, organizations, communities and nations must begin to work together in peaceful ways for the common good, mediation and dispute resolution are poised to become increasingly popular. In mediation, a neutral third party, mediator, works with both sides of a dispute to have them agree on their own terms, without someone else deciding what is best for them. Students are guided through stages of mediation and how these stages apply to actual case studies of mediation. Students are offered an overview of the nature of conflict and differing styles of human interaction and are asked to explore their unique style of engaging or avoiding conflict and how this might affect their role as a mediator. The course presents an overview of theories of conflict and power, influences of gender and culture and how each helps inform a mediator's interventions. The important skill set of negotiation, including how to apply negotiation techniques, the critical issue of timing, and caucuses and other techniques to deal with impasses in the mediation are presented. The course covers the standards and ethics of this growing profession. Students learn core people skills such as reflective listening, impartiality, reframing, effective communication, and the handling of critical moments.

Program Objectives

1. Identify various conflict resolution processes
2. Discuss realistic career opportunities available in the conflict resolution field upon successful completion of this program
3. Identify and explain the five stages of mediation
4. Write an opening statement effectively
5. Illustrate barriers to communication
6. Argue negotiation tactics to specific scenarios effectively
7. Utilize active listening strategies
8. Distinguish between various effective strategies for developing critical thinking and problem-solving skills
9. Demonstrate skills for forming mutually acceptable agreements
10. Construct an effective mediation agreement
11. Interpret ethical issues that may arise
12. Write a mediated divorce agreement
13. Assemble a marketing strategy for a mediation practice

OBJECTIVES

1. Identify various conflict resolution processes
2. Discuss realistic career opportunities available in the conflict resolution field upon successful completion of this program
3. Identify and explain the five stages of mediation
4. Write an opening statement effectively
5. Illustrate barriers to communication
6. Argue negotiation tactics to specific scenarios effectively
7. Utilize active listening strategies
8. Distinguish between various effective strategies for developing critical thinking and problem-solving skills
9. Demonstrate skills for forming mutually acceptable agreements
10. Construct an effective mediation agreement
11. Interpret ethical issues that may arise
12. Write a mediated divorce agreement
13. Assemble a marketing strategy for a mediation practice