



# MEDIATION & PARALEGAL COMBINATION PROGRAM

## MEDPARA — Mediation and Paralegal Combination Program , hours

### PROFESSOR

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Joe Reyes

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.

Julie Beadle

Julie Beadle graduated from the University of Akron School of Law summa cum laude and has been employed with the Ohio Eleventh District Court of Appeals in Trumbull County as a judicial attorney for eight years. She enjoys performing research on a variety of difficult legal problems with a special interest in the criminal justice system and criminal law.

Julie Beadle has also taught online paralegal courses in many subjects and finds the experience of interacting with students and learning from them to be very rewarding.

As a life-long resident of Ohio, she likes to watch all Cleveland sports teams and attend Cleveland Indians games. She also spends time caring for her cats, all of which have been rescued.

### CONTACT INFORMATION

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Joe Reyes

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Cell Phone: 800-517-0857 X 737

Julie Beadle

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Cell Phone: 800-517-0857 X 713

### ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

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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

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### Mediation

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.

### Paralegal Studies

Meinzinger, Mary, and Roger Miller. Paralegal Today: The Essentials. 7th ed. Albany, NY: Delmar, 2017.

## EVALUATION METHOD

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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

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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:

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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

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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](mailto:disabilityservices@lakewood.edu)

## SUPPLEMENTAL TEXTS

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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](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](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html)

## LIBRARY

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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](mailto: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

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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](mailto:info@lakewood.edu)  
[studentservices@lakewood.edu](mailto: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	History of dispute resolution and its processes	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
Lesson #2	Types of mediation, their advantages and disadvantages. Ethical considerations	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 1 Objective 2
Lesson #3	Communication techniques and asking 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
Lesson #4	Working with other professionals such as attorneys, accountants, appraisers	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
Lesson #5	Getting both parties to participate in the mediation process	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
Lesson #6	Creating your opening statement to engender hope & safety	Reading Assignment Lesson 6 Review Vocabulary Terms	Complete all activities and tests in lesson	Objective 5

Watch Lesson Recording  
Practice Your Skills - 6  
Test #6  
Lesson Evaluation

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #7	<ul style="list-style-type: none"> <li>Gathering information &amp; mediation control</li> </ul>	Reading Assignment Lesson 7 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 7 Test #7 Lesson Evaluation	Complete all activities and tests in lesson	Objective 4
Lesson #8	<ul style="list-style-type: none"> <li>Negotiation planning instruments, defining parties and positions</li> </ul>	Reading Assignment Lesson 8 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 8 Test #8 Lesson Evaluation	Complete all activities and tests in lesson	Objective 5 Objective 7 Objective 8
Lesson #9	<ul style="list-style-type: none"> <li>Facilitating communication &amp; dealing with problems</li> </ul>	Reading Assignment Lesson 9 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 9 Test #9 Lesson Evaluation	Complete all activities and tests in lesson	Objective 6
Lesson #10	<ul style="list-style-type: none"> <li>Problem behaviors, addressing impasse</li> </ul>	Reading Assignment Lesson 10 Review Vocabulary Terms Watch Lesson Recording Practice Your Skills - 10 Test #10 Lesson Evaluation	Complete all activities and tests in lesson	Objective 5 Objective 7 Objective 8
Lesson #11	Theories of conflict management, bargaining tactics	Reading Assignment Lesson 11 Review Vocabulary Terms Watch Lesson Recording Discussion Forum – Principles of Negotiation Test #11 Lesson Evaluation	Complete all activities and tests in lesson	Objective 8
Lesson #12	Drafting an agreement, avoiding the unauthorized practice of law	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 9 Objective 10 Objective 11

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #13	<ul style="list-style-type: none"> <li>Ethics of the mediation profession</li> </ul>	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
Lesson #14	<ul style="list-style-type: none"> <li>Issues related to divorce, family, domestic violence &amp; child abuse</li> </ul>	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
Lesson #15	<ul style="list-style-type: none"> <li>Issues related to the business environment</li> </ul>	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
Lesson #16	<ul style="list-style-type: none"> <li>Marketing your mediation practice</li> </ul>	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
Lesson #17	Introduction to paralegal profession, job responsibilities and career opportunities	Read <i>Paralegal Today</i> : Chapter 1 - Today's Professional Paralegal and Chapter 2 - Career Opportunities	Complete all activities	Objective 14 Objective 16 Objective 18
Lesson #18	How computers and technology are utilized in a law office & review computer skills	Read <i>Using Computers in the Law Office</i> : Chapter 1 - Overview of Computers and Technology in the Law Office (pages 1-22) and Chapter 2 - Word Processing and Document Assembly (pages 26-43)	Complete all activities	Objective 15
Lesson #19	Structure of American courts, sources of law & legal research	Read <i>Paralegal Today</i> : Chapter 5 - Sources of American Law and Chapter 6 - The Court System and Alternative Dispute Resolution	Complete all activities	Objective 16 Objective 17

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #20	: Paralegal Ethics	Read <i>Paralegal Today</i> : Chapter 4 - Ethics and Professional Responsibility  Review the ABA Model Guidelines for the Utilization of Paralegal Services: <a href="https://www.americanbar.org/content/dam/aba/administrative/paralegals/ls_prlgs_modelguidelines.pdf">https://www.americanbar.org/content/dam/aba/administrative/paralegals/ls_prlgs_modelguidelines.pdf</a>	Complete all activities	Objective 14 Objective 18
Lesson #21	Law office operations, legal fees and client agreements	Read <i>Paralegal Today</i> : Chapter 3 - The Inner Workings of the Law Office	Complete all activities	Objective 14 Objective 19
Lesson #22	: Legal Timekeeping and Billing	Read <i>Using Computers in the Law Office</i> : Chapter 4 - Legal Timekeeping and Billing Software (pages 165-193)	Complete all activities	Objective 15 Objective 19
Lesson #23	Software programs used to track client cases, how social media impacts legal field	Read <i>Using Computers in the Law Office</i> : Chapter 5 - Databases, Case Management, and Docket Control Software (pages 213-229) and Chapter 6 - The Cloud and Social Media (pages 255-271)	Complete all activities	Objective 15 Objective 20
Lesson #24	Lesson 8: Legal Research	Read <i>Paralegal Today</i> : Chapter 7 - Legal Analysis and Research	Complete all activities	Objective 16 Objective 21 Objective 22
Lesson #25	The internet as a tool for research and investigation	Read <i>Using Computers in the Law Office</i> : Chapter 9 - The Internet, Computer-Assisted Legal Research, and Electronic Mail (pages 379-419)	Complete all activities	Objective 15 Objective 21 Objective 31
Lesson #26	Legal Writing	Read <i>Paralegal Today</i> : Chapter 9 - Legal Writing: Form and Substance	Complete all activities	Objective 22
Lesson #27	Civil Litigation: Pre-trial	Read <i>Paralegal Today</i> : Chapter 10 - Civil Litigation: Before the Trial and <i>Using Computers in the Law Office</i> : Chapter 7 - Electronic Discovery (pages 274-294)	Complete all activities	Objective 23 Objective 24
Lesson #28			Complete all activities	Objective 25

How to successfully interview clients and witnesses. Locating witnesses

Read *Paralegal Today*: Chapter 11 - Conducting Interviews and Investigations

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #29	Methods and programs for preparing documents, filings, exhibits for litigation	Read <i>Using Computers in the Law Office</i> : Chapter 8 - Litigation Support Software (pages 297-327)	Complete all activities	Objective 15 Objective 23 Objective 26
Lesson #30	The role of the paralegal during the trial, what occurs at trial and appeals procedures	Read <i>Paralegal Today</i> : Chapter 12 - Trial Procedures	Complete all activities	Objective 23 Objective 27
Lesson #31	Lesson 15: Criminal Law and Procedures	Read <i>Paralegal Today</i> : Chapter 13 - Criminal Law and Procedures	Complete all activities	Objective 28
Lesson #32	Lesson 16: Technology and the Courtroom	Read <i>Using Computers in the Law Office</i> : Chapter 10 - The Electronic Courthouse, Automated Courtroom, and Presentation Graphics (pages 455-471)	Complete all activities	Objective 15 Objective 29
Lesson #33	Lesson 17: The United States Constitution	Read <i>Paralegal Today</i> : Appendix I - The Constitution of the United States	Complete all activities	Objective 28 Objective 30
Lesson #34	Lesson 18: Performing Case Research	No assigned reading. Study for the Final	Complete a weekly review of material	Objective 14 Objective 31
Lesson #35	Final Examination	The exam is cumulative, so please review all the chapters in your textbook.	Complete the Final Exam	

## 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, termed a 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.

## OBJECTIVES

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- 1) Identify various conflict resolution processes
- 2) Discuss 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
- 14) Discuss the basic duties of paralegals and their role in the legal system
- 15) Identify how technology is utilized by paralegals
- 16) Describe what the sources of U.S. law are and how they can be used in legal research
- 17) Analyze how the U.S. courts are structured
- 18) Understand how ethics rules apply within the legal system and to paralegals' conduct
- 19) Explain legal billing/fees and programs used to track them
- 20) Define case management and docket control
- 21) Identify methods of conducting effective legal research
- 22) Demonstrate your ability to draft legal documents
- 23) Compare strategies for preparing for civil litigation
- 24) Evaluate how electronic discovery benefits the client
- 25) Indicate skills necessary to effectively complete interviews
- 26) Assess the types of litigation support software

- 27) Discover the structure and components of civil trials
- 28) State the rights criminal defendants have and the procedures used to protect those rights
- 29) Illustrate how to use technology and trial presentation programs in the courtroom
- 30) Defend your positions on which Constitutional provisions should be amended
- 31) Utilize online resources to research case law