



# UNIVERSITY of HOUSTON

## GRADUATE COLLEGE OF SOCIAL WORK

[WWW.SW.UH.EDU](http://WWW.SW.UH.EDU)

**COURSE TITLE/SECTION:**

SOCW 7374 (15897)  
Mediation for Social Work

**TIME:** Arranged – See below

SPRING 2011

**FACULTY:**

Susan P. Robbins

**OFFICE HOURS:**

Tuesday 12:30-1:30PM by appt.  
Tuesday 4:30-5:30 PM  
Other hours by appointment

E-mail: [srobbins@uh.edu](mailto:srobbins@uh.edu)

Phone: 713/ 743-8103

FAX: 713/520-8901

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## I. Course

### A. Catalog Description

**Prerequisites:** Completion of social work foundation curriculum or consent of instructor. Concepts regarding conflict resolution with emphasis on teaching a generic mediation model applicable to social work practice.

### B. Purpose

The purpose of this course is to introduce concepts regarding conflict and conflict resolution and to teach students a generic mediation model that is applicable to social work practice.

## II. Course Objectives

Upon completion of this course students will be able to:

1. define the differences between litigation, arbitration and mediation;
2. delineate the relationship between conflict theory and mediation practice;
3. discuss the differences and similarities between mediation, psychotherapy, legal advocacy and social work practice;
4. discuss the interdisciplinary nature of mediation practice;

5. identify situations appropriate for mediation;
6. identify the stages of the mediation process;
7. delineate the social work values, ethics, and skills that are necessary for mediation;
8. discuss the impact of race/ethnicity, gender, and social class on the mediation process;
9. conduct a mediation independently and as a co-mediator; and
10. analyze and evaluate a mediated dispute.

### **III. Course Content**

This course will include the following topical content areas:

Conflict and conflict resolution; history and methods of alternative dispute resolution; the role of mediation in social work practice; and the ethics, stages, process and skills of mediation. Issues of human diversity are addressed throughout.

### **IV. Course Structure**

The course will utilize lectures, group discussion, mediation simulations; and role plays.

### **V. Textbooks**

#### **Required:**

Fisher, R. and Ury, W. (1991 or latest edition). *Getting to yes*. New York: Penguin.

Ury, W. (1993 or latest edition). *Getting past no*. New York: Bantam.

Additional required articles may be placed on Blackboard.

**Recommended:**

Beer, J.E. with Stief, J. and Friends Conflict Resolution Programs (1997). *Mediators handbook*. New Society Publishers.

**VI. Course Requirements**

**A. Reading Assignments**

See attached Class Schedule and Assignments.

**B. Written Assignments**

There will be three (3) written assignments required for this class. These will include:

1. generating options and solutions;
2. a written agreement;
3. analysis and evaluation of a mediated dispute.

**C. Exams**

There will be no written exams required for this class. Students will be required to video record a role play, which will be graded.

**VII. Evaluation and Grading**

Grades will be based on:

- 20% Generating options and solutions
- 20% A written agreement
- 30% Analysis and evaluation of mediated dispute
- 30% Recorded role play

Grades will be based on the following scale that has been adopted for all advanced curriculum classes in the GCSW:

A = 96-100	C+ = 76-79.9
A- = 92-95.9	C = 72-75.9
B+ = 88-91.9	C- = 68-71.9
B = 84-87.9	D = 64-67.9
B- = 80-83.9	F = Below 64

Although attendance is not graded, it is required. Any absence of more than 3 hours will jeopardize your certification as a mediator. Any absence of more than 6 hours will jeopardize your grade in the course.

Please refer to the Graduate and Professional Studies Catalogue for the University policy regarding a grade of "incomplete."

## **VIII. Consultation**

My office is on the third floor of the Social Work Building, room 311, and my office phone number is (713) 743-8103. Consultation can be arranged by appointment. My e-mail address is **srobbins@uh.edu**

**Addendum:** Whenever possible, and in accordance with 504/ADA guidelines, the University of Houston will attempt to provide reasonable academic accommodations to students who request and require them. Please call 713-743-5400 for more assistance

## **Class Schedule and Assignments**

**Weekend of February 4<sup>th</sup> –6<sup>th</sup>**  
**Friday, Feb. 4<sup>th</sup> 10 AM - 6 PM**  
**Saturday, Feb. 5<sup>th</sup> 10 AM - 6 PM**  
**Sunday, Feb. 6<sup>th</sup> 2 PM - 6 PM**

Lecture: Overview of the Mediation Process; Psychotherapy, Legal Advocacy & Social Work; Co-Mediation/Role Play

Lecture: Ethics in Mediation Practice

Lecture: Introductory Statements, Initial Statements and Ventilation/Role Plays

Lecture: Clarification and Problem Identification/Role Plays

Lecture: The use of neutral language in problem Clarification

Lecture: Problem-Solving, Bargaining, and Negotiation/ Role Plays

Lecture: Agreement and Closure/Role Plays

Film: Simulated Mediation

**PAPER ON GENERATING OPTIONS DUE by Feb. 12<sup>th</sup> via email**

**Weekend of February 18<sup>th</sup> –20<sup>th</sup>**  
**Friday, Feb. 18<sup>th</sup> 1 PM - 6 PM**  
**Saturday, Feb. 19<sup>th</sup> 10 AM - 6 PM**  
**Sunday, Feb. 20<sup>th</sup> 2 PM - 6 PM**

**Readings to have completed: Fisher and Ury – entire book**

**WRITTEN AGREEMENT DUE by Feb. 27<sup>th</sup> via email**

Lecture: Communication Skills and Self Awareness; Race/Ethnicity, Gender and Class/Role Plays: Problem-Solving and Generating Options

Lecture: Ethical practice in social work mediation

Guest Lecturer: Dispute Resolution Center

Film: Alternative Dispute Resolution: 5 Processes

Lecture: Advanced Bargaining & Negotiation, Use of Caucus/ Role Plays: Bargaining and Negotiation

Lecture: Advanced Agreement Writing and Closure/ Role plays: Agreement Writing

Practice Sessions-role plays

**Weekend of April 15<sup>th</sup> – 16<sup>th</sup>**

**Friday, April 15<sup>th</sup> 1-6 PM**

**Readings to have completed: Ury – entire book**

**ANALYSIS AND EVALUATION OF A MEDIATED DISPUTE DUE on April 8<sup>th</sup>**

Practice Session-role plays (entire class)

**Saturday, April 16<sup>th</sup> 9 AM – 5 PM**

Video recorded Role Plays for Evaluation (to be scheduled individually)

## **POLICY ON ACADEMIC DISHONESTY AND PLAGIARISM**

Students are expected to demonstrate and maintain a professional standard of writing in all courses, do one's own work, give credit for the ideas of others, and provide proper citation of source materials. Any student who plagiarizes any part of a paper or assignment or engages in any form of academic dishonesty will receive an "I" for the class with a recommendation that a grade of F be assigned, subsequent to a College hearing, in accordance with the University policy on academic dishonesty. Other actions may also be recommended and/or taken by the College to suspend or expel a student who engages in academic dishonesty. All papers and written assignments must be fully and properly referenced using APA style format (or as approved by the instructor), with credit given to the authors whose ideas you have used. If you are using direct quotes from a specific author (or authors), you must set the quote in quotation marks or use an indented quotation form. For all direct quotes, you must include the page number(s) in your text or references. Any time that you use more than four or five consecutive words taken from another author, you must clearly indicate that this is a direct quotation. Please consult the current APA manual for further information.

Academic dishonesty includes using any other person's work and representing it as your own. This includes (but is not limited to) using graded papers from students who have previously taken this course as the basis for your work. It also includes, but is not limited to submitting the same paper to more than one class. If you have any specific questions about plagiarism or academic dishonesty, please raise these questions in class or make an appointment to see the instructor. This statement is consistent with the University Policy on Academic Dishonesty that can be found in your UH Student Handbook.