PACS 333 Special Topics: Advanced Mediation Practice
Winter 2018

• Instructors:
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• Classroom: CGR 1300
• Class Times: Thursday evenings, 7:00pm – 9:40pm
• Office Hours: Thursdays, 4:00pm – 7:00pm; CGR 1300

Course Description
Advanced Mediation is designed to give students both a thorough understanding of
the mediation process and practical hands-on mediation experience. Students will
develop in-depth first-hand knowledge and experience resolving conflicts through
the role of the mediator as third party. The course will include a series of lectures,
role plays, readings and case studies. Students are expected to attend every class, as
class attendance and participation play a vital role in this course. As this course will
be drawing on principles taught in PACS 202, students are encouraged to complete
PACS 202 prior to taking Advanced Mediation.

Learning Outcomes
By the end of the term, students should be able to:
  • Define terms, concepts and core values key to mediation;
  • Assess conflicts and determine their appropriateness for mediation;
  • Work with distressed individuals, helping them to select a conflict resolution
    approach appropriate for their situation;
  • Effectively mediate a range of disputes, navigating both simple and complex
    situations in the role of 3rd party;
  • Understand the limits of their skills and the limits of the mediation process.

Course Teaching Methodology
  • Lectures related to mediation theory and practice;
  • Case studies unpacking real life mediation successes and disasters;
  • Mediation role-plays (students will take on the role of both disputant and
    mediator several times during the term);
  • Student questions posed in class;
  • Small group discussions during class;
  • Excerpts from videos, guest lecturers;
  • NOTE: The use of computers for purposes other than note taking is not
    acceptable in this class as student interaction is critical to the success of this
class. As notes will be made available on Learn, any use of computers is highly discouraged in this class.

Course Assessment
The final course mark will be composed of the following:
- Class Participation – 30%
- Mediation Journal – 30%
- Final Assignment – 40%

Assignment Details and Instructions

Class Participation
- Students are expected to participate actively in class discussion related to class readings, lecture, case studies and role-plays. Participation will be graded based on attendance and level of engagement with class material. Engagement with class material is described as coming to class prepared and on time, active and meaningful engagement in class discussion and in role-plays.
- Students lose 25% of their class participation grade for every missed class; 12.5% for every missed half class.
- In addition, students will lose 10% for every class to which they come unprepared.

Journal
- Students are expected to keep a journal following each role-play they observe and/or in which they participate (either as mediator or as disputant). A total of 6 journal entries are expected. Each journal entry must be 400 – 500 words in length. Journal entries are to be submitted through D2L. Please use the questions below as titles to organize your journal entries. Journals are graded out of 10. Questions students are expected to consider include:
  1. What insights did I gain with regard to conflict/conflict resolution/mediation (3 points)? Why are these insights important (2 points)?
  2. What did this experience teach me about my own skills and/or challenges with conflict and/or as a mediator (3 points)? Why is this learning important (2 points)?
  3. Optional: What questions are emerging for me regarding mediation and/or screening and assessing conflict situations?

Final Assignment – Option A
- Students are expected to prepare a research essay on a mediation related topic. More information regarding possible topics will be made available in the third week of class. The topics students will research are due February 15, 2018, to be submitted through D2L. The essay is due March 29, 2018, submitted through D2L.
• Prepare a research essay of about 3000 – 4000 words (excluding title page and bibliography), double spaced, on a topic that is directly related to this course. Your paper should include the following:
  1. Title page (essay title, your name, ID, course number)
  2. Introduction (thesis statement that clearly, succinctly, and comprehensively explains the nature of the problem you are addressing, as well as providing an overview of how your essay will proceed)
  3. Provide an overview of the key themes of your essay.
  4. Provide a clear analysis regarding this problem.
  5. Offer a conclusion that considers both the introduction and the analysis you have provided.
  6. Footnotes (no endnotes or in-text citations; use Chicago Style)
  7. Bibliography

Final Assignment – Option B
Students are given a case study for which they are expected to provide a significant analysis. More information regarding this assignment will be made available in the third week of class. The assignment is due March 29, 2018, submitted through D2L.
• The assignment is expected to be 3000 – 4000 words (excluding title page and bibliography), double spaced. The assignment should include the following:
  1. Title page (essay title, your name, ID, course number)
  2. Introduction (thesis statement that clearly, succinctly, and comprehensively explains the purpose of the assignment, as well as providing an overview of how your essay will proceed)
  3. A conflict analysis of the case itself. Students are expected to use bibliographic material to support this analysis. Questions for consideration include,
    a. What are the key challenges being faced by the parties involved? How do you analyze these challenges? How do they intersect with one another?
    b. How do the concepts of Conflict Escalation, Intent-Action-Effect, Positions & Interests/Needs, Triangulation (ABC triangle), polarities, etc. help you to explain what is happening in this conflict?
    c. What power dynamics do you see?
  4. An analysis of how mediation may or may not help the parties involved. Students are expected to use bibliographic material to support this analysis. Questions for consideration include,
    a. If this case were to go to mediation, of what must the mediator be aware? Who should be involved in the mediation itself? What challenges will the mediator face? Where could the mediator become hooked?
    b. Of what must the parties be aware? What challenges may the mediation raise for them?
    c. What strategy/structure for mediation would you propose for this dispute?
  5. Offer a conclusion that considers both the introduction and the analysis
you have provided.
6. Footnotes (no endnotes or in-text citations; use Chicago Style)
7. Bibliography

Submission of Written Assignments
All written assignments must be submitted through D2L. In addition, the final assignment is to be submitted in hard copy in class as well.

Assignment Deadlines
Deadlines are firm. Late written assignments (journals, major paper) will be assessed an automatic penalty of 5%. A valid medical document is required for medical excuses.

Marking Rubric
The marking rubric for the essay will be provided during the third week of class.

Course Materials
2. Some use may be made of Internet sources.

Attendance
*This course absolutely depends on class participation, for role-plays and for class discussion. Attendance in this class is mandatory. Excused absences will only be granted for students who provide a completed verification of illness form.*

Standard Practices with Respect to Illness
A medical certificate presented in support of an official petition for relief from normal academic requirements must provide all information requested on the 'University of Waterloo Verification of Illness' form or it will not be accepted. This form can be obtained from Health Services or [http://www.healthservices.uwaterloo.ca/Health_Services/VERIFICATION%20OF%20ILLNESS.html](http://www.healthservices.uwaterloo.ca/Health_Services/VERIFICATION%20OF%20ILLNESS.html).

Students with Disabilities
The Office for Persons with Disabilities (OPD), located in Needles Hall, Room 1132, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodations to lessen the impact of your disability, please register with the OPD at the beginning of each academic term.

Academic Ethics
In order to maintain a culture of academic integrity, members of the University of Waterloo are expected to promote honesty, trust, fairness, respect and responsibility. A student is expected to know what constitutes academic integrity, to avoid
committing academic offences, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offence, or who needs help in learning how to avoid offences (e.g., plagiarism, cheating) or about “rules” for group work/collaboration should seek guidance from the course professor, academic advisor, or the Undergraduate Associate Dean. When misconduct has been found to have occurred, disciplinary penalties will be imposed under Policy 71 - Student Discipline. For information on categories of offenses and types of penalties, students should refer to Policy 71 - Student Discipline, http://www.adm.uwaterloo.ca/infosec/Policies/policy71.htm

Grievance
A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read Policy 70 - Student Petitions and Grievances, Section 4, http://www.adm.uwaterloo.ca/infosec/Policies/policy70.htm

Appeals
A student may appeal the finding and/or penalty in a decision made under Policy 70 - Student Petitions and Grievances (other than regarding a petition) or Policy 71 - Student Discipline if a ground for an appeal can be established. Read Policy 72 - Student Appeals, http://www.adm.uwaterloo.ca/infosec/Policies/policy72.htm

Academic Integrity Website (Arts)
http://arts.uwaterloo.ca/arts/ugrad/academic_responsibility.html
Academic Integrity Office (UW): http://uwaterloo.ca/academicintegrity/

Course Schedule
January 4, 2018
1. Introduction, Review of Syllabus
2. Mediation Overview
   a. Mediation Simulation & Debrief
   b. Mediation Defined
   c. Micro-skills for the mediation process

January 11, 2018
1. Conversation regarding reading – Chapters 1 and 2
2. Case study and conflict analysis
3. Creating a possible mediation/intervention plan

January 18, 2018
1. Conversation regarding reading – Chapters 3 and 4
2. Details re: Essay
3. Preparing parties for mediation
4. Review of preparation model
a. Screening and Assessment Issues
5. Role play & Debrief followed by a journal entry

January 25, 2018
1. Empathy

February 1, 2018
1. Conversation regarding reading – Chapter 5
2. Preparing parties for mediation
   a. Mediator as coach
3. Role play & Debrief followed by a journal entry

February 8, 2018
1. Conversation regarding reading – Chapter 6
2. Mediation Stages 1 & 2
3. Role Play & Debrief followed by a journal entry

February 15, 2018 – Essay topics due
1. Conversation regarding reading – Chapter 7
2. Mediation Stages 3 & 4
3. Role Play & Debrief followed by a journal entry

February 22, 2018 – No class, reading week

March 1, 2018
1. Conversation regarding reading – Chapters 8 & 9
2. Modifications to the mediation model; caucus meetings
3. Challenges in mediation

March 8, 2018
1. Conversation regarding reading – Chapters 10 and 11
2. Mediation Stages 1 – 4 Role Play & Debrief followed by a journal entry

March 15, 2018
1. Conversation regarding reading – Chapter 12
2. “Fishbowl” simulation
3. Limits/scope of mediation
4. Intractable conflicts & Identity based disputes

March 22, 2018
1. Role Play & Debrief followed by a journal entry

March 29, 2018 – last class; Essay due
1. Conversation regarding essay topics
2. Mediation values, codes of conduct
3. The reflective practitioner
4. The role of the 3rd party