

CATALOG INFORMATION

Dept and Nbr: BMG 67.3 Title: MEDIATION BY MANAGERS
Full Title: Mediation by Managers
Last Reviewed: 4/14/2003

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	0.50	Lecture Scheduled	0.50	17.5	Lecture Scheduled	8.75
Minimum	0.50	Lab Scheduled	0	1	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	0.50		Contact Total	8.75
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 17.50

Total Student Learning Hours: 26.25

Title 5 Category: AA Degree Applicable
Grading: Grade or P/NP
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly:

Catalog Description:
Mediation of disputes by a manager. Topics include mediation versus arbitration, linking disputants' positions to an organization's goals, designing a plan, conducting the process, composing and evaluating a mediated settlement agreement.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Schedule of Classes Information:
Description: Mediation of disputes by a manager. Topics include mediation versus arbitration, linking disputants' positions to an organization's goals, designing a plan, conducting the process, composing and evaluating a mediated settlement agreement. (Grade or P/NP)
Prerequisites/Corequisites:
Recommended: Eligibility for ENGL 100 or ESL 100
Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer:		Effective:	Inactive:
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Upon completion of the course, students will be able to:

1. Evaluate the appropriateness of managerial mediation or managerial arbitration.
2. Identify disputants' positions, issues, and interests based on preliminary interviews and link them to the organization's mission.
3. Design a mediation plan and conduct a managerial mediation process.
4. Compose and evaluate a mediated settlement agreement.

Topics and Scope:

1. Alternative dispute resolution options.
 - a. mediation
 - b. arbitration
2. Advantages of a mediated settlement.
3. Workplace managerial arbitration contrasted with workplace managerial mediation.
4. Pre-mediation interviewing of disputants.
5. Disputants' positions, issues, and interests.
6. The organization's mission, values, and goals.
7. The focused problem statement.
8. The four-phase mediation plan.
9. Theories of mediation.
 - a. The mediation process, the mediator's role, and ground rules.
 - b. The seven mediator tasks/interventions to facilitate discussion.
 - c. The points of agreement and testing for closure.
 - d. Composing the settlement agreement and signing off by the manager and disputants.
10. Evaluating results and the follow-up meeting(s).

Assignment:

1. In-class written assignments.
2. Homework.
3. Group activities.
4. Role-playing.
5. Workbook exercises.
6. Case studies.
7. Skill demonstrations.
8. Participation in classroom activities.
9. Examination(s).

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, In-class written assignments, short essay question

Writing
25 - 35%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Problem solving in groups, workbook exercises

Problem solving
20 - 25%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Role-playing, skill demonstrations

Skill Demonstrations
20 - 40%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Short essays

Exams
1 - 20%

Other: Includes any assessment tools that do not logically fit into the above categories.

Participation in classroom activities

Other Category
10 - 30%

Representative Textbooks and Materials:

Instructor-prepared materials.

Dana, CONFLICT RESOLUTION, McGraw-Hill, 2001.