

**BMG 67.3 Course Outline as of Fall 2009****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: CSU;

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

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>		Effective:	Inactive:	
<b>CSU GE:</b>	<b>Transfer Area</b>		Effective:	Inactive:	
<b>IGETC:</b>	<b>Transfer Area</b>		Effective:	Inactive:	
<b>CSU Transfer:</b>	Transferable	Effective:	Fall 1998	Inactive:	Fall 2012
<b>UC Transfer:</b>		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.