



## **Introduction to Mediation 6 Module Program**

### **Module 1: Introduction to Dispute Resolution**

#### **Course Content & Overview**

##### **Course Content:**

- **Assignments:**
  - Recorded Lecture 1
    - Principles of Interest Based Negotiation
    - Understanding the negotiation process and the elements of effective negotiation
  - Recorded Lecture 2
    - Contracting for service and ensuring that the appointment is consistent with applicable laws or institutional rule
    - Setting a cooperative tone. Encouraging opportunities for recognition and ensuring parties have an opportunity to participate in the process
    - Choice of Language. Being respectful of the parties
    - Framing issues. Developing and evaluating options/brainstorming
    - Ensuring voluntariness of participation and agreements. Sensitivity to parties' values and culture and recognizing disputants' differences regarding ethnicity, gender, and culture
    - Contracting and knowing community services, legal, financial, and other resources
  - Reading Materials to accompany Lecture 1
    - Resolving Disputes – think about your options
    - What is Mediation? By Jim Melamed
    - What is Arbitration? By HR.com
    - Med-Arb: The Best of Both Worlds or Just a Limited ADR Option? By Mark Batson Baril and Donald Dickey
  - Reading Material to accompany Lecture 2
    - STEP IN to Improvisational Negotiation. By Jeffrey Krivis
    - The Good and Bad of Anger in Negotiation! By Phyllis Pollack
    - Foundation for Comprehensive Dispute Resolution. By Uma Ramanathan
    - What is collaborative Law? By Maury Beaulier
  - Audio/Visual Materials to accompany Lecture 1
    - Restorative Practice to Resolve Conflict/Build Relationships – Katy Hutchison at Tedx West Vancouver ED

- Conflict – Use It, Don't Defuse It – CrisMarie Campbell & Susan Clarke at Tedx Whitefish
- Audio/Visual Materials to accompany Lecture 2
  - What is conflict and Alternative Dispute Resolution? ADR Mediate Radio
  - Dispute Resolution REVOLUTION. The Ty Brown Show
- Essay Assignment to accompany Lecture 1
  - What are the advantages and disadvantages of mediation, arbitration, and med-arb?
    - 500 – 1,000 Words, 3 References, and post to the course's Slack channel
- Essay Assignment to accompany Lecture 2
  - Are there any other dispute resolution processes that were not covered in this module that are intriguing to you? Which dispute resolution process covered in this module is the most intriguing to you? If you could invent your own dispute resolution process, what would it be called and what would be the steps to resolution in your process?
    - 500 – 1,000 Words, 3 References, and post to the course's Slack channel
- Reflective Journal Video to accompany Lecture 1
  - Record a 5-minute video of reflecting upon first section of learning materials
- Reflective Journal Video to accompany Lecture 2
  - Record a 5-minute video of reflecting upon second section of learning materials
- 1 Hour Roleplay Video Assignment
  - Using the Roleplay materials within the course, go through the questions with a volunteer, recording it as a video.
    - Post to the course's Slack channel
- Written Reflective Journal
  - Write your reflections about the entirety of the course
    - Approximately 500 words and post to the course's Slack channel