



EXTENDED CAMPUS

COLLEGE of PROFESSIONAL
and CONTINUING STUDIES

HR 5333-101: Mediation

Course Description:

This course is an introduction to and overview of mediation as a form of conflict resolution. The steps in various mediation processes will be discussed and practiced in mock mediation(s). The skills of empathic listening, conflict management, conflict resolution, feedback, reflective listening, breaking impasse, and facilitation will be emphasized. The barriers to resolution of resistance, power, revenge, and anger will be identified and discussed along with techniques to promote various outcomes for resolution or reconciliation. The roles of mediators will be discussed, demonstrated, and practiced. The use of mediation in interpersonal relations, divorce, schools, organizations, management, workplace, and international settings will be presented to familiarize students with the issues and options in the practice of mediation. Mediation can be its own professional pathway. However, anyone interested in Human Resource Management should understand the basics of understanding conflict, since HR Professionals are change agents and much of the work Human Resource professionals do creates conflict, even if the change is good for the organization.

Class Dates, Location and Hours:

Dates: June 1 – 3 & 8 – 10, 2018
Location: OCCE, Norman, Oklahoma. Classes are held at the Thurman White Forum Building of OCCE, 1704 Asp Avenue.
Hours: Friday 5:30-9:30 p.m.; Saturday 8:30 a.m.-4:30 p.m.; Sunday 1:00-5:00 p.m.
Last day to enroll or drop without penalty: May 3, 2018

Site Director:

Email: apnorman@ou.edu. Phone: 405-325-3333.

Professor Contact Information:

Course Professor: Robbie Wahnee
Mailing Address: 601 Elm Avenue, Room 730
PHSC, 730
Norman, OK 73019
Telephone Number: (405) 325-1756
E-mail Address: rwahnee@ou.edu
Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, or by appointment.

Textbook(s) and Instructional Materials:

Student materials are available at the OU Follett Bookstore located at 1185 Asp Avenue; Norman, OK, and can be ordered online, by phone, by email, or by fax. Ordering online at <http://www.bkstr.com/oklahomastore/home> is strongly recommended – students can track the status of their order within 48 hours. If an order has not been shipped within three days, students can contact the Follett textbook manager by phone (405) 325-3511, (800) 522-0772 (toll-free) or email

0831mgr@fhcg.follett.com. Phone orders (ask for the textbook manager and identify yourself as an Advanced Programs student) can be placed 8 a.m. to 6 p.m. Monday through Thursday; 8 a.m. to 5 p.m. on Friday; 10 a.m. to 4p.m. on Saturday (CST). Summer hours: 9 a.m. to 5 p.m. Monday through Friday (CST). Fax orders can be placed 24 hours a day at (405) 325-7770. Text prices are available online.

1. Fisher, R., Ury, W. & Patton, B. (1992). *Getting to yes: Negotiating an agreement without giving in* (2nd ed.). New York: Houghton Mifflin. ISBN 9780395631249. Paperback.
2. Patterson, K. & Grenny, J. (2011) *Crucial conversations tools for talking when stakes are high* (2nd ed.). Columbus, OH: McGraw Hill. ISBN 9781469266824.
3. Materials posted on the OU Canvas learning management system, as directed. Access Canvas at <https://canvas.ou.edu>, enter your OU NetID and password, and select course to access material. If you require assistance with Canvas, please click on the Help icon. You can search the Canvas guides, chat with Canvas support, or contact OU IT.
4. Please bring personal laptop or partner with someone who has one.

Note: The Follett AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

Other recommendations for reading/viewing but not required to purchase:

- Baruch Bush, R.A. & Folger, J.P. (2004). *The promise of mediation: The transformative approach to conflict*. New York: Wiley. ISBN 9780787974831.
- Deutsch, M., Coleman,, P. T., & Colton, M. E. (2014). *The handbook of conflict resolution: Theory and practice* (3rd ed.) Hoboken, NJ: Jossey-Bass. ISBN 97811185266866.
- Moore, C. W. (2003). *The mediation process: Practical strategies for resolving conflict* (3rd ed.). New York: Wiley. ISBN 9780787964467.
- Ury, W. (1993). *Getting past no: Negotiating your way from confrontation to cooperation*. New York: Bantam. ISBN 9780553371314.

Other Resources-to be used in class include Websites/URL's:

- U.S. Equal Employment Opportunity Commission/Mediation - <https://www.eeoc.gov/eeoc/mediation/>.
- Mediate.com - <http://www.mediate.com/>
- College and University Professional Association for Human Resources - <http://www.cupahr.org>.
- U.S. Department of Labor - <https://www.dol.gov/>.
- Society for Human Resource Management - <https://shrm.org/>.

Course Objectives:

Learning practical conflict skills is of great value. Understanding and appreciating the theoretical philosophical issues that operate in disputes is also of great importance. By participating in this class, students will:

1. Identify various types of conflict;
2. Learn and practice the skills and steps in formal and informal mediation processes;
3. Become familiar with the roles of a mediator and practice using them in the mediation process;
4. Explore the various applications of mediation; and
5. Explore the barriers to the mediation process and develop some techniques to aid in resolution.

Email

Please use OU email, only. Most personal email goes to my junk mailbox and I rarely check it. Also, any changes to assignments are normally done through OU email. I am not responsible for students who do not receive assignments or changes to class/assignments. Access your OU email through <http://One.ou.edu/>. Enter your OU NetID and password. You must have your account set up by going to the OU IT account management website at <http://accounts.ou.edu>. Follow the instructions. Please contact

the IT Help desk at 405-325-HELP (Norman Campus) if you require assistance. IT is available 24/7. **OU email is my primary method of communication.** If you send me work from any other email, and it goes to my junk mail, I more than likely will delete without ever reading it. Your fees pay for OU Email and OU is my employer. **No exceptions.**

Academic Standards for Written Assignments

APA writing style is required for all work. Work must be referenced/cited. Students are expected to read, understand, and comply with the requirements of the latest Edition of the *Publication Manual of the American Psychological Association* for all assignments and manuscripts. The manual you choose should also appear in your bibliography. This includes the “Ethical Standards for the Reporting and Publishing of Scientific Information” included therein. To that end, all work submitted orally or in writing for this course must be the student’s own and may not have been used, whole or in part, for any other purpose without the professor’s prior written permission (if in doubt you must ask the professor). This is a master's class and anything written should be treated as mini-research papers. There are many resources for APA on the internet or through the Writing Center at OU. Using APA correctly may mean the difference in an A or other grade. For example:

- 0 points can and more than likely will be awarded for work not cited. This is especially true of post seminar papers, which are thoroughly read for content, context, referencing and citing. Papers should be well-written and fluid to allow the Professor to appreciate the content.
- Grammar, spelling, and punctuation (proofread and spell check). Two points deducted for each. For example: 10 incorrect spelling errors, such as: double-negatives, subject-verb disagreement, etc. reduces a 100-point assignment by 20 points!
- The ability to integrate knowledge from different sources (texts, library research, class discussions, and real-life situations). Reference appropriately.
- Plagiarism will result in 0 points awarded.
- 0 points are deducted for non-compliance with required number of references.
- 0 -10 points may be deducted for incorrect/incomplete references/citations.
- Analysis of materials to reach conclusions and support them in an organized, coherent manner. Point, counter point and conclude your thoughts.
- Compliance with minimum/maximum length and submission requirements.
- Late papers or assignments: 1 point per day is deducted. No exceptions. If a student requests and is granted an “Incomplete” points are deducted as set forth in the Incomplete Contract.

Assignments, Grading and Due Dates:

Instructional Strategies/Participation:

Individual written reports, mini-lectures, power point presentations, class discussion, and role playing will be used in this course. The text is a resource of information. Be familiar with the books/texts before class. When possible, self-assessment tests will be administered in class or over the internet.

Journal:

On the first night of class, students will develop a handwritten or typed, bound (stapled together, wire bound notebook, or other binding) journal. The journal will consist of a **minimum of five (5)** observations of or involvement in a situation of conflict or disagreement and include: who was involved; where did the incident occur; what issues may have contributed to the situation/incident; if the situation/incident was resolved, how, or recommendations for how you, the student, would have resolved the issue if you were given the opportunity. Your journal entries will continue through the end of in-session class. Students will be allowed to use the first fifteen minutes of class to complete the journal entry from an incident that was witnessed or in which he or she was involved. This will be done every day of class. The journal will be turned in the final night of class. APA style in **not** required for this assignment.

Journal Article:

Each student will bring a **journal article** - not a newspaper article (from a library, retrieved online, etc.) that discusses any type of mediation or conflict past or present. Students will present the information to the class and explain its relevance to mediation type, its influence on mediation, or discuss how you might have handled the case or issue differently. There will be an oral presentation and critique and is open for class discussion. This article or issue may be a paragraph or a full journal article but it must the criteria mentioned.

Turned in to the Professor - using APA style writing, briefly explain who the authors are, summarize the article (what happened, who was involved, etc.), discuss what you personally learned from the article, and how you can apply what you learned. The best place to find professional journals is the University of Oklahoma Libraries (<https://libraries.ou.edu/>).

Case Studies:

The case studies are in-class assignments and are provided by the professor. Case studies are always interesting to arouse discussion. Some of the case studies will have actual outcomes, while others may still be in the courts to some degree, and others are just interesting to see how you would respond. My goal is that you begin using your new-found mediation/conflict management language.

What happens in the courts is most important to almost every area of HR. For example, if it is sexual harassment, companies are given marching orders to visibly show how they have taken measures to assure this will not happen or happen again in the company. Unless specifically assigned, this is not a written assignment.

Video Discussion:

Various videos will be viewed and critiqued or discussed. The video discussions offer insight into other work lives and company origins, policies, and successes with HR processes. The videos may also be used as references when you write papers.

Group Project:

This is an in-class assignment. Teams of 3 or more students (depending on number of students in class) will be randomly assigned. Each team will be provided a defined topic. This could be: resolving conflict while designing a performance evaluation instrument; performing an actual mediation; comparing job applications and applicants to decide who is the best candidate; assessing a Human Resource Information System; compensation; payroll; benefits, a divorce, neighbors in conflict, or other area where conflict may present itself.

A summary of the group's assignment, who is in the group, etc. will need to be turned in prior to the presentation. More than likely this will not be in APA style. However, if any references are used, they must be cited in the summary.

Grading will consist of how well the topic is examined and developed, use of techniques learned in class, contribution of each person on the team, outcome (i.e., this is an agreement to mediate). Other formats will be discussed in class. Be prepared to handle any of the roles assigned.

Post-Seminar Assignment – due June 25, 2018:

The major intellectual project of the course is that students are expected to complete is a formal research paper. The paper must be written in APA format and style. Students are expected to read, understand, and comply with the requirements of the latest Edition as cited of the *Publication Manual of the American Psychological Association* (APA) for all assignments and manuscripts. This includes the "Ethical Standards for the Reporting and Publishing of Scientific Information" included in the manual. All work submitted orally and/or in writing for this course must be the student's own and may not have been used whole and/or in part for any other purpose without the professor's prior written permission (if in doubt you must ask the professor). There are many resources for APA on the internet or through the Writing Center at OU. Using APA correctly may mean the difference in an A or other grade. This is especially

true of post seminar papers, which are thoroughly read for content, context, referencing and citing. Please refer to Academic Standards for written assignments above.

The student should select a paper topic consistent with her/his personal interests and intellectual curiosity that can be well managed within time parameters and other workloads. It is important to keep the focus of the research paper narrow by defining an “angle on” or “dimension of” human relations/human resource mediation. Other types of mediation (family, civil, interpersonal) may be discussed as a topic. The instructor is available to assist you in this effort. Please note: the professor must approve your paper topic in advance. Normally no two students will have the same topic.

It is expected that the formal paper will be carefully researched and well-written. Toward that goal, the paper must use correct grammar, spelling, and punctuation. The completed paper shall be a minimum of 8 pages in length and not exceed 20 pages (excluding cover, endnotes, appendices, and references/bibliography). Papers must be submitted 15 days after the last day of interpersonal class. Students are encouraged to complete and submit papers earlier if practicable. Late papers receive 1 point per day, unless the delay is caused by a documented illness and/or personal emergency. Please refer to “grading” above to note how other points are awarded/deducted.

Policy on late assignments:

Late assignments will be accepted without penalty for excused absences. Other late assignments may be lowered by a letter grade as indicated on points deducted per assignment.

Course Schedule:

Patterson and Grenny’s *Crucial Conversations* will be discussed and used throughout the course.

Day 1:

- Ury – The Problem, Pages 1-9, then begin The Method, as time allows
- Journal Articles
- Self-Assessments

Day 2:

- Ury – The Method
- Case Studies and Videos, as time allows
- Journal Articles

Day 3:

- Ury – Yes, but...
- Case Studies and Videos, as time allows

Day 4:

- Ury – In Conclusion and 10 Questions
- Self-Assessment, Case Studies, and Videos, as time allows

Day 5:

Work on Group Presentations

Day 6:

Group Presentations

Grading:

This is a letter-graded course: A, B, C, D, or F. **Total Possible Points** (number of self-assessments and case studies affect overall possible points) = 745.

- 90% + of total assignments completed = A
- 80% of total assignments completed = B
- 70% of total assignments completed = C
- 60% of total assignments completed = D

Assignment	Due Date	Possible Points
Instructional Strategies	Ongoing – Generally 20 points per day. Must be present in class to receive points	120 points
Journal	A minimum of 5 incidents: Individual handwritten journal of any event seen as conflict. What happened, who was involved, how was the situation handled or how could it have been handled. How does it relate to	100 points
Self-Assessments	Assigned throughout class - up to 5 during class	25 points each- Up to 125 Points Possible
Case Studies	Assigned throughout class - up to 5 during class	25 points each- Up to 125 Points Possible
Project	Group Project – Presented Last Day of Class	Possible 100 points for each individual in the Group.
Journal Article	2 Components: Oral and Written. Students can volunteer or be called on randomly beginning the first night of class to orally present article. Find a journal article (not a newspaper clipping/article). Read, bring article to class, after presenting, APA written summary & article will be turned in.	25 points for presentation of article. 50 Points for paper
Post Seminar Assignment	15 days after the last day of class, June 25, 2018	100 Points
Total Possible Points	NA	745 Possible Points

Professor provides Case Studies, Videos, and Assessments. The Professor reserves the right to add or reduce the number of Case Studies, Videos, and Self-Assessments. Points and Percentages towards grades will be changed accordingly.

Failure to meet assignment due dates will result recording of the grade the student has at the end of class. I can only enter that grade unless the student requests to enter into a contract to receive an “I” (Incomplete). The professor is not responsible for requesting an “I” for a student. If a student cannot meet the expectations of the class, s/he is responsible for requesting an “I” or complete withdrawing from class through the University of Oklahoma’s appropriate channels. Incompletes and Withdrawals adversely impact Tuition Assistance and/or Financial Aid.

No student who enters into a contract for an “I” can receive an “A” unless circumstances beyond the student’s control occurred and are so noted by the University.

Notice: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.

Ethical And Collegial Conduct

This policy does not replace or preclude any University of Oklahoma policies or local, state or federal laws concerning unlawful behaviors, whether inside or outside the classroom, including those concerning the health and safety of class members or the instructor.

The University of Oklahoma Student Code of Responsibilities and Conduct specifically prohibits behavior that is disruptive in nature or that endangers the safety and welfare of the University community. This type of conduct is typically addressed the following sections of Title 16-Prohibited Conduct – see the Student Code of Conduct.

Students and faculty each have responsibility for maintaining an appropriate learning environment. Students who fail to adhere to the established code of conduct may be subject to disciplinary action. Faculty have the professional responsibility to set reasonable standards and behavioral expectations for their classroom and the obligation to take the appropriate course of action when student behavior substantially interferes with the ability of a faculty member to teach or the ability of other students to learn.

POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. It is the policy of the University to excuse absences of students that result from religious observances and to provide without penalty for the rescheduling of examinations and additional required class work that may fall on religious holidays. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will normally be excused.

Financial Assistance Policies

Students who are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of tuition costs must follow the funding agency/institution's policy regarding "I" (Incomplete) grades or Withdrawals unless the timeline is longer than what the University policy allows. If so, the student then must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any "I" (Incomplete) grades by the end of the term and/or contract or he/she may be placed on "financial aid probation." If the "I" grade is not resolved/completed by the end of the following term and/or the contract, the student's Financial Aid may be suspended making the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Integrity and Student Conduct

Academic integrity means honesty and responsibility in scholarship. Academic assignments exist to help students learn; grades exist to show how fully this goal is attained. Therefore all work and all grades should result from the student's own understanding and effort.

Academic misconduct is any act which improperly affects the evaluation of a student's academic performance or achievement. Misconduct occurs when the student either knows or reasonably should know that the act constitutes misconduct. Academic misconduct includes: cheating and using unauthorized materials on examinations and other assignments; improper collaboration, submitting the same assignment for different classes (self-plagiarism); fabrication, forgery, alteration of documents, lying, etc...in order to obtain an academic advantage; assisting others in academic misconduct; attempting to commit academic misconduct; destruction of property, hacking, etc...; intimidation and interference with integrity process; and plagiarism. All students should review the Student's Guide to Academic Integrity at http://integrity.ou.edu/students_guide.html

Students and faculty each have responsibility for maintaining an appropriate learning environment. All students should review policies regarding student conduct at <http://studentconduct.ou.edu/>

Accommodation Statement

The University of Oklahoma is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your local OU Site Director.

Adjustment for Pregnancy/Childbirth-Related Issues

Should you need modifications or adjustments to your course requirements because of documented pregnancy-related or childbirth-related issues, please contact me as soon as possible to discuss. Generally, modifications will be made where medically necessary and similar in scope to accommodations based on temporary disability. Please see <http://www.ou.edu/content/eoo/faqs/pregnancy-faqs.html>.

Title IX Resources

For any concerns regarding gender-based discrimination, sexual harassment, sexual misconduct, stalking, or intimate partner violence, the University offers a variety of resources, including advocates on-call 24/7, counseling services, mutual no-contact orders, scheduling adjustments, and disciplinary sanctions against the perpetrator. Please contact the Sexual Misconduct Office at smo@ou.edu or (405) 325-2215 (8-5), or the Sexual Assault Response Team at (405) 615 -0013 (24/7) to report an incident. To learn more about Title IX, please visit the Institutional Equity Office's website at <http://www.ou.edu/content/eoo.html>

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: <http://www.goou.ou.edu/>

INSTRUCTOR VITA
Dr. Robbie L. Wahnee, Ph.D.

Education

- Ph.D. College of Education – Education Administration, University of Oklahoma, Norman, OK
- M.A. - University of Oklahoma, Norman, OK - Secondary Education Administration
- B.A. Cameron University, Lawton, OK - Sociology/History, 5 year standard teaching certification

Current and/or Past Positions

- 2015 – 2017: President, Comanche Nation College. Lawton, OK.
- 2012 – 2014: Director, Talent & Organizational Development, University of Oklahoma, Housing & Food Services
- Advanced Programs Professor since 1996
- 2002 – 2012: Assistant Director & Interim Director of Human Resources, University of Oklahoma.
- 2010 – 2012: Member of OU’s Threat Assessment and Review Committee.
- 2000 – 2002: Project Team Member – PeopleSoft implementation, University of Oklahoma
- Human Resources Consultant
- Assistant Adjunct Professor, College of Business and Human Relations, University of Oklahoma

Major Areas of Teaching and Research Interest

- Performance Management and Assessment
- Civil & Commercial Mediation
- Positive/Progressive Discipline
- Sexual Harassment
- Employment Law
- Human Resource Management: Human Relations, Michael Price College of Business, & International Relations. University of Oklahoma.

Representative Publications and Presentations

- Effective instructional leadership for diverse, high poverty populations. (2013). in Bass & Faircloth, *Building bridges from high Poverty communities, to Schools, to productive citizenship*.
- Dissertation. 2010: “The Effect of Instructional Supervision on Principal Trust”.
- Foundations in Management - 4 hours of 40-hour program designed for managers and supervisors
- Designed and presented workshop - President Boren’s Minority Business Seminar
- Staff Handbook
- University of Oklahoma, Guide to Staff Hiring
- Audit – Business Plans for the Student Affairs Division of the University of Oklahoma
- Initiated design and policy – Independent Contractors, Temporary Employees - University of Oklahoma

Major Present and Past Professional Affiliations

- Higher Learning Commission, Oversight – commence Nation College
- North Central Accreditation Committee for Student Affairs for the University of Oklahoma
- College and University Personnel Association (CUPA)
- Administrative Staff Association (OU), President, Vice President
- Past Chair, Cleveland County Employer’s Council
- Executive Board Member, American Red Cross
- Oklahoma State Certified Teacher, Secondary Education
- Civil & Commercial Mediator in the state of Oklahoma
- Society for Human Resource Management