



EXTENDED CAMPUS

COLLEGE *of* PROFESSIONAL
and CONTINUING STUDIES

HR 5333 – 102: Mediation

Course Description:

This course will be an overview of mediation as a form of dispute resolution, including how it works and its limits. The steps in the mediation process will be discussed and practiced in mock mediation. The skills of empathic listening, communication, conflict resolution, breaking impasse, and facilitating will be emphasized. The barriers to resolution of resistance, power, revenge, and anger will be addressed, with techniques to promote reconciliation and forgiveness offered. The roles of mediators will be discussed, demonstrated, and practiced. The use of mediation in divorce, schools, organizations, management, workplace, and international settings will be presented to familiarize students with the issues and options in the practice of mediation

Class Dates, Location and Hours:

Dates: August 16 – 18 & 23 – 25, 2019
Location: Bldg. 201 SE, Tinker AFB, Oklahoma.
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: July 18, 2019

Site Director:

This military installation is not open to the general public. In order to take courses at this installation, students must have a current military or Department of Defense identification card which allows them to access the installation.

Email: aptinker@ou.edu. Phone: 405-739-7365 or DSN 339-7365.

Professor Contact Information:

Course Professor: K. Renee Marlow, M.S.W.
Mailing Address: 2123 S. Atlanta Place, Suite 125
Tulsa, OK 74114
Telephone Number: (918) 749-6838
Fax Number: (918) 749-6838
Email Address: k.renee.marlow-1@ou.edu
kr.marlow@cox.net
HR Website: <http://www.ou.edu/cas/hr/>
Professor availability: The professor will be available via email to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:

Student materials are available at the OU Bookstore Website at <https://ou.textbookx.com/institutional/index.php>. There is no longer a physical bookstore, the store will remain, but textbooks will not be stocked. The website has book selling, renting, buying, returning, and order tracking capabilities. If you need help with an order, or if you have any questions contact the toll-free phone at 1-(855)-790-6637, agents are available from 9a – 5p (EST) Monday – Friday. For more

information or questions about textbooks, feel free to contact apsyllabi@ou.edu. Text prices are available online

1. Bush, R. A. B., & Folger, A. P. (2004). *The promise of mediation: The transformative approach to conflict* (2nd ed.). New York: John Wiley. ISBN 9780787974831.
2. Crum, T.F. (1998). *The magic of conflict: Turning a life of work into a work of art* (2nd ed.). New York: Simon & Schuster. ISBN 9780684854489.
3. Moore, C. W. (2014). *The mediation process: Practical strategies for resolving conflict* (4th ed.). New York: John Wiley. ISBN 9781118304303.
4. Ury, W. (1999). *Getting past no: Negotiating in difficult situations*. New York: Random House. ISBN 9780553371314.
5. Materials posted on the OU Desire to Learn (D2L) system: Access D2L at <http://learn.ou.edu>; enter your OU NetID and password, and select course to access material. Please contact your local Site Director if you require assistance.

Course Objectives:

By participating in this class, students will:

- learn and practice the skills and steps in the mediation process;
- become familiar with the roles of a mediator and practice using them in the mediation process;
- explore the various applications of mediation professionally and practice several different types of mediation; and
- explore the barriers to the mediation process and develop some techniques to aid in reconciliation.

Assignments, Grading and Due Dates:

Instructional Strategies:

Individual written reports, mini-lectures, power point presentations, class discussion, and role playing will be used in this course. The texts may be viewed as resource books. It will not be possible to cover all the texts' content in class; therefore, **read** the books before class.

Paper:

Write a seven to ten page paper on any aspect of mediation of interest or importance to you using the assigned texts and other resources, if desired. (E.g., peer mediation, communication and mediation, mediation's role in the steps of the mediation process.) APA standards are to be used for references and bibliography. **This report will be due on the third day of class and can be sent to the drop box for the course or turned in during class.**

Mediation Critiques:

Write a critique of each mediation in which you role play a part or observe, noting the strengths and weaknesses of each mediator. Also critique each mediation that you perform in class noting your strengths and weaknesses as well as ways to improve. These may be hand written or typed and turned in the following night in class or dropped in the box.

Final Exam:

You will mediate a case for your final exam. Your opening statement, agreement to mediate, a memo of understanding or mediation agreement, your critique of your performance and the critiques of the participants and observers, if any, will be included in your final packet to be turned in by the end of the class. The mediation agreement may be hand written. All other materials need to be typed. You may turn the final in at the end of class or drop in the box.

Post-Seminar Assignment:

Read *The Promise of Mediation* and write a ten to twelve page paper comparing transformational mediation to a more traditional process of negotiation emphasizing the differences in the role of the mediator. This assignment will need to be dropped in the box.

Student Attendance Policy:

Persons missing class for unavoidable personal emergencies and military emergencies will be excused. Every effort will be made by the professor to assist the student in making up any missed work or assignment without penalty. Optional absences such as attending social functions require approval of the instructor for make-up assignments.

Policy on Late Assignments:

Late assignments will be accepted without penalty for excused absences as well as receiving books late. Other late assignments will be lowered by a letter grade.

Statement of Respect:

We will honor and respect each other and their respective views. Disrespectful dialogue is not allowed, i.e. personal attacks, insults, harassment, etc...

Grading:

This is a letter-graded course: A, B, C, D, or F. A=90-100, B= 80-89, C=70-79, D=60-69 and F=59 & below.

Assignment	Due Date	Percent of Grade
Pre-Seminar paper	Third class session	25%
Mediation Critiques	During class sessions	20%
Final exam	Last class session	30%
Post-Seminar Assignment	September 15, 2019	25%

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.

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 be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution's policy regarding "I" (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy. Students who receive Financial Aid must resolve/complete any "I" (Incomplete) grades by the end of the term 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, 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

K. Renee Marlow, M.S.W.

Education

- BA - University of Tulsa
- M.S.W. - University of Oklahoma

Current Positions

- Advanced Programs Professor since 1995
- Adjunct Professor, Department of Human Relations, University of Oklahoma
- Licensed Social Worker and Board Certified Diplomat in Clinical Social Work in private practice in Oklahoma
- Private Practice - counseling and therapy for individuals, couples, families and groups, mediation and collaborative coaching, and training

Frequently Taught Advanced Programs Courses

- HR 5110 Developmental Theory
- HR 5113 Introduction to Mediation
- HR 5033 Leadership in Organizations
- HR 5083 Seminar in Group Dynamics
- HR 5333 Mediation in Human Relations

Major Areas of Teaching and Research Interest

- Developmental Theory
- Family theory, assessment and treatment
- Leadership
- Mediation
- Counseling skills and techniques
- Group Therapy

Professional Organizations

- National Association of Social Workers
- Academy of Certified Social Workers
- Oklahoma Academy of Mediators and Arbitrators
- American Group Psychotherapy Association
- International Academy of Collaborative Professionals
- Oklahoma Academy of Collaborative Professionals

Representative Honors and Awards Received

- Board Certified Diplomat-Clinical Social Work
- Certified Group Psychotherapist
- Listed in Who's Who Among Students in Colleges and Universities
- Listed in Who's Who Among Human Service Professionals
- Listed in Who's Who in Executives and Professionals and 2000 Notable Women