The University of Oklahoma
College of Continuing Education
Advanced Programs – Course Syllabus

Course Title:
Mediation

Course Number:
HR 5333-102

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: March 20-22 & 27-29, 2015
Location: OCCE, Norman, Oklahoma. Classes are held at the Thurman White Forum Building of OCCE, 1704 Asp Avenue.
Hours: Fri 5:30-9:30 p.m.; Sat 8:30 a.m.-4:30 p.m.; Sun 1:00-5:00 p.m.
Last day to enroll or drop without penalty: February 19, 2015

Site Director:
Bethany Neubauer. Phone: 405-325-1263; Fax: 405-325-9148; email: apnorman@ou.edu

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
E-mail Address: kr.marlow@cox.net
HR Website: http://www.ou.edu/cas/hr/
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, 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 www.oklahoma.bkstr.com 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@fheg.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.


5. Materials posted on the OU Desire to Learn (D2L) system: Access D2L at [http://learn.ou.edu](http://learn.ou.edu); enter your OU NetID (4+4) and password, and select course to access material. Please contact your local Site Director if you require assistance.

Note: Follett 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 Follett.

**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.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Due Date</th>
<th>Percent of Grade</th>
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</thead>
<tbody>
<tr>
<td>Pre-Seminar paper</td>
<td>Third class session</td>
<td>25%</td>
</tr>
<tr>
<td>Mediation Critiques</td>
<td>During class sessions</td>
<td>20%</td>
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<tr>
<td>Final exam</td>
<td>Last class session</td>
<td>30%</td>
</tr>
<tr>
<td>Post-Seminar Assignment</td>
<td><strong>April 19, 2015</strong></td>
<td>25%</td>
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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. 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 make 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 Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

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.

Copyright

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