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

Course Title:  
Mediation

Course Number:  
HR 5333-220

Course Description:  
This course will be an overview of mediation as a form of dispute resolution. The steps in the mediation process will be discussed and practiced in mock mediation. The skills of empathic listening, conflict management, conflict resolution, feedback, reflective listening, breaking impasse, and facilitating will be emphasized. The barriers to resolution of resistance, power, revenge, and anger will be addressed, 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.

Class Dates, Location and Hours:  
Dates: October 18-23, 2011  
Location: Spangdahlem AB, Germany. Contact Site Director for classroom location.  
Hours: Tue-Fri 6:00-9:30 p.m.; Sat-Sun 8:30 a.m.-4:30 p.m.  
Last day to enroll or drop without penalty: September 19, 2011

Site Director:  
Allen Cannon. Phone: DSN 452-7555, CIV 06565-61-7555; Fax: Spangdahlem Library 06565-7843; E-mail: apspangdahlem@ou.edu

Professor Contact Information:  
Course Professor: Robbie Wahnee  
Mailing Address: 905 Asp Avenue  
NEL, 258  
Norman, OK 73019  
Telephone Number: (405) 325-5594  
Fax Number: (405) 325-3727  
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, by appointment.

Textbook(s) and Instructional Materials:  
Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion.bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-1557 (outside the U.S.).

2. Personal laptop – if you have a laptop, please bring it the second night of class.

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


EEOC & Mediation located at [http://www.eeoc.gov/mediate/index.html](http://www.eeoc.gov/mediate/index.html)

Mediation resources at [http://www.mediate.com/](http://www.mediate.com/)

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.

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:

- 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; and
- explore the barriers to the mediation process and develop some techniques to aid in resolution.

Assignments, Grading and Due Dates:

**Journal:**

Each student will develop a handwritten or typed, bound (stapled together, wire bound notebook, or other binding) journal. The journal will consist of the student’s observation 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. Begin putting logs in the journal 21 days prior to class. Your journal entries will continue through the end of class. Students will be allowed to use the first fifteen minutes of class, and complete the journal entry from an incident that occurred that day. This will be done every day of class. The journal will be turned in the final night of class.

**Journal Article:**

Each student will bring a journal article (from a library, retrieved online, etc) that discusses any type of mediation or conflict past or present. You 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. This is an oral 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.

**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 book before class. When possible, self-assessment tests, such as Myers-Briggs, Gallup’s Strengths Assessment, etc. will be administered in class or over the internet.
Final Exam:
Teams of 3 plus students will be formed. Each team will define a topic that would lend itself to mediation. Using information read or that has been discussed in class, each team will perform mediation. Grading will consist of topic chosen, opening statements, agreement to mediate, roles played, contributions of mediation techniques, contribution to the roles, outcome (i.e., agreements made) and lessons learned. Format will be discussed in class. Students will be actors in mediation. Be prepared to handle any of the roles discussed in class. Actors will be critiqued by the other students on use of mediation techniques. If time allows, each student will also be given an oral exam that consists of a term, situation, or topic related to mediation to which the student will respond. The question or terminology will be given to you by the professor. Students will have approximately 10 minutes to formulate an answer.

Post-Seminar Assignment:
Using your journal and tools from class, you will write no more than a 5 page paper assessing your mediation/negotiation/interpersonal style. This paper should focus on lessons learned from class, other students in class, your text, and some of the assessments used in class. APA style format will be used for the paper. This is a link to information on APA: [http://www.apastyle.org/](http://www.apastyle.org/)

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 may be lowered by a letter grade as indicated on points deducted per assignment.

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…

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Due Date</th>
<th>Percent of Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journal</td>
<td>Last class session</td>
<td>25 points</td>
</tr>
<tr>
<td>Class Interaction/Participation</td>
<td>During class sessions</td>
<td>30 points, given individually</td>
</tr>
<tr>
<td>Final exam</td>
<td>Last class session</td>
<td>25 points</td>
</tr>
<tr>
<td>Post-Seminar Assignment</td>
<td>No later than 21 days from last day of class</td>
<td>20 points</td>
</tr>
</tbody>
</table>

Grading: This is a letter-graded course: A, B, C, D, or F.
A = 92-100 points; B = 83-91 points; C = 74-82 points; D = 65-73 points; F = 64 points or below

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.

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

Robbie L. Wahnee, Ph.D.

Education

- Ph.D. - College of Education – Educational Leadership & Policy Studies, Education Administration, Curriculum and Supervision. 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
- Civil Mediator Certification
- ASTD Certified

Current Positions

- Advanced Programs Professor since 1996
- Assistant Director of Human Resources, University of Oklahoma
- 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
- Learning Styles
- HRMS
- Human Resource Management at the Michael Price College of Business

Representative Publications and Presentations

- 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

Representative Honors and Awards Received

- President – Administrative Staff Council – 2 years
- Functional Lead – PeopleSoft Implementation
- Nominated “Who’s Who in American Business”
- Chair, Staff Senate Awards Committee - two years
- Member/President EEO/AA Committee
- Team member - one of four who designed, developed and implemented award winning, Foundations in Management for OU
- Team member - one of four who designed, developed and implemented award winning, Histofacts (began as a seminar of trivia about OU)