

AECO 4420
MEDIATION PRACTICUM
Fall 2008

Prof. William L. McKee
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www.unt.edu/aeco/adrstudies.htm

<http://www.unt.edu/aeco/mckee/practicum.htm> (for syllabus and forms)

Institute of Applied Economics
263 Chilton Hall
P. O. Box 310469
Denton, TX 76203-0469
Phone: (940) 565-3437
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Required attendance at one class meeting

FIRST MEETING

Monday, August 25, 2008

5:00 p.m., UNT-Denton, Chilton Hall 126

or

Tuesday, August 26, 2008

5:00 p.m., UNT-Dallas, Room 344

Other meetings will be arranged with students, as required.

Appointments at other times in Chilton Hall 263, UNT-Denton.

Practicum reports and time logs are due at 3:00 p.m., Wednesday, December 10, 2008, in Chilton Hall 263, Denton Campus. You may fax your report to (940) 565-4658. E-mail and delivery to other locations will not be accepted unless specifically approved.

Required Texts

Beer, Jennifer E. and Stief, Eileen, *The Mediator's Handbook* (Gabriola Island, BC: New Society Publishers), 1997. ISBN: 0-86571-359-6 (paperback). (800) 567-6772 or nsp@island.net

and one of the following

Slaikeu, Karl A., *When Push Comes to Shove: A Practical Guide to Mediating Disputes* (San Francisco: Josey Bass, 1996.)

or

Kovach, Kimberlee K. *Mediation: Principles and Practice* (St. Paul: Thomson/West, 2000.)

Written Practicum reports must contain citations and other concrete evidence of your knowledge of these texts.

Course Description and Objectives

The Mediation Practicum is designed for students to gain experience in mediation and alternative dispute resolution (ADR). While individual assignments may vary, each student will have an opportunity to learn about case management and mediation program delivery and to observe mediations or participate in actual mediations as a co-mediator. At minimum, each student is expected to observe two actual mediations or co-mediate at least one dispute. All students will participate, as requested, in general mediation support activities such as office assistance and case management.

Upon successful completion of the course, students will have the practical knowledge and experience to co-mediate a wide variety of disputes.

Course Requirements

Each student is required to complete a total of 60 hours of work and service in support of mediation services with the Dispute Resolution Services of Tarrant County, PAX United, Dispute Mediation Service of Dallas, the Equal Employment Opportunity Commission, and other organizations that sponsor or conduct mediations. For the fall and spring semesters, you may complete some, but not all, of your Practicum requirements with the Dallas Suicide and Crisis Center **or** with the UNT Center for Student Rights and Responsibilities. With prior approval, other ADR experiences also may apply. Travel and commuting time does not count toward the 60- hour requirement.

Readings: Students are expected to read and consult the textbook by Beer, Jennifer E. and Stief, Eileen, *The Mediator's Handbook*, plus either Salikeu's *When Push Comes to Shove* or Kovach's *Mediation: Principles and Practice*. **Practicum reports must contain source references/citations and other concrete evidence of your knowledge of these texts.**

Lecture/Discussion: As an experiential class, there are no formal class meetings beyond the introductory session. Placement assignments will provide practical information and experiences about the use of mediation and other ADR methods. Students are expected to assist in office support activities.

Examinations: There are no formal examinations.

Practicum Reports: Student will prepare and submit extensive reports on their mediation and ADR experiences. A probing and reflective product is required in which the student demonstrates good critical thinking as well as skills of interpretation and analysis. Grades will be adjusted for inadequate content and poor grammar or written communication style. Written reports must reflect concrete evidence of your knowledge of assigned texts. Further written guidelines are provided on the last page of this document.

Accommodations: Your instructor complies with the American with Disabilities Act in making reasonable accommodations for qualified students with disabilities. If you have a qualified disability as defined in the Act and would like to request accommodation, please see the instructor by the second week of class.

Required Attendance: To organize, coordinate, and further the Practicum learning experience, you are required to attend a class meeting. Your choices for the meeting are shown on the first page of this document. Individual sessions will be arranged for students requiring additional help.

Grading Procedure

Grades are determined according to evidence about the quality of the Practicum learning experience. Input about the student's behavior is collected from the agencies and organizations to which we assign Practicum students. The written quality of Practicum reports is weighted heavily in assigning grades. To successfully complete the class and receive a grade, students must submit a log reflecting 60 hours of completed activity that meets the requirements stated herein and a written, **detailed** Practicum report before the deadline at the end of the semester. The time log and instructions for the report are enclosed.

Students who do not submit Practicum reports by the deadline established herein will receive incomplete grades on their grade reports. Receipt of an incomplete grade does not reduce your final course grade, and you are not required to re-register for the class. Further information is presented below. **You should consult the UNT Catalog and graduation requirements for official information about removing incomplete grades.**

Dress Requirements, Behavior and Courtesy

This course provides a significant amount of opportunity for students to learn mediation and ADR first-hand. Students are expected to know and follow established ethical guidelines and the rules of the organizations to which they are assigned, to maintain decorum and respect in all situations, and to further the educational experiences of everyone concerned.

Students must understand and comply with the dress standards and conduct expectations of the organizations with which they become involved for Practicum credit. "Business casual" attire (which does not include blue jeans or tee shirts) is the minimum expectation.

Please recognize that participating organizations expect responsible and mature behavior from our practicum students. You represent the ADR program and the University when working on your assignments and are expected to conduct yourself accordingly. How you conduct yourself reflects directly on the UNT ADR program, as well as on your course grade. The ethical standards discussed in this and other ADR classes will be maintained and strictly enforced. We look forward to your thoughtful consideration and participation.

There should be none of the following while you are engaged in Practicum activities:

- Beeper or cellular phone interruptions
- Sleeping
- Reading or writing pertaining to other endeavors or courses
- Frequent or last minute schedule changes
- **Tardies and early departures**

Your Practicum cannot be arranged without your cooperation and involvement. We need information from all students in order to arrange assignments and to develop a schedule for the semester. Complete and return the enclosed information form as soon as possible to Dr. McKee at the address and fax number shown at the top of the first page.

Once you have Dr. McKee's clearance to proceed, you can inquire with the mediation organizations listed below about arranging hours:

Contact information:

Dispute Resolution Services of North Texas (Tarrant County), Inc.
(Practicum students may be charged as much as an additional \$200)
4304 Airport Freeway, Suite 100
Fort Worth, TX 761117
(817) 877-4554, ext. 103 or 104
FAX: (817) 877-4557

PAX United
Dr. Susan Armoni or Ms. Darby Huber
508 Twilight Trail, Suite 99
Richardson, TX 75080
(972) 671-9550
FAX: (972) 671-9549

Ms. Lacrisa Gilbert
Dispute Mediation Service (DMS) of Dallas
(Practicum students will be charged an additional \$200 at DMS.)
3400 Carlisle, Suite 240, LB-9
Dallas, TX 75204-1298
(214) 754-0022
FAX: (214) 754-0378

Suicide and Crisis Center (Dallas)

Ms. Jenyce Gush

2808 Swiss Avenue

Dallas, TX 74204-5991

(214) 824-7020

jenyceg@sccenter.org to register for training

www.sccenter.org for more information

To count the Center's 30 hour of training toward the Practicum requirement you must commit to the following: (1) to successfully complete the Center's screening procedures; (2) to attend the Center's complete training; and (3) to volunteer to work one shift each week at the suicide hotline for several months following the training. Those students who do not volunteer, as required by the Center, will not be allowed to count any Practicum hours for training at the Suicide Center. Practicum hours are awarded only for the training component and not for working the hotline. Based on the latest information received, the next training class will start on Tuesday, September 2, 2008. Classes meet from 6:30 to 9:30 p.m. on Tuesday nights of each week for 10 consecutive weeks. You must complete all ten sessions and satisfy the volunteer requirement to count any of the hours toward the 60-hour Practicum requirement). The Center charges \$65 for training materials, subject to ability to pay. Pre-registration for the training is required.

Denton County Alternative Dispute Resolution Program [DCAP]

Ms. Michelle Houston

512 W. Hickory, Ste. 202

Denton, Texas 76201

(940) 320-1500 Metro

(940) 320-1502 Metro Fax

mhouston@dentonbar.com E-mail

DCAP conducts mediations on a Monday through Thursday schedule. Students are not charged for observations but must make reservations on a first-come, first-served basis.

UNT Center for Student Rights and Responsibilities (CSRR)

In the 2009 Fall Semester, CSRR is initiating a pilot Peer Advisor Program as a component of the judicial process available to students who are suspected of or charged with violations of the UNT Code of Student Conduct.

See http://www.unt.edu/csrr/student_conduct/index.html for the Code and related links to the Center's activities. CSRR plans to get this program running early in the semester and currently is preparing a training program for the student advocates. Present plans involve two mandatory Saturday training periods. Up to a maximum of 30 Practicum hours may be earned from the training component and work as a CSRR peer advocate. Requirements for student selection and participation may apply. Since this is a pilot project, the number of Practicum hours available to each student may be modified. It is expected that all activities associated with the pilot program will take place on the

UNT Denton campus. If you are interested in this opportunity, contact Dr. McKee before September 5, 2008, for further information about this program.

For placement with organizations other than those identified above, or with individual mediators, you must present a specific written statement of how the experience will fulfill the Practicum's goals for Dr. McKee's approval.

MEDIATION PRACTICUM SCHOLARSHIPS

Students enrolled in AECO 4420 or 5900 Mediation Practicum who elect to perform mediation practicum work at either Dispute Mediation Service of Dallas or Dispute Resolution Services of North Texas may apply for \$150 scholarships to help defray part of the \$200 charges imposed by those agencies. Students must be in good academic standing at UNT for consideration. See the scholarship handout for further information.

AECO 4420 – Mediation Practicum Guidelines for Practicum Reports

The purpose of the report is to document your practicum experiences and to encourage thoughtful reflection and disciplined thinking about the way mediation is practiced. Your report should also provide insights into how your mediation skills developed during the semester. The specific requirement for each report entry will be to describe and analyze, in detail, your reactions, perceptions, impressions and insights gained from participating in mediation and mediation-related events, including training. Your submission will be graded on both content and style. **Please note that no written discussion is required about general clerical and office work.**

You must maintain the confidentiality requirements of mediation by not including names or other information that might identify disputants or other participants in mediation. Your professor also will protect the confidentiality of reports to the degree afforded by law and common sense.

Deadline – 3:00 p.m., Wednesday, December 10, 2008, delivered or faxed to the Applied Economics office, Chilton Hall 263, UNT-Denton campus. Only reports and time logs received by this deadline will satisfy the Fall 2008 grade deadline. Students who do not meet the deadline will automatically receive an incomplete grade. Incomplete grades must be removed within the following 12 months.

Do not send reports via e-mail.

Make sure to include:

- Typed (or computer-generated) reports
- Completed time sheets

You will be graded on how thoroughly you critique the mediators and the mediation processes, mediation-related training, or other substantive mediation activities in which you participate or serve as an observer. Your knowledge and awareness of material in the assigned textbooks must be reflected specifically in your report. Written analyses of mediations and related activities should reflect critical mediation thinking and cover the following:

1. What happened? (Include an overview of key events)
2. What did you learn about mediation or ADR from this experience?
3. What did you learn about the mediation/ADR styles of the mediators or others?
4. How does this experience compare to what you expected or to other experiences that you have had in similar or comparable circumstances?
5. What was different from the concepts and techniques discussed in class or in assigned readings?
6. If you were an observer, what would you have done differently? If you were the mediator or responsible person, what would you do differently the next time?

For other than actual mediations, follow the above questions, as appropriate, and note what could have been done to achieve a better outcome and more valuable learning experience. **Your written reports are expected to be detailed, reflecting critical analysis and deep thinking about your mediation experiences.**

Professional Certificates

Mediation Certificate: In conjunction with successful completion of AECO 4000-Mediation (formerly AECO 2120), this course meets the current State of Texas requirements for court-referred mediations. In order to receive the mediation certificate, you must submit a written request to the Institute of Applied Economics after successfully completing the Mediation and Mediation Practicum classes.

Family Mediation Certificate: Students who successfully complete these classes: Mediation, Mediation Practicum, and Family Mediation, (9 hours total) are eligible to receive a Family Mediation Certificate. In order to receive the family mediation certificate, you must submit a written request to the Institute of Applied Economics.

ADR Certificate: Students who successfully complete this class and 9 additional hours in ADR courses (12 hours total) as specified by the Institute of Applied Economics are eligible to receive a professional ADR certificate. In order to receive the ADR certificate, you must submit a written request to the Institute of Applied Economics.

Certificate request forms are available in the departmental office in Chilton Hall, Room 263, or over the Internet. A separate request for each certificate is required. See the ADR Studies website at www.unt.edu/aeco/adrstudies.htm for more information.

To remove an incomplete grade:

Assuming that you submitted all required coursework, you must provide your professor with an “Institute of Applied Economics Request to Remove an I” form. This form is available through our class notes website at <http://www.unt.edu/aeco/classnotes.htm>

Please note that, if you haven’t completed all required paperwork (Practicum Report and timesheet) or if you haven’t provided the department “Request to Remove an I” form, your grade will not be changed until you do so.

UNT policy requires incomplete grades to be removed within one year of receipt.

If you plan to graduate at the end of the semester in which you remove the “I,” you should consult the submission deadlines for graduation.

For all Practicum questions, please read the syllabus carefully before calling.