

**AECO 4420**  
**MEDIATION PRACTICUM**  
Fall 2009

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[www.unt.edu/aeco/adrstudies.htm](http://www.unt.edu/aeco/adrstudies.htm)

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

263 Chilton Hall  
1155 Union Circle # 310469  
Denton, TX 76203  
Phone: (940) 565-3437  
Fax: (940) 565-4658

**Required attendance at mandatory class meeting**

Tuesday, September 1, 2009  
5:00 – 6:00 p.m., UNT-Dallas Room 344

or

**If a meeting in Denton is necessary**

Monday, August 31, 2009  
5:00 – 6:00 p.m., UNT-Denton Campus, Room 209A Chilton Hall

**You must schedule this meeting in advance by calling Lisa Gage no later  
than August 27, 2009 at (940) 565-3437**

**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., Tuesday, December 15, 2009, 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 Text**

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

**Written Practicum reports must contain citations and demonstrate concrete evidence of your knowledge of the contents of this text.**

## 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. 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 minimum 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, and other organizations that sponsor or conduct mediations. You may complete a maximum of 30 hours of the 60-hour Practicum requirement with the Dallas Suicide and Crisis Center. With prior approval, other ADR experiences also may apply.

Travel and commuting time do not count toward the 60- hour requirement.

*Readings:* Students are expected to study and consult the textbook by Beer, Jennifer E. and Stief, Eileen, *The Mediator's Handbook*. **Written Practicum reports must contain references and citations that demonstrate knowledge of this text.**

*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:* Students 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, poor grammar or written communication style, and failure to follow the instructions contained in this syllabus. Written reports must reflect concrete evidence of your knowledge of the assigned text. Further written guidelines are provided at the end 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, as 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 and completion of the 60-hour time requirement. 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 a minimum of 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 attached.

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 will be charged \$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

Dispute Mediation Service (DMS) of Dallas  
Ms. Lacrisa Gilbert  
**(Practicum students will be charged \$200.)**  
4144 N Central Expy # 1010  
Dallas, TX 75204-3217  
(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

[jencyceg@sccenter.org](mailto:jencyceg@sccenter.org) to register for training

[www.sccenter.org](http://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 satisfy the volunteer requirements 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. The next training class will begin on September 8 and will meet from 6:30 to 9:30 p.m. on Tuesday nights of each week for 10 consecutive weeks. You must complete the training sessions and satisfy the volunteer requirement to count the training hours toward the 60-hour Practicum requirement). The Center charges \$65 for training materials, subject to ability to pay. Pre-registration with Ms. Gush 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](mailto: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.

**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 ARE NO LONGER AVAILABLE**

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

## **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., Tuesday, December 15, 2009, delivered or faxed to Chilton Hall 263, UNT-Denton campus. Only reports and time logs received by this deadline will satisfy the Fall 2009 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 analyze and critique the mediators and the mediation processes, mediation-related training, and 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, 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 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.

*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 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](http://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 a “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.**