

City University of Hong Kong

**Information on a Course
offered by Department of Applied Social Sciences
with effect from Semester A in 2013/2014**

Part I

Course Title:	Negotiation and Mediation in Work
Course Code:	SS5812
Course Duration:	One Semester
No. of Credit Units:	3
Level:	P5
Medium of Instruction:	English, supplemented by Cantonese/Putonghua in live demonstration, skills rehearsal, and role-play exercises as situation requires.
Medium of Assessment:	English
Prerequisites:	Nil
Precursors:	Nil
Equivalent Courses:	Nil
Exclusive Courses:	Nil

Part II

Course Aims

The course aims to enable students to acquire basic knowledge and skills in negotiation and mediation in different work settings. Students will learn theories of disputes resolution and systemic steps of negotiation and mediation.

Course Intended Learning Outcomes (CILOs)

Upon successful completion of this course, students should be able to:

No.	CILOs	Weighting
1.	describe nature and characteristics of different types of disputes, and ways for conflict resolution and reconciliation	20%
2.	identify major theories-, strategies, and ethical issues of effective negotiation	25%

3.	identify major theories, strategies, and ethical issues of effective mediation	25%
4.	apply strategies and skills of negotiation and mediation in different work settings	30%

Teaching and learning Activities (TLAs)

(Indicative of likely activities and tasks designed to facilitate students' achievement of the CILOs. Final details will be provided to students in their first week of attendance in this course)

CILO No.	TLA1	TLA2	TLA3	TLA4	Hours / course (if applicable)
CILO 1	√	√	√	√	
CILO 2	√	√	√	√	
CILO 3	√	√	√	√	
CILO 4	√	√	√	√	

TLA1: Lecture

There will be lectures on perspectives and theories of negotiation and mediation. With the help of PowerPoint and lecture notes, students will learn basic concepts of major negotiation and mediation approaches.

TLA2: Video show and small group sharing

There will be video shows demonstrating different types of disputes resolution models and talks about strategies and skills. Students are required to try out these strategies and skills learnt in a small group setting. They are required to integrate theories into practice.

TLA3: Case study and role play

There will be case studies for discussion and role play exercises for students to act out the strategies and skills learnt. After the role play, students will be divided into pairs and share what they have learnt between learning partners.

TLA4: Presentation

Students are required to select a topic for investigation and make presentation relating to the application of skills of negotiation and mediation in different work settings.

Assessment Tasks/Activities

(Indicative of likely activities and tasks designed to assess how well the students achieve the CILOs. Final details will be provided to students in their first week of attendance in this course)

CILO No.	Type of Assessment Tasks/Activities	Weighting (if applicable)	Remarks
CILO 1-4	AT1: Case study, small group discussion, and report back	10%	
CILO 1-4	AT2: Interactive exercises and worksheets	10%	
CILO 2-4	AT3: Group Presentation	30%	
CILO 1-4	AT4: Final Term Paper	50%	

AT1: Case study, small group discussion, and report back

There are different worksheets and exercises for students to learn basic concepts and theories. Participation and report back performance will be assessed in terms of initiative of students in taking risk and giving constructive opinions during the training sessions.

AT2: Interactive exercises and worksheets

Worksheets for identifying and analysing disputes will be used. There will be interactive exercises for student to learn how to resolve disputes step by step. Students will be asked to fill in worksheets after doing the exercises.

AT3: Group Presentation

Students are required to form a group of 5-6 persons and to make presentation on a selected topic. These exercises aim to enable student understand basic concepts, essential elements of effective negotiation and mediation step by step. These assignments (around 3,000 words) are meant to engage students in a self-reflective inquiry of the disputes resolution and mediation training.

AT4: Final Term Paper

This assignment is an integrated paper on student's understanding of the subject matter learning over the thirteen weeks. In this paper, students are expected to articulate the knowledge and skills learned from the course. They are required to write a paper (around 2,500 words) examining the effective use of negotiation or mediation in a selected setting. They are expected to draw on literature to enrich their discussion and illustrate the application of the model by using a case.

Grading of Student Achievement:

Refer to Grading of Courses in the Academic Regulations for Taught Postgraduate Degrees.

Letter Grade	Grading criteria in relation to CILOs
A+ A A-	Evidence of highly able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Excellent competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Highly able to differentiate theories and practices between negotiation and mediation in different work settings.
B+ B B-	Evidence of moderately able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Very good competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Highly able to differentiate theories and practices between negotiation and mediation in different work settings.
C+ C C-	Evidence of satisfactorily able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Good competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Satisfactorily able to differentiate theories and practices between negotiation and mediation in different work settings.

D	Evidence of barely able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Fair competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Barely able to differentiate theories and practices between negotiation and mediation in different work settings.
F	Little evidence of barely able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Unable to apply strategies and skills of disputes resolution nor in addressing ethical issues of effective negotiation and mediation. Unable able to differentiate theories and practices between negotiation and mediation in different work settings.

Part III

1. Keyword Syllabus

1.1 Conflict Management and ADR

Understanding different types of conflicts and how people deal with conflicts. Why do we need to settle disputes? Different types of conflict resolution and management. The history of alternative disputes resolution (ADR), negotiation and mediation.

1.2 Negotiation: Theory and Process

Definition of negotiation. Negotiation Sandtraps. Why people are ineffective negotiators? What to do before negotiation? Self-assessment; what is your alternative to reaching agreement? Best Alternative to a Negotiated Agreement. The reservation point. Assess your risk propensity.

1.3 Strategies and Skills of Negotiation

Advantages and disadvantages of different models of negotiation. Stages of negotiation. Skills in negotiation. Can professional workers be a good negotiator? Ethical issues related to negotiation.

1.4 Key Elements of Restorative Justice and Mediation

History of restorative justice and mediation. Basic principles for the use of restorative practices suggested by the UN. Formal and informal models of restorative practices. Difference between restorative justice and mediation. Family mediation, community mediation, and victim-offender mediation programs.

1.5 Strategies of Mediation

Skills in conferencing facilitation and mediation. Stages and steps for mediation. Roles of mediator and facilitator. Procedures and guidelines for mediation. Agreement: restitution and reparation. Code of ethics for mediator.

2. Recommended Reading

Essential Texts

McCorkle, S. & Reese, M.J. (2005). *Mediation Theory and Practice*. Pearson

Education, Inc.

Thompson, L.L. (2009). *The Mind and Heart of the Negotiator*, (4th Ed). Upper Saddle River, NJ: Pearson Education Inc.

Supplementary Texts

Braithwaite, V., Ahmed, E., Morrison, B., & Reinhart, M. (2003). Researching the prospects for restorative justice practice in schools: The 'Life at School Survey' 1996-9. In L. Walgrave (Ed.), *Repositioning Restorative Justice* (pp. 169-190). Cullompton: Willan Publishing,

Brinkman, R. and Kirschner, R. (2002). *Dealing with People You Can't Stand*. New York: Mc-Graw-Hill, Inc.

Burns, S.L. (2000). *Making Settlement Work: An Examination of the Work of Judicial Mediators*. Aldershot: Ashgate: Dartmouth Publishing Company Ltd.

Cavenagh, T.D. (2000). *Business Dispute Resolution: Best Practices, System Design & Case Management*. Australia: West Legal Studies in Business/Thomson.

Fisher, R. & Ury, W. (1991). *Getting to Yes: Negotiating an agreement without giving in*. Sydney: Business Books Limited.

Folger, J.P., Poole, M.S. & Stutman, R.K. (2009). *Working Through Conflict: Strategies for Relationships, Groups and Organizations (Sixth Ed.)*. Boston: Pearson Education, Inc.

Hodgson, J. (2000). *Thinking on Your Feet in Negotiations*. London: Prentice Hall.

Irving, H.H. (2002). *Family Mediation: Theory and Practice with Chinese Families*. Hong Kong: Hong Kong University Press.

Johnstone, G. and Van Ness, D. W. (Eds.) (2007). *Handbook of Restorative Justice*. Cullompton: Willan Publishing.

Lo, T.W., Dennis S.W. Wong and Maxwell, G. (Eds.) (2005). *Alternatives to Prosecution: Rehabilitation and Restorative Models of Youth Justice*. London: Marshall Cavendish.

Morris, A. & Maxwell, G. (Eds.) (2003). *Restorative Justice for Juveniles: Conferencing, Mediation and Circles*. Oxford: Portland Oregon, 1-16.

Ury W. (1991). *Getting Past No: Negotiating with Difficulty People*. Sydney: Business Books Limited.

Winslade, J. & Monk, G. (2000). *Narrative Mediation: A New Approach to Conflict Resolution*. San Francisco: Jossey-Bass Publishers.

Wong, D.S.W., & Mok, L.W.Y. (2011). Restorative justice and practices in China. *British Journal of Community Justice*, 8(3), 23-35.