

SS5812: NEGOTIATION AND MEDIATION IN WORK

Effective Term

Semester A 2025/26

Part I Course Overview

Course Title

Negotiation and Mediation in Work

Subject Code

SS - Social and Behavioural Sciences

Course Number

5812

Academic Unit

Social and Behavioural Sciences (SS)

College/School

College of Liberal Arts and Social Sciences (CH)

Course Duration

One Semester

Credit Units

3

Level

P5, P6 - Postgraduate Degree

Medium of Instruction

Other Languages

Other Languages for 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 Details

Abstract

The course aims to enable students to acquire fundamental knowledge and practical skills in negotiation and mediation, applicable to diverse professional environments. Students will delve into theories of conflict resolution and explore the systematic processes involved in effective negotiation and mediation. By the end of the course, students will be equipped with the essential tools to navigate and resolve disputes in various work settings.

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3
1	describe nature and characteristics of different types of disputes, and ways for conflict resolution and reconciliation	20	x	x	x
2	identify major theories, strategies, and ethical issues of effective negotiation	25		x	
3	identify major theories, strategies, and ethical issues of effective mediation	25		x	
4	apply strategies and skills of negotiation and mediation in different work settings	30	x	x	x

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Learning and Teaching Activities (LTAs)

LTAs		Brief Description	CILO No.	Hours/week (if applicable)
1	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.	1, 2, 3, 4	

2	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.	1, 2, 3, 4	
3	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.	1, 2, 3, 4	
4	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.	1, 2, 3, 4	

Assessment Tasks / Activities (ATs)

ATs		CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	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.	1, 2, 3, 4	10	

2	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.	1, 2, 3, 4	10	
3	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.	2, 3, 4	30	

4	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.	1, 2, 3, 4	50	
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Continuous Assessment (%)

100

Assessment Rubrics (AR)**Assessment Task**

1. Case study, small group discussion, and report back (Applicable to students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

- Able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation.
- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(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.

Good

(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.

Fair

(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.

Marginal

(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.

Failure

(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.

Assessment Task

2. Interactive exercises and worksheets (Applicable to students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

- Able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation.
- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(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.

Good

(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.

Fair

(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.

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(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.

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ethical issues of effective negotiation and mediation. Unable able to differentiate theories and practices between negotiation and mediation in different work settings.

Assessment Task

3. Group Presentation (Applicable to students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(A+, A, A-) 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.

Good

(B+, B, B-) 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.

Fair

(C+, C, C-) 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.

Marginal

(D) 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.

Failure

(F) 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.

Assessment Task

4. Final Term Paper (Applicable to students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter)

Criterion

- Able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation.
- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(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.

Good

(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.

Fair

(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.

Marginal

(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.

Failure

(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.

Assessment Task

1. Case study, small group discussion, and report back (Applicable to students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

- Able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation.
- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(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.

Good

(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.

Marginal

(B-, C+, C) Evidence of satisfactorily or barely able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Good or fair competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Satisfactorily or barely able to differentiate theories and practices between negotiation and mediation in different work settings.

Failure

(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.

Assessment Task

2. Interactive exercises and worksheets (Applicable to students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

- Able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation.
- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(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.

Good

(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.

Marginal

(B-, C+, C) Evidence of satisfactorily or barely able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Good or fair competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Satisfactorily or barely able to differentiate theories and practices between negotiation and mediation in different work settings.

Failure

(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.

Assessment Task

3. Group Presentation (Applicable to students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(A+, A, A-) 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.

Good

(B+, B) 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.

Marginal

(B-, C+, C) Good or fair competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Satisfactorily or barely able to differentiate theories and practices between negotiation and mediation in different work settings.

Failure

(F) 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.

Assessment Task

4. Final Term Paper (Applicable to students admitted from Semester A 2022/23 to Summer Term 2024)

Criterion

- Able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation.
- Able to apply strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation
- Able to differentiate theories and practices between negotiation and mediation in different work settings.

Excellent

(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.

Good

(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.

Marginal

(B-, C+, C) Evidence of satisfactorily or barely able to describe nature and characteristics of different disputes and identify major theories for social bargaining, negotiation and mediation. Good or fair competency in applying strategies and skills of disputes resolution, and in addressing ethical issues of effective negotiation and mediation. Satisfactorily or barely able to differentiate theories and practices between negotiation and mediation in different work settings.

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(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 Other Information**Keyword Syllabus**

1.1 Conflict Management and ADR

Understanding and managing different conflicts. Importance of resolving disputes. History of ADR, negotiation, and mediation.

1.2 Effective Negotiation

Defining negotiation. Common pitfalls to avoid. Improving negotiation skills. Preparation and self-assessment. Finding alternatives and setting goals.

1.3 Negotiation Strategies

Comparing different negotiation models. Understanding negotiation stages. Key skills for successful negotiation. Effective negotiators. Ethical considerations.

1.4 Restorative Justice and Mediation

Overview of restorative justice and mediation. UN principles for restorative practices. Formal and informal approaches. Differences between restorative justice and mediation. Family, community, and victim-offender mediation programs.

1.5 Strategies of Mediation

Facilitation and mediation skills. Steps and stages of mediation. Roles of mediators and facilitators. Procedures and guidelines. Agreements: restitution and reparation.

Reading List

Compulsory Readings

Title	
1	McCorkle, S., & Reese, M. J. (2018). Mediation theory and practice. Sage Publications.

Additional Readings

Title	
1	Hodgson, J. (2000). Thinking on your feet in negotiations. London: Prentice Hall.
2	Ury W. (1991). Getting past no: Negotiating with difficulty people. Sydney: Business Books Limited.
3	Beardsley, K. (2017). The mediation dilemma. Cornell University Press.
4	Boulle, L., & Alexander, N. M. (2020). Mediation: Skills and techniques. LexisNexis Butterworths.
5	Fisher, R. & Ury, W. (1991). Getting to Yes: Negotiating an agreement without giving in. Sydney: Business Books Limited.
6	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.
7	Garcia, A. C. (2019). How mediation works. Cambridge University Press.
8	Irving, H.H. (2002). Family Mediation: Theory and practice with Chinese families. Hong Kong: Hong Kong University Press.
9	Johnstone, G. and Van Ness, D. W. (Eds.) (2007). Handbook of restorative justice. Cullompton: Willan Publishing.
10	Menkel-Meadow, C. (Ed.). (2018). Mediation: Theory, policy and practice. Routledge.
11	Morris, A. & Maxwell, G. (Eds.) (2003). Restorative Justice for Juveniles: Conferencing, Mediation and Circles. Oxford: Portland Oregon, 1-16.
12	Stitt, A. (2016). Mediation: A practical guide. Routledge.
13	Wong, D.S.W., & Mok, L.W.Y. (2011). Restorative justice and practices in China. British Journal of Community Justice, 8(3), 23-35.