

Remote / Online Course Syllabus

Course Information

Course Number/Section PSY4377.001
Course Title Basic Conflict Resolution
Term Fall 2020

Professor Contact Information

Professor John Q. Stilwell, JD, PhD
Cell Phone 469/ 354-2020
Email Address John.Stilwell@UTDallas.edu (preferred)
Office Location No office on campus.
Online Office Hours By appointment
Other Information Please email to request appointment. Virtual appointments will take place in MS Teams. Professor or assistant will initiate Teams appt.

Assistant Contact Information

UTD Guest Lecturer Susan L. Johnson, BA, MA, Paralegal
Cell Phone 817/ 404-7171
Email Address Susan.Johnson@UTDallas.edu
Other Information Please copy assistant on all emails to Professor. Send email, then text to let Assistant know you've emailed.

Course Modality and Expectations

Instructional Mode	Remote Learning https://www.utdallas.edu/fall-2020/fall-2020-registration-information/
Course Platform	eLearning: all instructor provided materials, assignments, exams Blackboard Collaborate for synchronous classes (sessions are recorded for asynchronous learning)
Expectations	Please see information below.
Asynchronous Learning Guidelines	eLearning: all instructor provided materials, assignments, exams Student will complete a 5,000 to 7,500 word research paper in lieu of participation in Mediation Role Plays Blackboard Collaborate for recorded Class sessions https://www.utdallas.edu/fall-2020/asynchronous-access-for-fall-2020/

COVID-19 Guidelines and Resources

The information contained in the following link lists the University's COVID-19 resources for students and instructors of record.

Please see <http://go.utdallas.edu/syllabus-policies>.

Class Participation

Regular class participation is expected regardless of course modality. Students who fail to participate in class regularly are inviting scholastic difficulty. A portion of the grade for this course is directly tied to your participation in this class. It also includes engaging in group or other activities during class that solicit your feedback on homework assignments, readings, or materials covered in the lectures (and/or labs). Class participation is documented by faculty. Successful participation is defined as consistently adhering to University requirements, as presented in this syllabus. Failure to comply with these University requirements is a violation of the [Student Code of Conduct](#).

Class Recordings

The instructor may record meetings of this course. Any recordings will be available to all students registered for this class as they are intended to supplement the classroom experience. Students are expected to follow appropriate University policies and maintain the security of passwords used to access recorded lectures. Unless the Office of Student AccessAbility has approved the student to record the instruction, students are expressly prohibited from recording any part of this course. Recordings may not be published, reproduced, or shared with those not in the class, or uploaded to other online environments except to implement an approved Office of Student AccessAbility accommodation. If the instructor or a UTD school/department/office plans any other uses for the recordings, consent of the students identifiable in the recordings is required prior to such use unless an exception is allowed by law. Failure to comply with these University requirements is a violation of the [Student Code of Conduct](#).

Class Materials

The Instructor may provide class materials that will be made available to all students registered for this class as they are intended to supplement the classroom experience. These materials may be downloaded during the course, however, these materials are for registered students' use only. Classroom materials may not be reproduced or shared with those not in class, or uploaded to other online environments except to implement an approved Office of Student AccessAbility accommodation. Failure to comply with these University requirements is a violation of the [Student Code of Conduct](#).

Textbooks and some other bookstore materials can be ordered online or purchased at the [UT Dallas Bookstore](#)

Course Pre-requisites, Co-requisites, and/or Other Restrictions

Prerequisites:

An acute awareness that learning is your responsibility. The Instructor can teach, illustrate, and, drawing upon extensive life and professional experience, help you in the learning process, but without your enthusiastic and highly motivated effort, you will not excel in this course. Chief among the governing factors in your success is on time attendance at every class and preparation by reading the assigned texts and collaborating with your teammates on role play. Do not hesitate to ask for help. It is the primary goal of the Instructor and his Guest Lecturer to fulfill that role. In addition, professional dress, bearing and demeanor is expected of each student.

Course Description:

This course provides an overview of most methods of **alternative dispute resolution** through the study of case materials and participation in a group role play projects which will account for much, if not most, of the final evaluation. Your first class will emphasize Critical Thought and refresh your skills as a critical thinker and introduce you to the idea of collaboration between each side which is now required by statute in Online/Blended Course Syllabus

all Family cases, including Suits Affecting the Parent Child Relationship (SAPCR). Materials for these topics are posted on eLearning. Although not a pre-requisite for admission to PSY4377, pre-law programs such as those offered by EPPS are strongly suggested so student comprehends elements of Civil Procedure. Your Instructor is an attorney, admitted to practice in Texas and New York holding also a Ph.D. in History of Ideas, and Ms. Johnson is a Certified Paralegal, with a master's degree in Interdisciplinary Studies. Together with 10 years of experience working together in alternative dispute resolution, they are fully prepared to help students reach their goals. Successful students who complete 40 hours of synchronous, virtual classroom attendance and a grade of B+ or higher may request a letter from the instructor on School of Behavioral and Brain Sciences letterhead attesting to their qualifications as a third party neutral in civil law cases in the District Courts of Texas.

Lecture Content:

The Instructor will provide by lecture and example most of the historical, theoretical, and experiential material for student consumption. Power Point slides will support the lectures and videos will be employed frequently for demonstration purposes. eLearning will be your primary source for such materials, but students must prepare by mastering the written materials in the applicable modules as directed by the Class outlines furnished below.

Group Work:

The group work will teach theory and skills in mediation, negotiation, arbitration, and collaborative law, with a focus *primarily* on mediation. Students will be expected to master the facts of all cases assigned to the class for role plays. Students will be divided into groups and will enact a series of role plays designed to teach the student's mediation skills. All students will be required to prepare at least one complete Opening Statement, (see the Moore text, pp. 607-608; 294-295; other index references). Each student will be expected to critique a role-playing group's actions for efficiency and effectiveness. All students not actively participating in the role play will assess and evaluate each group mediation and individual opening statement. Forms will be provided through eLearning to elicit detailed comment on each aspect of the group's mediation will be provided and critically evaluated by the Instructors.

Asynchronous Learning Alternative to synchronous Mock Mediation Role Plays:

Students choosing asynchronous learning will complete a 5,000 to 7,500-word research paper on an Alternative Dispute Resolution topic approved by the Instructor.

Reading and Class Preparation Assignments:

All Students will have reading and other class preparation assignments to be responsible for in connection with class discussions and case studies on conflict resolution from the community level to global confrontations. These reading assignments will be sufficiently specific to support answers to quizzes (assignments) that will be given at the end of each class in eLearning. Quizzes (assignments) will be untimed and due at 4 pm on Wednesday, at least one week after release. All due dates for assignments will be clearly available in eLearning.

Additional Information:

The dynamics of mediation in its various forms, and the analysis of roles played by parties, their advisors and neutrals, will be the subject of most of the classes. Other issues will include study of strategies adopted by groups competing for limited resources, demands of those seeking vindication and redemption of rights believed to be denied by government or other authorities, regional and global conflicts including armed hostilities.

**Note to students:* Professor Dues was a student of and an ardent advocate for Morton Deutsche, who is believed by many to be the originator of the idea of the “win-win” solution. This will be extensively discussed in class and supported by the materials in your various texts. Your Instructor believes the idea to be a noble pursuit but is skeptical of the degree to which such solutions are achieved. This concept and the idea of BATNA will be extensively explored.

Student Learning Objectives and Requirements:

After completing the course, students should be able to:

- 1.1 At the end of the Course, students will have significant insight into the sources of human conflict in all “communities of life” beginning with the “community of self” and extending outward to world-wide conflicts (including, but not limited to, armed hostilities). Role play in an ongoing dramatized mediation will enable those desiring it to be qualified under Texas rules for the requisite basic 40-hour training as mediator in court annexed civil actions. Students are encouraged to access the Texas Mediator Training Roundtable web site to learn about the desired training qualities to be demonstrated by qualified mediators. The site is password protected, and the login and password will be provided by the Instructor or Assistant as required.
- 2.1 A primary Goal of the course is to understand the range of conflict resolution techniques and facilities available to disputants and professionals in dispute resolution: Mediation, voluntary and judicially annexed; bench trials, jury trials, military tribunals, internationally constituted tribunals, neighborhood convocations and arbitration, either by a sole arbitrator or a panel of arbitrators independently selected or chosen by the parties to the dispute or a combination thereof. One of the required textbooks, Nolan-Haley *Alternative Dispute Resolution*, 4th edition provides excellent “nutshell” treatment of each of these alternatives, and students will be examined on their knowledge of the text and of the class lectures accompanying them.
- 3.1 To augment understanding of the foregoing, students will participate in various roles of those participating in disputes and their resolution, and will be required to evaluate, on forms provided by the Instructor and Assistant. These “forms” are guides to the evaluation and students are expected to make as full an evaluation as time permits.

Required Textbooks

Christopher W. Moore, *The Mediation Process* (San Francisco, Jossey-Bass, a Wiley Imprint, 4th Ed., 2014); ISBN: 978-1-118-30430-3

Jacqueline M. Nolan-Haley, *Alternative Dispute Resolution*, (West Publishing 4th ed., 2013); ISBN: 978-0-314-28532-4

Fisher, Ury and Patton, *Getting to Yes: Negotiating Agreement Without Giving Up* (Harvard Negotiating Project, Penguin Press, 1988); ISBN: 978-0-140-15735-2

Recommended Textbooks

Fisher and Brown, *Getting Together: Building Relationships as We Negotiate* (Harvard Negotiation Project, Penguin Books, 1989), ISBN: 978-0-14-012638-9

Paul Randolph, *The Psychology of Conflict: Mediating in a Diverse World* (London and New York City, Bloomsbury Continuum, 2016) ISBN: 978-1-4729-2297-7

Instructor Provided Materials:

Lewicki and Saunders, *Essentials of Negotiation* (McGraw Hill Education; 6th Ed., 2015); ISBN: 978-0-07-786246-6

Kim M. Munsinger, *Collaborative Law – Start to Finish* (State Bar of Texas; 2014)

Richard Paul and Linda Elder, *Miniature Guide to Critical Thinking Concepts & Tools* (Foundation for Critical Thinking; 7th Ed., 2014); ISBN: 978-0-985-75440-2

Lectures by Instructor (usually accompanied by PowerPoint slides for purposes of refreshing recollection and raising issues for discussion in class).

DVD Presentation “Arbitration”

Professor Michael Dues – Transcript of Lecture #10 “Principled Negotiation” *
– Transcript of Lecture #12 “Negotiating Conflict Resolutions”

PowersofTen.net website

DVD Presentation “Saving the Last Dance – Mediation Through Understanding” (including transcript)

DVD Presentation “A Workplace Dispute between Colleagues” – A co- mediation of an actual case.

PSY4377:

Attendance: Regular class attendance is vitally important for the student pass this course.

TX law mandates 40 hours of classroom instruction for qualification purposes.

A student may have one absence for any reason without penalty against qualification as a mediator (Students must have 40 hours of classroom time). Attendance records will be kept and at the time final grades are assigned, your record of attendance will be reviewed for compliance with the requisite number of hours per statute and for excess absences.

Exams and Quizzes: A final examination will be required. All examinations are “take home” in that they may be taken at a time of the student’s choosing PROVIDED that (1) once begun, the exam must be completed in one sitting (a 15-minute total is allowed for breaks) of not more than three [3] hours; You may consult all materials used in the course, but you must take and complete the entire examination alone, and without consultation with any other person. The examination must be taken within the resources provided by eLearning.

Quizzes on the reading assignments and classwork will be delivered by eLearning. Due date on all assignments will be provided. Late exam or quiz responses will not be considered for grading. The student integrity instructions for taking examinations also apply to Quizzes.

Assignments: All assignments will be posted in eLearning. The Class Homepage will contain details and should be consulted regularly by all students to observe any changes to the Assignment for the upcoming class. No changes will be made less than 2 days before class time. Late assignments will not be considered for grading.

Methods of Evaluation:

Grading is based on a set of *a priori* criteria shown in the table below. Grades will be based on the total number of points across the course.

Synchronous Learning Option

Class I Quiz	100
Class II Quiz	100
Class III-IV Quiz	100
Class V -VII Quiz	100
Midterm Exam	150
Mediation participation	150
Class IX assessments**	25

Asynchronous Learning Option

Class I Quiz	100
Class II Quiz	100
Class III-IV Quiz	100
Class V -VII Quiz	100
Midterm Exam	150
Research Paper*	250
* Research paper on ADR topic	

Class X assessments**	25	Approved by Instructor, 5,000 to	
Class XI assessments**	25	7,500 words	
Class XII assessments**	25		
Final Exam	200	Final Exam	200
Total Points Possible	1000	Total Points Possible	1000

** Assessments by students will be detailed documents (forms) used in the course and will be distributed through eLearning for each class when group mediation is conducted. While these are forms, students are required to provide thoughtful responses and not simply check boxes. Even though students may not plan to be mediators, enthusiastic and realistic role play is important to successfully completing the classwork. Student assessments may be discussed generally in class and will be graded in eLearning.

Evidence of Qualification:

Texas has not formalized a procedure for evidence of Mediator qualification. If you qualify by synchronous, virtual attendance and performance in the class (student must earn a B+ or higher), you may request and receive at a mailing address you supply to the instructor a Qualification Letter on the letterhead of the School of Behavioral and Brain Sciences attesting to the fact that you have met or exceeded the requirements of the Texas Statute on Alternative Dispute Resolution to act as a neutral third party in a Mediation ordered by a Court or an individual Judge. The Letter will be signed by the Instructor using authorized electronic signature. As an Attorney, your instructor is an officer of the Court and my attestation to the Court of your qualification should be accepted without challenge. However, individual Judges may formulate their own requirements in addition to the Qualifications Letter, and I will lend any assistance I can to ensure your compliance to be on the Judge’s list of approved Mediators. **PAY CAREFUL ATTENTION TO THE SLIDES AND OTHER MATERIALS ON MEDIATOR ETHICS.**

Please reference The TEXAS CIVIL PRACTICE AND REMEDIES CODE; TITLE 7. ALTERNATE METHODS OF DISPUTE RESOLUTION; CHAPTER 154. ALTERNATIVE DISPUTE RESOLUTION PROCEDURES

***Student must be in attendance when synchronous, virtual class is in session for qualification purposes. (No asynchronous option for qualification) Students may not miss more than one class and still qualify as a Mediator under the Texas statutory requirement. Consistent lateness may disqualify student under Texas requirements for Mediator training. If you have perfect attendance, you will accumulate about 44 hours this Fall semester (including exam time, which counts, for this purpose). If you believe your schedule or preferences may result in frequent tardiness, early departures or excessive (more than 1) absences, be advised these training requirements are strictly enforced.

UNDERGRADUATE GRADE SCALE

98 – 100	A+	4.0 (4.33 for LSAC Scale)	77 – 79	C+	2.33
93 – 97	A	4.0	73 – 76	C	2.0
90 – 92	A-	3.67	70 – 72	C-	1.67
87 – 89	B+	3.33	67 – 69	D+	1.33
83 – 86	B	3.0	63 – 66	D	1.0
80 – 82	B-	2.67	60 – 62	D-	0.67
			< 60	F	0

Instructor Policies; Class Decorum; Professionalism

All examinations are "open book" and "take home" meaning you may use your texts, class notes, Instructor Web Site and eLearning postings and handout materials furnished by instructor. Students are allowed a maximum of 3 hours (equal to one class time plus 15 minutes total for breaks) during only one sitting to take and complete the examination. Exam must be taken alone and without any form of consultation with

others, either in person or electronically (such as text, email, instant messaging, or social networking). By submitting an examination to the instructor for grading, a student warrants that the examination was taken in accordance with the foregoing instruction. Failure to submit an examination on time, except with a physician documented medical excuse will result in an **F** for the exam. No extensions otherwise will be granted.

Students are expected to login to the virtual classroom on time, clean and neatly dressed, cellphones off or on "vibrate."

Instructor may be addressed as Mr., Doctor or Professor Stilwell. Assistant may be addressed as Ms. Johnson. Students will be addressed as Mr. or Ms. [last name].

Technical Requirements

In addition to a confident level of computer and Internet literacy, certain minimum technical requirements must be met to enable a successful learning experience. Please review the important technical requirements on the [Getting Started with eLearning](#) webpage.

Course Access and Navigation

This course can be accessed using your UT Dallas NetID account on the [eLearning](#) website.

Please see the course access and navigation section of the [Getting Started with eLearning](#) webpage for more information.

To become familiar with the eLearning tool, please see the [Student eLearning Tutorials](#) webpage.

UT Dallas provides eLearning technical support 24 hours a day, 7 days a week. The [eLearning Support Center](#) includes a toll-free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service.

Communication

This course utilizes online tools for interaction and communication. Some external communication tools such as regular email and a web conferencing tool may also be used during the semester. For more details, please visit the [Student eLearning Tutorials](#) webpage for video demonstrations on eLearning tools.

Student emails and discussion board messages will be answered within 3 working days under normal circumstances.

Distance Learning Student Resources

Online students have access to resources including the McDermott Library, Academic Advising, The Office of Student AccessAbility, and many others. Please see the [eLearning Current Students](#) webpage for more information.

Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable learning management system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the online [eLearning Help Desk](#). The instructor and the eLearning Help Desk will work with the student to resolve any issues at the earliest possible time.

Academic Calendar

These assignments and timelines are subject to change at the discretion of the professor up to two days prior to each class. Students will be held responsible for materials contained in such changes within that time period. eLearning will be the vehicle for all substantive work in the course and should be checked frequently by each student for changes. Failure to be prepared on the assigned materials, as disclosed primarily by class discussion, will result in subtraction of points from Classwork allocation.

M=Moore Text; Yes: Getting to Yes; GT=Getting Together; N-H = Alternative Dispute Resolution in a Nutshell CT=Critical Thinking Handbook

CLASS	TOPIC/LECTURE	READING	ASSESSMENT / ACTIVITY	DUE DATE
I Aug. 19	Introductory Lecture: Comprehensive overview of course; Critical Thinking: in the context of dispute resolution,	Review all material in the Class I - Critical Thinking folder	Class I - Critical Thinking Assignment	8/26/2020 @ 4:00 pm
II Aug. 26	Psychology of Conflict Resolution Video: Sapolsky/Behave	Review materials in the Class II – Psychology of Conflict folder	Class II Assignment	9/2/2020 @ 4:00 pm
III Sept. 2	Methodology of Negotiation. Video: Michael Dues	Review materials in the Class III-IV - Negotiation folder: Nolan-Haley, <i>Alternative Dispute Resolution, 4th Ed. (NH)</i>		
IV Sept. 9	Negotiation Sally Soprano Exercise	Continue to review negotiation materials.	Class III-IV Assignment – Sally Soprano Debrief	9/16/2020 @ 4:00 pm
V Sept. 16	The Mediation Process; Mediation Through Understanding; Facilitative Mediation; Directive Mediation; Transformative Mediation Video: Saving the Last Dance	Review materials in the Class V-VII - Mediation folder: Nolan-Haley, <i>Alternative Dispute Resolution, 4th Ed. (NH)</i> Read Chapter 1 and 2 in Moore Textbook		
VI Sept. 23	Mediation and the Opening Statement Video: DRC – Co-mediation Outline Role Play Classes	Read Chapter 10 from Moore Textbook	Class V-VII Assignment	9/30/2020 @ 4:00 pm
VII Sept. 30	Mediation cont.	<i>Midterm Grades Viewable Online Saturday, October 10, 2020</i>	Midterm Exam released Oct 1, 2020	10/5/2020 @ 11:59 pm
VIII Oct. 7	Group Assignments and explanation of role play	Class IX-XII - Mediation Folder: Review selected case		
	Asynchronous Learning Research Paper Topic due to instructor			10/7/2020 @ 4:00 pm
IX Oct. 14	Group Role Play (Group 1 and 2)	Class IX-XII - Mediation Folder: Review selected case	Class IX Assessments	10/16/2020 @ 11:59 pm
X Oct. 21	Group Role Play (Group 3 and 4)	Class IX-XII - Mediation Folder: Review selected case	Class X Assessments	10/23/2020 @ 11:59 pm

CLASS	TOPIC/LECTURE	READING	ASSESSMENT / ACTIVITY	DUE DATE
XI Oct. 28	Group Role Play (Group 5 and 6)	Class IX-XII - Mediation Folder: Review selected case	Class XI Assessments	10/30/2020 @ 11:59 pm
XII Nov. 4	Group Role Play (Group 7 and 8)	Class IX-XII - Mediation Folder: Review selected case	Class XII Assessments	11/6/2020 @ 11:59 pm
	Asynchronous Learning Research Paper Due			11/6/2020 @ 11:59 pm
XIII Nov. 11	Types of Alternative Dispute Resolution: Arbitration Video: DST	Review materials in the Class XIII folder: Nolan-Haley, <i>Alternative Dispute Resolution, 4th Ed. (NH)</i>		
XIV Nov. 18	The Collaborative Process and Family Mediation	Review materials in the Class XIV folder: Nolan-Haley, <i>Alternative Dispute Resolution, 4th Ed. (NH)</i>		
XV Nov. 25	Mediator Ethics Closing Remarks Video: The Mediators			
	Thanksgiving Holidays: November 26-29, 2020	<i>University Reading Days: Nov. 30 and Dec. 1</i>		
Final Exam Dec. 2	Final Exam posted in eLearning	<i>Grades due: Monday, December 14, 2020</i>		12/7/2020 @ 11:59 pm

Proctored Final Exam Procedures

If your course has a proctored exam requirement, please see the [UTD Testing Center](#) webpage and [Distance Learning Proctored Exams](#) webpage to make arrangements.

Comet Creed

This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

“As a Comet, I pledge honesty, integrity, and service in all that I do.”

Academic Support Resources

The information contained in the following link lists the University’s academic support resources for all students.

Please go to [Academic Support Resources](#) webpage for these policies.

UT Dallas Syllabus Policies and Procedures

The information contained in the following link constitutes the University’s policies and procedures segment of the course syllabus.

Please go to [UT Dallas Syllabus Policies](#) webpage for these policies.

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.