



CHRISTIAN HERITAGE COLLEGE

**CO381**

## **MEDIATION AND CONFLICT RESOLUTION**

This sample unit outline is provided by CHC for prospective and current students to assist with unit selection.

Elements of this outline which may change with subsequent offerings of the unit include Content, Required Texts, Recommended Readings and details of the Assessment Tasks.

Students who are currently enrolled in this unit should obtain the outline for the relevant semester from the unit lecturer.

<b>Unit code</b>	CO381								
<b>Unit name</b>	Mediation and Conflict Resolution								
<b>Associated higher education awards</b>	Bachelor of Counselling								
<b>Duration</b>	One semester								
<b>Level</b>	Advanced								
<b>Core/elective</b>	Elective								
<b>Weighting</b>	Unit credit points: 10 Course credit points: 240								
<b>Delivery mode</b>	Face-to-face on site								
<b>Student workload</b>	<p><i>Face-to-face on site</i></p> <table> <tr> <td>Contact hours</td> <td>35 hours</td> </tr> <tr> <td>Reading, study, and preparation</td> <td>55 hours</td> </tr> <tr> <td>Assignment preparation</td> <td>60 hours</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>150 hours</b></td> </tr> </table> <p>Students requiring additional English language support are expected to undertake an additional one hour per week.</p>	Contact hours	35 hours	Reading, study, and preparation	55 hours	Assignment preparation	60 hours	<b>TOTAL</b>	<b>150 hours</b>
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<b>Prerequisites/ co-requisites/ restrictions</b>	<p><i>Prerequisites</i></p> <p>60 credit points of Introductory Social Sciences units <i>including</i></p> <p>SO110 The Person of the Practitioner SO112 Introduction to Human Behaviour SO114 Foundational Interpersonal Skills</p>								
<b>Rationale</b>	<p>Counsellors today are required to work in a broad range of contexts and situations, with diverse groups of people representing different interests and priorities. As a result, practitioners often confront situations that involve mediating or resolving conflict between individuals or groups with different perspectives or objectives. Such situations require considerable theoretical understanding and practical skills on the part of the practitioner.</p> <p>This unit is designed to introduce students to the theory and practice of mediation and conflict resolution, including through personal experience in these activities. In addition, students will reflect on the strengths and weaknesses of different approaches and form a framework in which to undertake these tasks for themselves.</p>								
<b>Prescribed text(s)</b>	Boulle, L., & Alexander, N. (2012). <i>Mediation Skills and Techniques</i> (2nd ed.). Chatswood, NSW, Australia: LexisNexis Butterworths.								

<p><b>Recommended readings</b></p>	<p><b>Books</b></p> <p>Barsky, A. E. (2014). <i>Conflict resolution for helping professions</i> (2nd ed.). Belmont, CA: Wadsworth.</p> <p>Beer, J. &amp; Packard, C. (2012). <i>The mediator's handbook</i> (Rev. 4th ed.). Gabriola Island, Canada: New Society.</p> <p>Moore, C. (2014). <i>The mediation process: Practical strategies for resolving conflict</i> (4th ed.). San Francisco, CA: Wiley.</p> <p>Schneider, A. &amp; Moffit, M. (2014). <i>Examples and explanations: Dispute resolution</i> (3rd ed.). New York, NY: Wolters Kluwer Law &amp; Business.</p> <p><b>Journals</b></p> <p><i>Conflict Resolution Quarterly</i></p> <p><i>American Journal of Mediation</i></p> <p><i>Journal of Conflict Resolution</i></p> <p>In addition to the resources above, students should have access to a Bible, preferably a modern translation such as The Holy Bible: The New International Version 2011 (NIV 2011) or The Holy Bible: New King James Version (NKJV).</p> <p>These and other translations may be accessed free on-line at <a href="http://www.biblegateway.com">http://www.biblegateway.com</a>. The Bible app from LifeChurch.tv is also available free for smart phones and tablet devices.</p>
<p><b>Specialist resource requirements</b></p>	<p>Nil</p>
<p><b>Content</b></p>	<ol style="list-style-type: none"> <li>1. Theoretical bases of and approaches to dispute resolution</li> <li>2. Skills and strategies involved in dispute resolution</li> <li>3. Evaluating approaches to dispute resolution</li> <li>4. Theoretical basis of and approaches to mediation</li> <li>5. Skills and strategies involved in mediation</li> <li>6. Evaluating approaches to mediation</li> <li>7. Simulated dispute resolution and mediation experience</li> <li>8. Christian worldview perspectives</li> <li>9. Ethical dimensions</li> </ol>
<p><b>Learning outcomes</b></p>	<p>On completion of this unit, students will have provided evidence that they have:</p> <ol style="list-style-type: none"> <li>1. understood major theoretical perspectives related to mediation and conflict resolution;</li> <li>2. effectively demonstrated skills involved in mediation and conflict resolution;</li> <li>3. critiqued the various approaches to mediation and conflict resolution;</li> <li>4. integrated theoretical and practical learning gained in this unit into their own practice frameworks and perspectives as counselling practitioners;</li> <li>5. evaluated the theory and practice of mediation and conflict resolution from the perspective of a Christian worldview; and</li> <li>6. communicated at an appropriate tertiary standard with special attention to correct grammars, punctuation, spelling, vocabulary, usage, sentence structure, logical relations, style, referencing, and presentation.</li> </ol>

<p><b>Assessment tasks</b></p>	<p><b>Task 1: Models of Mediation Analytical Chart</b></p> <p>Compare two different approaches/models of mediation including similarities and differences in theoretical underpinnings, process and skills, presented in tabular form.</p> <p>Word Length/Duration: 1,500 words</p> <p>Weighting: 25%</p> <p>Learning Outcomes: 1-, 3, 6</p> <p>Assessed: Week 7</p> <p><b>Task 2: Recorded Simulation of Mediation and/or Dispute Resolution and Process Report</b></p> <p>Submit a digital video recording of a simulated mediation or dispute resolution session, demonstrating your skills as a practitioner.</p> <p>Word Length/Duration: Recording: 30 minutes Process Report: 1500 words</p> <p>Weighting: 40%</p> <p>Learning Outcomes: 1-2, 6</p> <p>Assessed: Week 10</p> <p><b>Task 3: Research Report</b></p> <p>Investigate approaches used and outcomes obtained in Task 2.</p> <p>Word Length/Duration: 2,000 words</p> <p>Weighting: 35%</p> <p>Learning Outcomes: 1, 3-6</p> <p>Assessed: Week 15</p>
<p><b>Unit summary</b></p>	<p>This unit introduces students to the theory and practice of mediation and conflict resolution, including through personal experience in these activities. In addition, students will reflect on the strengths and weaknesses of different approaches and form a framework in which to undertake these tasks for themselves.</p>