

<b>Course Name</b>	Mediation Process, Concepts and Skills A				
<b>Course ID</b>	013133				
<b>Area &amp; Cat No.</b>	WELF 4015				
<b>Units</b>	4.5	<b>Career</b>	UG	<b>BUGE</b>	No
<b>School</b>	SWP	<b>Campus(es)</b>	Magill	<b>FOE</b>	ASU
<b>Components</b>	Workshop	<b>Mode</b>	Internal/External/ Online	<b>Final Exam</b>	No
<b>Syllabus Plus</b>	Yes				

### Prerequisite(s)

All third year courses

### Aim

To familiarise students with the theory, concepts and skills underlying negotiation and mediation as social work approaches to managing conflict and critically analyse mediation as a social work role.

On completion of this course students should be able to:

- analyse and map conflicts and identify knowledge, values and skills needed to effectively manage and resolve conflicts
- explain the differences between principled and positional negotiation
- analyse the impact of the legal, political, economic and cultural context on the management of conflict
- explain mediation as a social work role and apply a mediation process in a manner relevant to a specific client group and/or setting
- identify when mediation is appropriate or inappropriate as a social work approach to resolving conflicts or disputes
- identify and analyse cross-cultural issues, power issues and ethical dilemmas in mediation
- distinguish between advocacy, mediation and therapy.

By undertaking this course, students will progress in the development of the following qualities:

Graduate quality	1 Body of knowledge	2 Lifelong learning	3 Effective problem solving	4 Work alone and in teams	5 Ethical action	6 Communicate effectively	7 International perspective
Indicative unit weighting	1.0	0.25	1.0	0.5	0.5	1.0	0.25

### Syllabus

Conflict theory; competition and cooperation; conflict handling styles; principled and positional negotiation; the range of dispute resolution processes; mediation as a social work role; the legal, cultural, political and economic context of mediation; advantages and disadvantages of mediation; the characteristics and functions of a mediator; pre-mediation and selective screening; third party impartiality and neutrality; a problem solving approach to mediation; analysing and mapping conflict; framing issues; generating options, designing intervention strategies to promote cooperation, resolving impasses, choosing from alternatives to achieve a desirable settlement, writing agreements; narrative and transformative mediation; advocacy, mediation and therapy; the impact of language and culture, gender and mediation, power and empowerment; screening for violence and competence to mediate; ethical dilemmas.

### Teaching and learning arrangements

This course will be delivered using the following means:

Assigned readings.

Workshops, including analyses of videos and supervised roleplays.

### Assessment

Video analysis (1500 words)	35%
Written essay only (3000 words)	65%

### Textbook(s)

Bagshaw, Dale (2002) *Mediation Process, Concepts and Skills Training Manual*, University of South Australia.

### References

- Astor, H, and Chinkin, C. (2002) (second edition) *Dispute Resolution in Australia*, Butterworths, Sydney
- Bush, R., Baruch, A. & Folger J.P. (1994) *The Promise of Mediation: Responding to Conflict through Empowerment and Recognition*, Jossey-Bass, San Francisco.
- Kruk, E. (ed) 2000, *Mediation and Conflict Resolution in Social Work and the Human Services*, Nelson-Hall, Chicago.
- Moore, C.W. 2002, *The Mediation Process: Practical Strategies for Resolving Conflict*, 3rd ed, Jossey Bass, San Fran.
- Winslade, J. & Monk, G. 2000, *Narrative Mediation: A New Approach to Conflict*, Jossey Bass, San Francisco.

**Course coordinator:** Dale Bagshaw at Magill Campus

School of Social Work and Social Policy  
Undergraduate assessment compliance  
MBSW MBSS MBAS DBAF MBSY

prepared November 2005  
effective January 2007