

## **PADM 4000-400**

### **Mediation**

### **FALL 2025**

Professor: [Hee Soun Jang, Ph.D.](#)

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Office hours: Tuesdays 10:00 am -Noon or by appointment

<https://unt.zoom.us/j/4857410232>

#### **Class modality**

This course is an **asynchronous fully online UNT internet course**. You can be self-paced within a structured timeline for module instruction. Course instructions are based on scheduled online materials presented on CANVAS modules. I am incorporating synchronous learning by keeping my online office hours. And participation of office hours is not required nor affects grade.

#### **Course Description**

The course focuses on the fundamentals of non-litigation-based conflict resolution and mediation strategies for a variety of settings. Students could further develop their conflict resolution skills through assigned readings, quizzes, written assignments, videos and online discussions and instruction.

Mediation is a communication tool for resolving differences. Frequently, mediation is explained as a process that assists conflicting parties to arrive at a resolution that they find mutually acceptable. A higher goal of mediation is to help parties experience the transformative potential of mediation so that they may learn how to solve their own problems in the future. From either perspective, mediation works as a process—i.e., mediation is a series of well- defined steps through which the mediator guides parties who are in conflict. The course satisfies the requirements of the Texas ADR Statute (TEXAS CIVIL PRACTICE & REMEDIES CODE, CHAPTER 154. ALTERNATIVE DISPUTE RESOLUTION PROCEDURES; Acts 1987, 70th Le., Ch. 1121, sec. 1, eff. June 20, 1987, as amended).

#### **Course Objectives**

1. **Understand Mediation Fundamentals:** Grasp the core principles, stages, and distinctions of mediation compared to other dispute resolution methods.
2. **Develop Effective Communication Skills:** Enhance abilities in active listening, questioning, and non-verbal communication within mediation contexts.
3. **Apply Conflict Analysis and Resolution Strategies:** Analyze conflicts to identify underlying interests and employ negotiation strategies for mutually beneficial outcomes.
4. **Navigate Ethical and Professional Responsibilities:** Comprehend the ethical obligations of mediators, including confidentiality, neutrality, and appropriate referrals.
5. **Manage Dynamics and Emotions in Mediation:** Address power imbalances, cultural differences, and heightened emotions to facilitate constructive dialogue.
6. **Draft and Finalize Mediation Agreements:** Create clear, enforceable, and feasible mediated settlement agreements acceptable to all parties.

## Reading Materials

- Beer, Jennifer E. and Packard, Caroline C., **The Mediator's Handbook** (Gabriola Island, BC: New Society Publishers), 2012. ISBN: 978-0-86571-722-0 (paperback).
- Fisher & Ury, **Getting to Yes**, (New York: Penguin Books), 2011. ISBN:9780143118756 (paperback).

## Class activities and Grading Items

### 1. Discussion postings (50 points\*4 postings=200)

You are required to participate in four grade discussion postings, each worth 50 points, totaling 200 points. These discussions are designed to deepen your understanding of the assigned readings and foster an interactive learning environment.

NOTE: Your initial post is due by 11:59 PM on Wednesday of the assigned week, and you must respond to at least one classmate's post by 11:59 PM on Friday of the same week. Timely participation is crucial, as it allows for meaningful engagement and dialogue. Your contributions will be evaluated based on the quality of your insights, the relevance to the readings, and adherence to deadlines.

To ensure a respectful and productive online discussion, please adhere to the following guidelines:

- Be respectful: Maintain a respectful tone in all posts and responses. Critique ideas, not individuals.
- Stay on topic: Ensure your contributions are relevant to the discussion prompt and course material.
- Be concise: Express your thoughts clearly and concisely, avoiding overly lengthy posts. Proofread: Review your posts for clarity, grammar, and spelling before submitting.
- Cite sources: When referencing course materials or external sources, provide appropriate citations.

### 2. Quizzes (50 points\* 6 quizzes= 300)

Throughout this course, you will complete six quizzes, each valued at 50 points, designed to assess your understanding of the material covered in each module. These quizzes will feature a combination of multiple-choice questions and essay-based prompts, allowing you to demonstrate both your knowledge and analytical skills. Please note that each quiz is due by 11:59 PM on Sunday concluding the respective module period. Timely completion is crucial, as late submissions may not be accepted or could incur penalties as outlined in the course policies. Ensure you allocate sufficient time to prepare and complete each quiz by the specified deadline.

*Note: Always refer to the course syllabus and announcements for any updates or changes to the quiz schedule or submission guidelines.*

### 3. Short paper assignments (150 points \*2 papers= 300)

In this course, you will complete two short paper assignments, each worth 150 points, scheduled for Module 7 and Module 13. These assignments involve case analyses, with detailed guidelines provided within the respective modules. Each paper is due by 11:59 PM on Sunday concluding the module period. Timely submission is essential, as late submissions may incur penalties as outlined in the course syllabus. Ensure you review the specific requirements and evaluation criteria provided in each module to meet the assignment expectations effectively.

#### **4. Final project paper (200points)**

The final project paper for this course is a significant component, valued at 200 points, and is due by 11:59 PM on Monday, May 5. Detailed instructions and guidelines are provided in Module 15, and the submission link is located at Module 16.

Timely submission is crucial, as this assignment marks the culmination of the semester; therefore, late submissions will not be accepted. Please ensure you allocate sufficient time to complete and submit your work by the specified deadline.

#### **Grading**

- A: 1000-900
- B: 899-800
- C: 799-700
- D: 699-600
- F: 599 and lower

#### **Submissions**

Submissions should be through CANVAS on the respective assignment page unless notified otherwise. You can generally expect assignments to be graded within a week of the deadline.

#### **Late/Make-up Exams and Assignments**

- Timely Submission: Assignments must be submitted by the specified due dates to receive full credit.
- Late Submission Penalty: Late assignments will incur a 10% deduction past the due date.
- Student Responsibility: It is the student's responsibility to inform Dr. Jang and TA, Mr. Subedi, immediately upon submitting late work to Canvas; otherwise, it will not be graded.
- Acceptance Period for Late Work: Late submissions are accepted up to one week (7 days) after the original due date; assignments submitted beyond this period will receive a grade of zero.
- Final Project Exception: The final project paper, due on May 5, is exempt from the late submission policy; no extensions or late submissions will be accepted due to university grading deadlines.
- Communication: If you anticipate difficulty meeting a deadline, contact the instructor in advance to discuss possible accommodation.

#### **Canvas**

CANVAS will be used to supplement work on this course. Checking CANVAS frequently is advised to stay abreast of all announcements, and changes. On occasion, the instructor will send emails to the entire class via UNT student assigned email accounts.

### **Academic Dishonesty: POLICY ON CHEATING AND PLAGIARISM**

Notice of this policy shall be given in all public administration classes each semester, and written copies shall be available in the public administration office.

#### **Definitions**

The UNT Code of Student Conduct and Discipline defines cheating and plagiarism “as the use of unauthorized books, notes, or otherwise securing help in a test; copying other’s tests, assignments, reports, or term papers; representing the work of another as one’s own; collaborating without authority with another student during an examination or in preparing academic work; or otherwise practicing scholastic dishonesty.

#### **Policy on Generative AI Use**

Use of Generative AI tools (e.g., ChatGPT, Bard, Copilot) on this course is limited and only allowed when directed by the instructor. All other uses require explicit permission.

- You may not use AI for quizzes, papers, or the final project unless instructed.
- If AI is permitted, you must cite it and ensure the work reflects your own thinking.
- All submitted work must be authentic and original. Unauthorized AI use will be considered academic dishonesty.

#### **Penalties**

Normally, the minimum penalty for cheating or plagiarism is a grade of “F” in the course. In the case of graduate departmental exams, the minimum penalty shall be failure of all fields of the exam. Determination of cheating or plagiarism shall be made by the instructor in the course, or by the departmental faculty in the case of departmental exams.

Cases of cheating or plagiarism on graduate departmental exams, papers, theses, or dissertations shall automatically be referred to the departmental Curriculum and Degree Programs Committee. Cases of cheating or plagiarism in ordinary course work may, at the discretion of the instructor, be referred to the Curriculum and Degree Programs Committee in the case of either graduate or undergraduate students. This committee, acting as an agent of the Department, shall impose further penalties, or recommend further penalties to the Dean of Students, if they determine that the case warrants it. In all cases, the Dean of Students shall be informed in writing of the case.

#### **Appeals**

Students may appeal and make decisions under this policy by following the procedure laid down in the UNT Code of Student Conduct and Discipline.

#### **Special Needs**

The Department of Public Administration, in cooperation with the Office of Disability Accommodation, complies with the Americans with Disabilities Act in making reasonable

accommodations for qualified students with disabilities. Please present your written accommodation request during regular office hours before the 12<sup>th</sup> class day of regular semesters.

## Course Schedule and Assignments

### Module 1: Course introduction and self- introduction. August 18-24, 2025

Reading assignments	<ul style="list-style-type: none"> <li>Review of the course expectations and introduction of yourself to the classmates</li> </ul>
Assessment	Discussion Posting 1. <ul style="list-style-type: none"> <li>Submit your introduction by Wednesday, August 20.</li> <li>Reply to at least two classmates by Friday, August 22.</li> </ul>

### Module 2. Conflict, Communication and Mediator Strategies 1. August 25-31, 2025

Reading assignments	<ul style="list-style-type: none"> <li>Mediator's Handbook:               <ul style="list-style-type: none"> <li>Overview (pages 1-12)</li> <li>Understanding Conflict (pages 79-92)</li> </ul> </li> <li>Conflict Resolution Article: Pages 1-9</li> <li>Getting to Yes: Chapters 1-5</li> </ul>
Assessment	Module 2 Quiz 1- Submit by Sunday, August 31, 2025.

### Module 3. Conflict, Communication and Mediator Strategies 2. September 2-7, 2025

Reading assignments	<ul style="list-style-type: none"> <li>Mediator's Handbook – The Toolbox – Supporting the People, Facilitating the Process, Solving the Problem;</li> <li>Getting to Yes – Chapters 1-8</li> </ul>
Assessment	Module 3 Quiz 2- Submit by Sunday September 7.

### Module 4. Conflict, Communication and Mediator Strategies 3. September 8-14. 2025

Reading assignments	<ul style="list-style-type: none"> <li>Mediator's Handbook – The Toolbox – Supporting the People, Facilitating the Process, Solving the Problem</li> <li>Getting to Yes – Chapters 6-8</li> </ul>
Assessment	Module 4 Quiz 3 - Submit by Sunday on September 14.

### Module 5. Ethical Guidelines for Mediators in Texas 1. September 15-21. 2025.

Reading assignments	<ul style="list-style-type: none"> <li>The Development of Ethical Guidelines and Mediator Credentialing in Texas</li> <li>Texas ADR Statute</li> <li>Supreme Court of Texas – family violence</li> </ul>
Assessment	Discussion Posting 2. <ul style="list-style-type: none"> <li>Submit your introduction by <b>Wednesday, September 17.</b></li> <li>Reply to at least one classmate by <b>Friday, September 19.</b></li> </ul>

**Module 6. Ethical Guidelines for Mediators in Texas 2. September 22-28. 2025**

Reading assignments	<ul style="list-style-type: none"><li>• Module 6 -Three cases that demonstrate ethical dilemma in mediation.</li></ul>
Assessment	No grading associated assessment scheduled on module 6 -Prepare responses to each of cases (No submission of assignment this week)

**Module 7. Writing Assignment 1- Ethical Analysis of Mediation Cases. September 29-October 5. 2025.**

Reading assignments	<ul style="list-style-type: none"><li>• Module 7. Learning Contents- Mediation cases</li></ul>
Assessment	Writing Assignment 1: Ethical Analysis of Mediation Cases- Submit by Sunday October 5, 2025.

**Module 8. Stages of Mediation. October 6-12. 2025.**

Reading assignments	<ul style="list-style-type: none"><li>• Mediator's Handbook – Getting to the Table; The Mediation Session Part I: Exploring the Situation and Part II: Reaching Resolution</li><li>• Stages of Mediation handout</li><li>• Opening Statement outline handout</li><li>• Initial Caucus handout</li></ul>
Assessments	Module 8 Quiz 4- Submit by Sunday October 12.

**Module 9. Medication Process- Pre-mediation Stage. October 13-19. 2025**

Reading assignments	<ul style="list-style-type: none"><li>• The Mediator's Handbook – The Process – Getting to the Table chapter</li></ul>
Assessment	Discussion Posting 3. <ul style="list-style-type: none"><li>• Submit your introduction by <b>Wednesday, October 15</b></li><li>• Reply to at least two classmates by <b>Friday, October 17.</b></li></ul>

**Module 10. Mediation Process- Opening Session Stage. October 20-26.2025.**

Reading assignments	<ul style="list-style-type: none"><li>• Mediator's Handbook – The Process – The Mediation Session Part I: Exploring the Situation</li><li>• Mediator's opening statement outline</li></ul>
Assessment	Discussion Posting 4. <ul style="list-style-type: none"><li>• Submit your introduction by <b>Wednesday, October 22.</b></li><li>• Reply to at least two classmates by <b>Friday, October 24.</b></li></ul>

**Module 11. Mediation Process- Initial Caucus Stage. October 27-November 2. 2025.**

Reading assignment	<ul style="list-style-type: none"><li>• <a href="#">Contributions of Caucusing and Pre-Caucusing to Mediation</a> Download <a href="#">Contributions of Caucusing and Pre-Caucusing to Mediation</a> by Gregorio Billikopf.</li><li>• <a href="#">Mediation - Initial Caucus Handout</a> Download <a href="#">Mediation - Initial Caucus Handout</a>(2018) .</li><li>• <a href="#">What is a BATNA? What Can It Do For You?</a> Download <a href="#">What is a BATNA? What Can It Do For You?</a>.</li><li>• <a href="#">What's in Your Toolbox?</a></li></ul>
Assessment	No assignment in Module 11. Prepare a paper assignment for Module 12.

**Module 12. Writing Assignment 2: Reflecting on the Initial Caucus. November 3-9. 2025.**

Reading assignment	<ul style="list-style-type: none"><li>• Module 12 Learning Contents- Study Writing assignment</li><li>• Example statement</li></ul>
Assessment	Writing Assignment 2: Reflecting on the Initial Caucus- Submit paper by <b>Sunday November 9.</b>

**Module 13. Mediation Process- Negotiation Stage. November 10-16. 2025**

Reading assignment	<ul style="list-style-type: none"><li>• Mediator's Handbook – The Process – The Mediation Session Part II: Reaching Resolution (pp. 55-92)</li><li>• Getting to Yes (All Chapters)</li></ul>
Assessment	Module 13 Quiz 5- Submit by <b>Sunday November 16.</b>

**Module 14. Mediation Process- Securing Agreement. November 17-23. 2025.**

Reading assignment	<ul style="list-style-type: none"><li>• Mediator's Handbook – The Process – The Mediation Session Part II: Reaching Resolution (pp. 68-78)</li></ul>
Assessment	Module 14 Quiz 6- Submit by <b>Sunday November 23.</b>

**Fall Break. November 24-30. 2025. No Class Assignment**



**Module 15. Final Project Development: Comprehensive Mediation Case Study. December 1-7. 2025**

Reading assignment	<ul style="list-style-type: none"><li>• Module 15 Learning Contents</li><li>• Module 15. Three Cases</li><li>• Module 15. Example-Final Project</li></ul>
Assessment	Prepare final project - Submit the paper by Monday December 8, 2025 at Module 16. No late submission will be accepted.

**Module 16. Final Project Submission- Due December 8. Monday 2025.**

Assessment	Final project -Submit the paper by <b>Monday December 8, 2025</b> . No late submission will be accepted.
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Note: The schedule and assignments may be revised as the course progresses and new material becomes available.