H9MECON: Mediation and Conflict Management

Module Code:	H9MECON
Long Title	Mediation and Conflict Management APPROVED
Title	Mediation and Conflict Management
Module Level:	LEVEL 9
EQF Level:	7
EHEA Level:	Second Cycle
Credits:	10
Module Coordinator:	COLETTE DARCY
Module Author:	SHEILA MARTIN
Departments:	School of Business
Specifications of the qualifications and experience required of staff	

Learning Outcomes	
On successful completion of this module the learner will be able to:	
#	**Learning Outcome Description**
LO1	Demonstrate a comprehensive understanding of the theories of conflict, and conflict intervention approaches.
LO2	Demonstrate detailed knowledge and understanding of the principles governing mediation.
LO3	Critically review the ethical considerations in the management of conflict.
LO4	Critically evaluate the role of mediators in conflict resolution and gain an understanding of their own approach to conflict.
LO5	Use theory to analyse and develop communication options when dealing with conflict and conflict resolution.
LO6	Analyse scenarios and recommend alternative dispute resolution approaches that could be applied.

Dependencies
Module Recommendations
No recommendations listed
Co-requisite Modules
No Co-requisite modules listed

Entry requirements	There are no additional entry requirements for this module. The programme entry requirements apply. No pre-requisites or co-requisitesapply.

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Module Content & Assessment

Indicative Content

Introduction to the Study of Conflict
Managing Conflict from a Theoretical Perspective Defining Interpersonal Conflict The Inevitability of Conflict Conflict is a Fact of Life Defining Conflict Management and Skills Conflict Communication as Productive or Destructive.

Conflict Management Styles
Transactional Analysis (Thomas-Kilmann Conflict Modes) Using Emotional Intelligence Introduction to ADR

Specific Workplace Conflicts
Bullying and Harassment Conflict cycle & conflict styles Workplace dispute management policies New Code of Conduct on Bullying and Harassment.

ADR Institutions
International ADR Institutions The changing landscape of ADR in Ireland Mediation Act, 2017 The integration of Mediation into company policies Strategies for resolving workplace conflicts (Cloke and Goldsmith)

Introduction to Mediation
Defining Mediation Principles of Mediation Different approaches/Styles of Mediation: Facilitative, Transformational Stages in the Process – Preparation, Introduction, Story Telling, Problem Solving, Agreement

Communications Skills for Mediation Part 1
Role of Mediator Mediator skills and techniques Intro to Mediation Skills and Techniques Mediator's Opening Statement

Communications Skills for Mediation Part 2
Listening Skills Non-verbal Communication Survey of Mediators

Communications Skills for Mediation Part 3
Questioning techniques Summarising and Reframing Overcoming Impasse

Mediation – How it Works
The Mediation Process- Stages 1-3

Identifying & Framing the Issues
Identifying and framing the issues Option Development and Negotiation Fisher & Ury- Getting to Yes

Crafting the Agreement
Crafting the Agreement Follow up Personal Reflection On-line mediation

Ethical Considerations in Managing Conflict
Establishing Trust Rules of confidentiality Code of Ethics in MII

Assessment Breakdown	%
Coursework	100.00%

Assessments

Full Time

Coursework

Assessment Type:	Assignment	**% of total:**	100
Assessment Date:	n/a	**Outcome addressed:**	1,2,3,4,5,6
Non-Marked:	No		

Assessment Description:
Students are assessed on a 3,000-word assignment. Students are provided with four topics from which they must select one to research and write upon. The topics allow for both theoretical and practical subjects.

No End of Module Assessment

No Workplace Assessment

Reassessment Requirement

Coursework Only
This module is reassessed solely on the basis of re-submitted coursework. There is no repeat written examination.

Reassessment Description
The students if they fail this element then they must repeat the assessment, or an alternative assessment may be set. A failed assignment and repeat of the assessment will be regarded as a second sitting.

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Module Workload				
Module Target Workload Hours 0 Hours				
Workload: Full Time				
Workload Type	*Workload Description*	*Hours*	*Frequency*	*Average Weekly Learner Workload*
Lecture	Classroom and demonstrations	36	Per Semester	3.00
Directed Learning	Directed e-learning	36	Per Semester	3.00
Independent Learning	Independent learning	178	Per Semester	14.83
			Total Weekly Contact Hours	6.00

Workload: Full Time				
Workload Type	*Workload Description*	*Hours*	*Frequency*	*Average Weekly Learner Workload*

Module Resources

Recommended Book Resources

Beer, J. and Steif, E.. (2011), The Mediators Handbook, New Society Publishers.

Liddle, D. (2017), Managing Conflict, Kogan Page, London.

O'Sullivan G. (2018), The Mediators Toolkit, New Society Publishers, British Colombia.

Supplementary Book Resources

Abigail. R.A. and Cahn, D.D. (2010), Managing Conflict through Communication, 4th. Allyn and Bacon/ Pearson.

Bollen, K. and Euwema, M. and Munduate, L. (2016), Advancing Workplace Mediation Through Integration of Theory and Practice. Cham: Springer International Publishing, Industrial Relations & Conflict Management.

Cloke, K. and Goldsmith, J. (2011), Resolving Conflicts at Work: Ten Strategies for Everyone on the Job, J. Wiley and Sons.

Dingle, J. and Sephton, J. (2017), Practical Mediation- A Guide for Mediators, Advocates, Advisers, Lawyers, and Students, Law Brief Publishing, Somerset.

Mayer, M. (2000), The Dynamics of Conflict Resolution: A Practitioner's Guide, Jossey Bass.

Moore, C.W. (2014), The Mediation Process: Practical Strategies for Resolving Conflict, 4th Edition. Jossey-Bass, San Francisco.

Quigg, Anne Marie. (2015), The Handbook for Dealing with Workplace Bullying, 1st. Gower Publishing, UK.

Schutte, B. (2003), Fixing the Fighting, Oaktree Press.

Walker, S. (2016), Mediation: An A-Z Guide, 1st ed. London: Bloomsbury.

This module does not have any article/paper resources

Other Resources

[Article], Brinkert, R., (2006), Conflicting Coaching: Advancing the Conflict Resolution Field by Developing an Individual Disputant Process, Conflict Resolution Quarterly 25.

[Article], Bultana C., Ramser C., Tilker K., (2010), Fighting Futility: Tools for Mediation Success., Southern Journal of Business & Ethics, No 2, p.64-73.

[Article], Jenkins, M., (2011), Practice Note: Is Mediation Suitable for Complaints of Bullying?, Conflict Resolution Quarterly 29.

[Article], Nadja A. (2008), The Mediation Metamodel Understanding Practice, Conflict Resolution Quarterly, Vol 26 No 1 Fall.

[Article], Roche, K.R. and Teague P., (2012), The Growing Importance of Workplace ADR, The International Journal of Human Resource Management.

[Article], Schutte, B., "Remarkable Reframing", Journal of Mediation and Applied Conflict Analysis, 2015, Vol. 2, No. 1.

Discussion Note: