

# CMST G225: NEGOTIATION AND MEDIATION

| Item   | Value                                      |
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| Curriculum Committee Approval Date                                     | 03/16/2021                                 |
| Top Code   | 150600 - Speech Communication              |
| Units  | 3 Total Units                              |
| Hours  | 54 Total Hours (Lecture Hours 54)          |
| Total Outside of Class Hours   | 0  |
| Course Credit Status   | Credit: Degree Applicable (D)              |
| Material Fee   | No   |
| Basic Skills   | Not Basic Skills (N)                       |
| Repeatable   | No   |
| Grading Policy   | Standard Letter (S),<br>• Pass/No Pass (B) |
| Local General Education (GE)   | • GWC Soc, Pol, Econ (GD)                  |
| California State University General Education Breadth (CSU GE-Breadth) | • CSU D7 Interdisciplinary Study (D7)      |

## Course Description

Formerly: COMM G225. This course covers theories and strategies to address and settle conflict situations by utilizing the major tenets of both the negotiation and mediation (alternative dispute resolution) processes. Areas of focus include the assessment of conflict situations and the subsequent appropriate application of negotiation and mediation techniques as well as the different contexts for negotiation and mediation including family, school, community and business situations. Content will be explored via lecture, role playing, dialogue and in-class simulations. ADVISORY: CMST G100. Transfer Credit: CSU.

## Course Level Student Learning Outcome(s)

1. Course Outcomes
2. Identify the distinct differences between litigation, arbitration, mediation and negotiation.
3. Analyze the underlying issues of a dispute as they pertain to mediation, negotiation and conflict styles.
4. Resolve ethical issues in mediation with appropriate strategies.
5. Develop mediator and negotiator skills and appropriately apply them to a given conflict.

## Course Objectives

- 1. Analyze a conflict to determine the appropriateness of mediation.
- 2. Describe conflict styles and their respective advantages and disadvantages using discipline-specific terms.
- 3. Identify ways in which the mediation process is similar to and distinct from other conflict resolution processes.
- 4. Apply the negotiation concepts and strategies conveyed in the texts, lectures, discussions and other materials to real world challenges.
- 5. Demonstrate the skills for facilitating a mock mediation.

- 6. Identify the relationship between the communication process and the mediation process.

## Lecture Content

The nature of conflict Conflict goals and management Perspectives on negotiation Negotiation strategies and best practices Negotiation in everyday life Definition of mediation Different types of mediation Listening skills Interpersonal communication skills Goals of mediation Mediation skills Other methods of dispute resolution Contexts for the mediation process Family Business School Community Relevant laws and policies Mediation career information International mediation Mediation ethics Stages of the mediation Process Opening statement Uninterrupted time The exchange Building the agreement Writing the agreement Closing statement

## Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

## Reading Assignments

TextbookWebsites

## Writing Assignments

Writing assignments may include journal entries, current event analysis as it pertains to negotiation and mediation and reflection papers.

## Out-of-class Assignments

Out-of-class assignments may include collaborative work, mock mediation and a negotiation case study and presentation.

## Demonstration of Critical Thinking

The analysis of conflict situations and the choices for appropriate conflict resolution requires critical thinking. Students will be required to demonstrate these critical thinking skills in class discussions, in role-plays and in written assignments.

## Required Writing, Problem Solving, Skills Demonstration

Components may include a comprehensive mediation and negotiation journal, research-based papers, analysis of conflicts and application of appropriate conflict management strategies and a demonstration of practical skills in both mediation and negotiation contexts.

## Eligible Disciplines

Communication studies (speech communication): Masters degree in speech, speech broadcasting, telecommunications, rhetoric, communication, communication studies, speech communication, or organizational communication OR bachelors degree in any of the above AND masters degree in drama/ theater arts, mass communication, or English OR the equivalent. Masters degree required.

## Textbooks Resources

1. Required McCorkle, S. Reese, M.J.. Mediation Theory and Practice, 3rd ed. SAGE Publications, 2018 Rationale: . 2. Required Fisher, R., Ury, W., Patton, B. . Getting to Yes, ed. Penguin Books, 2011 Rationale: Provides conceptual and strategic content for the negotiation-focused sections of the course.