

FALL '00  
AJ 110, Section I  
MonWed 10:30 - 11:45am

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1 - 5:30pm (except staff meetings).  
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AJ 110

## **INTERVENTION AND MEDIATION METHODS**

### **Course Description:**

This course is designed to give students a range of alternative interventions to the use of physical force, authority, law and punishment in resolving conflict situations and gaining people's cooperation. It is divided into three sections: Part I. *Crisis Intervention* techniques for highly stressful and dangerous situations where people are thinking and acting in a highly emotional and irrational manner; Part II. *Mediation and Dispute Resolution* for those more civil disputes where the parties, with help, can behave more rationally; and Part III *Restorative Justice* methods for situations where one party has clearly committed an offense against others and needs to make restitution in some way.

### **Course Objectives:**

- to acquire a theoretical framework for understanding people in conflict and crisis, and for using appropriate strategies in dealing with them.
- to learn basic communication skills, interviewing techniques, problem-solving methods, and ways of restoring harmonious and just relationships in different types of stressful situations
- to master specific strategies and techniques for managing and resolving conflict that can be adapted to a broad range of situations
- to develop an awareness of cross-cultural issues that may play a role in the origins, escalation and maintenance of conflict.

The course will be most useful for students who are planning professional careers dealing with people in a whole variety of human relations situations - especially police, correctional officers, counselors, teachers, nurses, coaches, airline hosts/hostesses, personnel officers in work situations and anyone working with families, neighborhood relationships, or gangs.

**Required Texts:**

Selected Readings for AJ110: Available at Maple Press, 481 E. San Carlos St., San Jose, Ca 95112. Ph (408) 297-1001.

Roger Fisher & William Ury (1991) *Getting to Yes: Negotiating Agreements without Giving In*. 2nd. Ed. Penguin.

Karl A. Slaikeu (1996) *When Push Comes to Shove: A Practical Guide to Mediating Disputes*. S.F. Jossey-Bass.

Daniel Van Ness & Karen Heetderks Strong (1997). *Restoring Justice*. Cincinnati: Anderson Publishing.

**Course Requirements and Grading:**

Two brief in-class quizzes (multiple choice) will evaluate students' conceptual understanding of the material. Three take-home exam papers (each about 6-8 double spaced pages) are also required for this class, one after each of the three sections of the course. In each paper, students will be asked to analyze real-life problem situations that are described in a vignette. They are also required to design strategic interventions and specific techniques aimed to resolve the problem and/or to manage and de-escalate the conflict. Each quiz is worth 10% of the grade. Each exam-paper will be worth 25%. Active participation in class is worth 5% of the grade.

**Teaching Philosophy:**

This class will be comprised of one lecture each week followed by role playing, class analysis and discussion during the second class period each week, during which time students are invited to practice the strategies and techniques they are learning about in theory. Regular attendance will be necessary for students to achieve well in this class, because much information that is not in the readings will be imparted through the lectures and role plays, making it clear what is expected of students in the take-home exams they are

expected to complete. Students are welcomed to office hours on a regular basis to discuss their ideas, related career goals, and personal reactions to the material. Students will also be invited to offer problematic situations they would like to have resolved, with appropriate measures to protect confidentiality.

## **CLASS SCHEDULE AND ASSIGNED READINGS**

Aug 28 Course overview and review of expectations for students' participation

Aug 30, Sep 6, 11, 13 **Part I. Crisis Intervention Methods.**

Identifying and assessing a crisis situation, assessing dangerousness, securing protection for self and victims, establishing rapport with distressed persons, reflective empathic listening, conflict de-escalation strategies, identifying and dealing with one's own emotional reactions.

(Selected Readings: Everstine & Everstine, Chpt 2,3,4. Fisher & Ury, Part 1).

Sep 18, 2025, 27 **Special techniques for dealing with crisis situations** involving mentally ill persons (especially paranoids and psychotics); drug and alcohol abusers, suicidal or homicidal persons. Communicating with and protecting victims of rape, domestic violence and alleged abuse. Special techniques for helping frightened children who have been victim witnesses. Elementary principles of hostage negotiation. Decision-making and use of community and legal resources for different types of crisis situations.

(Selected Readings: Everstine & Everstine, Chpts 10,11,12. Fisher & Ury, Part II).

Oct 2 Helping traumatized children in crisis.  
(Selected Reading: Pynoos & Eth)

Oct 4 **Review Session and Quiz No 1.**  
**First take-home exam passed out. Due in one week.**

Oct 9,11,16,18 **Part II. Mediation and Dispute Resolution.**

Basic principles of mediation. Orienting and preparing the parties for the process; rapport building, balancing power and establishing neutrality. Defining and reframing the issues, prioritizing demands, identifying overlapping self-interest and valued exchanges; brainstorming and generating alternative solutions, drafting agreements, implementation and follow-up.

(Review Fisher & Ury, Parts I & II; Slaikeu Chpts 1-9).

Oct 23,25,30 Nov 1 Special techniques for resolving impasses, dealing with personal attacks, bringing in outside parties, indicators that mediation is useless or dangerous (i.e. when to stop trying to mediate); designing conflict management systems.

(Fisher & Ury, Parts III, IV; Slaikeu Chpts 10-18.)

Nov 6 **Review session and Quiz No 2.**

**Second take-home exam passed out. Due in one week.**

Nov 8,13, 15,20 **Part III. Restorative Justice.**

Theoretical basis for restorative justice as an alternative disposition to legal sanctions. The process of shaming and reintegration as a basis for victim-offender mediation. Types of crimes for which this method is suited. Dangers and contraindications for its use. Techniques, strategies and outcomes of the process. What research says about its effectiveness.

(Van Ness & Heetderks Strong, Chpts. 1-4)

*Special Note:* NO CLASS ON NOVEMBER 22nd.

Nov 27,29, Dec 4,6 Family conferencing in juvenile and family court matters as an alternative disposition to court sentencing; mediation in dependency court.

(Van Ness & Heetderks Strong, Chpts. 5-7 ; Selected Reading: Baron)

Dec 11 **Review session. Third take-home exam passed out.**

**Due on or before Monday, December 18th at 12noon.**

## ***SELECTED READINGS FOR AJ110***

Diana Sullivan Everstine & Louis Everstine (1983) *People in Crisis: Strategic Therapeutic Interventions*. N.Y. Brunner/Mazel. Chapter 2 pp16-30; Chapter 3 pp31-52; Chapter 4 pp53-68; Chapter 10 pp163-176; Chapter 11 pp179-200; Chapter 12 pp201-226.

Robert S. Pynoos & S. Eth (1986) "Witness to Violence: The Child Interview". *Journal of the American Academy of Child Psychiatry*. 25: 306-319.

Steve Baron (1997) "Dependency Court Mediation: The Role of the Participants", *Family & Conciliation Courts Review*, Vol 35, No 2149-159.