

FALL 2003
AJ 110, Section 1
Mon-Wed 10:30-11:45am

Dr. Jan Johnston
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Office Hours: Mon & Wed
9-10am and
2- 5:30pm (except staff meetings)
Other times by appointment.

AJ 110 INTERVENTION/MEDIATION

Course Description:

This course is designed to give students a range of alternative interventions *other than* the use of physical force, authority 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.
- practice basic communication skills, interviewing techniques, problem-solving methods, and ways of restoring harmonious and just relationships in different types of stressful situations
- master specific strategies and techniques for managing and resolving conflict that can be adapted to a broad range of situations
- develop an awareness of cross-cultural issues that may play a role in the origins, escalation and maintenance of conflict.

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 and punctual 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 warmly 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 25 Course overview and review of expectations for students' participation.

Aug 27, Sep 3, 8, 10

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.

(Wainrib & Bloch, Chpts 1-4).

Sep 15, 17, 22, 24

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 domestic violence and alleged abuse. Special techniques for helping frightened children who have been victim witnesses.

Elementary principles of hostage negotiation. Decision-

Special Note: NO CLASS ON NOVEMBER 19th 2003.

Nov 24,26 Dec 1,3

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 Readings available from instructor: Baron)

Dec 8

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

Due on or before Wednesday, December 17, at 12noon.