

SPRING 2005
JS 110, Section 1
Mon-Wed 10:30-11:45am

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Office Hours: Mon & Wed

8:30-10:30am and

3- 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.

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, flight attendants, personnel officers in work situations and anyone working with families, neighborhood relationships, or gangs.

Required Texts:

Barbara Rubin Wainrib & Ellin L. Bloch (1998). *Crisis Intervention and Trauma Response: Theory & Practice*. NY: Springer.

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 (2001). *Restoring Justice*. 2nd Ed. Cincinnati: Anderson.

Several additional readings will be made available by the instructor.

Steve Baron (1997) "Dependency Court Mediation: The Role of the Participants", *Family & Conciliation Courts Review*, 35, 149-159.

Pynoos, R. S., & Eth, S. (1986). Witness to violence: The child interview. *Journal of the American Academy of Child & Adolescent Psychiatry*, 25, 306-319.

Course Requirements and Grading:

Three brief in-class quizzes (true/false, multiple choice, short answer) 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 20%. Active participation in class is worth 10% 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 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

Jan 26 Course overview and review of expectations for students' participation.

Jan 31, Feb 2,7,9

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).

Feb 14,16,21,23

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-

making and use of community and legal resources for different types of crisis situations.

(Wainrib & Bloch, Chpts 4-6).

Feb 28 Helping traumatized children in crisis.
(Additional reading available from instructor: Pynoos & Eth).

March 2 Quiz No 1.
First take-home exam passed out. Due in one week, Mar 9.

Mar 7,9,14, 16

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. (Slaikeu Chpts 1-9).

Mar 21, 23 Mediation on SJSU campus & local community

Apr 4,6,11,13

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.
(Slaikeu Chpts 10-18.)

Apr 13 **Quiz No 2.**
Second take-home exam passed out. Due April 20.

Apr 18,20,25,27

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)

May 2,4,9,11

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)

May 16

Quiz No 3.

Third take-home exam passed out.

Due on or before Thursday, May 19th, 2005, at 12noon.