

## 8. SRH INTERNATIONAL WEEK 2017: Course description

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| <b>Title of Course:</b>   | <b>Workplace Mediation and Negotiation: its Theory and Practice</b>   |
| <b>Language:</b>  | English   |
| <b>Course Type:</b>   | Seminar   |
| <b>Work Load:</b>   | 20 hours (including exams on Friday)  |
| <b>Lecturer/Title/<br/>Home University:</b>                         | Walter O'Leary. Neil Van Dokkum.<br>Waterford Institute of Technology, Cork Road, Waterford. Ireland  |
| <b>Course description/<br/>Contents:</b>                            | Introduction to Conflict Resolution.<br>Mediation & Negotiation: its strengths and weaknesses.<br>Theories of Conflict.<br>Issues of Diversity.<br>The significance of Workplace issues arising from language and cultural diversity.<br>Mediation and Negotiation – process and practice.  |
| <b>Learning outcome:</b>  | On completion of the module, students will be able to:<br>Appreciate the significance of cultural diversity and its impact on harmony in the workplace.<br>Understand the theories of conflict and how they can be resolved through the practice of mediation and negotiation.<br>Demonstrate how the student mediator/negotiator – through the application of effective listening, communication and reflective skills – can promote workplace harmony.  |
| <b>Examination:</b>   | The final assessment will consist of a team based exercise whereby students will be presented with a hypothetical scenario relating to a cultural misunderstanding within the workplace. Students must then engage in mediation role play in order to achieve a solution. The will be assessed on their completion of the assigned task and the practical application of the skills acquired throughout the course.   |
| <b>4 questions to be prepared by the students prior to arrival:</b> | What is 'cultural diversity'?<br>How might 'cultural diversity' contribute to workplace disputes/misunderstanding?<br>What are the traditional methods of dispute resolution?<br>Why is mediation/negotiation particularly suitable to the resolution of cultural disputes within the workplace?  |
| <b>Essential reading:</b>   | <a href="http://www.mediate.com">www.mediate.com</a><br><br><a href="http://www.themii.ie/about-mediation/sectors/workplace-mediation">http://www.themii.ie/about-mediation/sectors/workplace-mediation</a><br><a href="http://employmentrightsireland.com/the-art-of-mediation-in-employment-disputes/">http://employmentrightsireland.com/the-art-of-mediation-in-employment-disputes/</a><br><br><a href="https://www.eurofound.europa.eu/observatories/eurwork/comparative-information/national-contributions/germany/germany-individual-disputes-at-the-workplace-alternative-disputes-resolution">https://www.eurofound.europa.eu/observatories/eurwork/comparative-information/national-contributions/germany/germany-individual-disputes-at-the-workplace-alternative-disputes-resolution</a><br><br>J.A. Wall Jr. J.B. Stark and R.L. Standifer, Mediation: A Current Review and Theory Development, The Journal of Conflict Resolution: Vol 45 – No. 3 (June 2001) pp 370-391 Sage Publication. |