

BS (4 Years) for Affiliated Colleges



Code	Subject Title	Cr. Hrs	Semester
SOC-404	Conflict And Alternative Dispute Resolution	3	VII
Year	Discipline		
4	Sociology		

Objective:

This course will identify a range of conflict resolution approaches with special focus on negotiation, mediation, and advocacy. It will enable the students to study models of social work practice – radical, ecological, systems, generalist, and problem-solving approaches. The course will help the students to explore the theoretical basis for a conflict resolution approaches and techniques.

1 Introduction

- a) Review of Judicial System
- b) Court structure and subject matter jurisdiction
- c) Progress of a case through the system
- d) Analysis of benefits and detriments of the judicial system
- e) Alternative Dispute Resolution Mechanisms
- f) Client/attorney perspectives
- g) Advantages and disadvantages
- h) General types of ADR defined

2 Mediation Training

- a) Introduction and Goals
- b) Review of court organization chart
- c) Conflicts: causes and responses
- d) Listening skills
- e) Elements of Mediation
- f) Issue identification
- g) Prioritizing
- h) Timing and climate setting
- i) Causes

3 Role of the Mediator

- a) Objectives before and during the mediation process
- b) Reducing defensive communication
- c) Essential qualities necessary
- d) Common errors
- e) Role play

4 Conducting a Mediation Session

- a) Case preparation
- b) Opening statements to parties
- c) Explanation of process and role of mediator
- d) Ground rules
- e) Confidentiality
- f) Role play

5 Common Problem Areas

- a) Dealing with impasse
- b) Summarizing issues
- c) Hostile parties
- d) Manipulative parties
- e) Social service needs and referrals
- f) Role play

6 Negotiation

- a) The Process and Outcome of Negotiation
- b) Tactics, Techniques and Skills of Negotiation
- c) Ethical Issues in Negotiation
- d) Application: from Individual Use in Business to Courtroom Tactics
- e) Service Learning Component: District Court

7 Mediation

- a) Forms and Functions
- b) Skills Training
- c) Philosophical and Ethical Issues
- d) Substantive Areas of Law Where Applied: Community Disputes, Landlord/Tenant, Domestic Relations
- e) Service Learning Component: Municipal Court Mediation

8 Arbitration

- a) The Process, the Participants, the Neutrals and the Authority
- b) Arbitration Act
- c) Substantive Areas of Law Where Applied: Labor and Employment, Automobile, Construction, Business Insurance, Securities, etc.

9 Hybrid Process

- a) Med/Arb
- b) Summary Jury Trials
- c) Minitrials
- d) Early Neutral Evaluation
- e) Special Masters

Recommended Books:

- Bernadine Van Gramberg. (2005). Managing Workplace Conflict: Alternative Dispute Resolution in Australia
- Craig E. Runde, Tim A. Flanagan. (2006). Becoming a Conflict Competent Leader: How You and Your Organization Can....
- Kent M. Weeks. (1999). Managing Campus Conflict through Alternative Dispute Resolution.
- Laurie S. Coltri. (2003). Conflict Diagnosis and Alternative Dispute Resolution
- Carsten K.W. The Psychology Conflict Management and Conflict in Organizations.