John Jay College of Criminal Justice
The City University of New York

Sociology Laboratory in Dispute Resolution Skill Building

Spring Semester 2025

Professor Information

College name and address: John Jay College,524 W.59th Street, New York, NY 10019
Course title and section: SOC 380-Section 2
Professor's name: Skye Roper-Moses
Department: Sociology
Email address:sroper-moses@jjay.cuny.edu skyeropermoses@gmail.com
Office Hours: Monday and Friday between 10am-12pm via Zoom by email appointment.

Course Information`

Course Prerequisites: ENG 201 & SOC 206
Credit Hours: three credits
Course Description: The techniques and skills of dispute resolution; primary skills focus on mediation, active listening and reflecting. Students are introduced to the strategies and tactics of negotiations, with special emphasis on mediation as an extension of the negotiation process in the resolution of interpersonal and community disputes**.**
Required Texts:" People Skills" by Robert Bolton

Course Description:

- Core techniques that we will be learning are Mediation, Arbitration, and tactics of negotiations, with special emphasis on mediation as an extension of the negotiation process in the resolution of interpersonal disputes.

- We will learn the different skills used in Mediation to help understand the other alternate points of view. The course provides an overview of restorative practices, dialogue circles and the techniques within the approaches. In addition, we will cover other multi-party dispute resolution strategies.

- This course relies on experiential learning through roleplaying, guest speakers and interviews. While you will learn the techniques behind different forms of dispute resolution skills, there is no certification process provided for this course.

- All skills learned are to provide the student with a better understanding of the diverse options and appropriateness when dealing with certain conflict situations. The class design is a place where we will have a better understanding of how we can assist in conflict situations.

Learning Outcomes

- Basic competency in a core set of dispute resolution techniques- active listening, reflection, and summary.
- Working knowledge of central dispute resolution approaches, especially mediation.
- Analyze and evaluate a conflict and determine the appropriate conflict resolution process and strategies involved with the process.

In-Person Class times: This is a fully in-person course. We will meet on Tuesday at 10:50am-1:30pm in the New Building, room 3.78.

Course Format and Organization: I will post course materials on Brightspace such as announcements, class notes, homework, and discussion board.

Required Texts:" People Skills" by Robert Bolton

Additional Materials
Throughout the semester, additional readings and video clips will be provided to students electronically via Brightspace.

Grading

Grading Expectations
Student learning will be assessed based on the following: Class Participation (25%), Reflection Journal/ Homework (25%), Midterm (25%) and Final Paper (25%).

Participation 25%
Participation is essential to learning in this course. To get a good participation grade, you need to:

- Attend all classes and arrive on time.
- Speak and listen with curiosity.
- Participate in role play and other class activities.
- Come prepared for class discussions.

Reflection Journal/ Homework 25%
Reflection Journals will be completed and submitted via Blackboard each week. The purpose of the journal is to ensure that you critically engage with the views and ideas offered in the readings and classroom activities. Students will write a reflection entry of about three hundred words that responds to a prompt that I give you, plus an experience you had in class. Each entry must be handed in on Blackboard by the due date and time.

Midterm Assignment 25%

Practitioner Interview and Paper- Choose a group or organization that works in a conflict area in which you are interested and identify an individual within that organization to interview and write about.
Important Dates:

- February 18,2025. You will make a list of interviewees and begin outreach.
- February 28, 2025.You should have selected your interviewee and scheduled your interview.

Midterm paper due March 15,2025: Write a 3-5 paper describing the work of the individual you chose, summarizing your interview and describing your insights. Connect what you learn from the interview to what we have discussed in the course up to this point.

Final Exam 25%

Conflict Analysis Take a conflict scene from a television show, movie, music, or book and give a brief overview of the scene and then analyze it through what you have learned in class through activities, discussions, readings, and your own experience.

Your essay should be 3-5 pages and should cover the following:

- Conflict styles
- Communication spoilers or roadblocks observed.
- Issues, feelings of each party, and needs of each party.
- What conflict resolution process (negotiation, arbitration, mediation, group facilitation, restorative justice process) do you think is most appropriate and why.

Formatting: Word, Times New Roman, 12pt. font, 1inch margins, numbered pages, APA style.
Grading Rubrics: The paper will be graded on the following components.
Writing Mechanics

- Proper length
- Organization (focus and clarity)
- Correct use of citations and references

Content

- The final paper responds fully to the instructions.
- It demonstrates familiarity with all areas we covered in class.
- Claims are backed up by evidence.

Reminders:

- Use subheadings for clarity (Introduction, Conclusion)
- Substantiate all your claims- if you say that something is so, back it up with evidence.
- References required.

Late Work/Missed Classes

Students are to submit all assignments by their due dates. You may miss three classes without penalty. Missing additional classes (more than three) or submitting as assignment late will reduce final grade by two points. You can try to recover these points through extra credit.

Please address any scheduling conflicts before you reach deadlines so that we can find a solution. If you have an emergency, please contact me as soon as possible and we can arrange regarding missed work or class time.

GRADING SCALE

Percentage grade and corresponding letter grade.

Percentage	Grade
93 -100	A (Excellent)
90 – 92.9	A-
87.1 – 89.9	B+
83.0 - 87.0	B (Good)
80 – 82.9	B-
77.1 – 79.9	C+

Percentage	Grade
73 - 77	C (Satisfactory)
70 – 72.9	C-
67.1 – 69.9	D+
63 - 67	D (Passing)
60 – 62.9	D-
Below 60	F (Not passing)

Note: As per JJC policy, an F is not erased when the course is taken again and passed.

COURSE POLICIES

Netiquette
All course communication (whether in discussion group settings, communications between students, or communications between students and faculty) must be conducted in a respectful manner. This will be part of your discussion group participation grade.

Emails
Please feel free to contact me via e-mail with any questions. However, please allow a minimum of 24 hours during weekdays and 48 hours over the weekend for the professor to receive and respond to any e-mail. Plan accordingly (e.g., do not e-mail the professor at the last minute, urgent requests for information on an assignment/exam the night before it is due). Students are required to have a current John Jay e-mail account from which they can access materials as well as access to Brightspace. Also, I can meet with you in person on or online as mutually convenient, via Zoom or email. I AM AVAILABLE to help.

Computer and Web Access
Students will need to have access to a computer to retrieve course readings and other necessary materials. Numerous relevant materials will be posted on the course website that the student will be responsible for accessing. Students are strongly advised to use some means of automatically backing up their work (e.g., www.dropbox.com or similar free online service). Also, if your computer breaks down, you may use computers at your local library or on campus.

Technical Assistance
If you encounter computer problems or difficulty accessing Brightspace, submitting assignments, etc., please check out John Jay Brightspace or call them at 212-484-1197. I do not have the ability to help you

with technical matters. If the Brightspace system is not working and an assignment due date is getting close, you may email me your assignments.

Late Assignments
If for some substantial reason you cannot turn in your assignments at the scheduled time, you should contact me prior to the due date, or you will only be eligible for 90% of the total points.

Extra Work during the Semester
Extra credit may be available. Interested students should inquire. Any extra credit opportunity will be available to the entire class. Students must communicate directly with the professor regarding absences and missing assignments.

Extra Credit is to supplement other assignments (e.g., missed reflection entry or late paper). Extra Credit will be worth between 2-4 points. You have options of extra credit:

1. A 2-page paper about a conflict resolution related event (one of the John Jay DR breakfast speakers or another DR- related event).
2. Designing and facilitating one of our opening circles for extra credit. Speak with me for instructions.
3. Full- and on-time attendance of all classes during the semester will give you extra credit.

COLLEGE WIDE POLICIES

Incomplete Grade Policy
Students must always be in communication with the instructor regarding expectations and the timeline to complete the course. The college-wide policy for incomplete grades as stated in the course catalog is that an Incomplete Grade may be given only to those students who would pass the course if they were to satisfactorily complete course requirements. It is within the discretion of the faculty member as to whether to give the grade of INC. The INC grade should only be given in consultation with the student.

Americans with Disabilities Act (ADA) CUNY Accommodations Policy
Students who believe that they may need an accommodation due to a disability are encouraged to immediately contact the Office of Accessibility Services (OAS) in room L.66 NB (212-237-8031 or accessibilityservices@jjay.cuny.edu). Students are welcome but not required to speak with the instructor privately to discuss specific needs for the class. Students with disabilities are entitled to confidentiality over disability-related status or details. Students are not required to disclose their specific disability to their instructors or anyone else.

The Alan Siegel Writing Center
The Alan Siegel Writing Center (http://jjcweb.jjay.cuny.edu/writing/homepage.htm) provides free tutoring to students of John Jay College; its online services are described here: http://jjcweb.jjay.cuny.edu/writing/Writing%20Center%20Online.htm. The Writing Center has a staff of trained tutors who work with you to help you become a more effective writer, from planning and organizing a paper, to writing and then proofreading it. The Writing Center is a valuable resource, and I

encourage you to use it. If I give you a referral form to the Writing Center, you must attend to get further instruction on the specific items addressed on the form. This is not optional.

Wellness and Student Resources
Students experiencing any personal, medical, financial, or familial distress, which may impede their ability to fulfill the requirements of this course, are encouraged to visit the Wellness Center (L.65 NB). Available resources include Counseling Services, Health Services, Food Bank, and emergency funding support. See http://www.jjay.cuny.edu/wellness-resources.
Visit the Students' Academic Resources & Services website for a full list of student support resources: http://www.jjay.cuny.edu/students. They include:
Academic Advisement Center: http://www.jjay.cuny.edu/academic-advisement-center
Center for Career & Professional Development: http://www.jjay.cuny.edu/Career-services
JJ Children's Center: http://www.jjay.cuny.edu/Childrens-center
Housing: http://www.jjay.cuny.edu/housing
Military and veteran services: http://www.jjay.cuny.edu/military-and-veteran-services
Women's Center for Gender Justice: http://www.jjay.cuny.edu/womens-center/gender-justice
LGBTQ+ Resource Center (https://www.jjay.cuny.edu/lgbtq-resource-center
Jay Express Services: http://www.jjay.cuny.edu/jay-express-services
The Immigrant Student Success Center: https://www.jjay.cuny.edu/immigrant-student-center

Resources for Reporting Sexual Harassment, Sexual Assault, Stalking, or Domestic and Dating/Intimate Partner Violence
Several staff members are available to answer questions and to give advice concerning informal complaints and the formal complaint procedure concerning allegations of any sexual harassment or assaults. Information and advice may be requested anonymously. Students and employees can informally consult with the individuals below about their options, including their option to file a formal complaint. Formal complaints must be filed with the Title IX Coordinator. Please refer to this website for their contact information as well as CUNY's Policy on Sexual Misconduct (PSM), go to https://www.jjay.cuny.edu/student-life/sexual-misconduct.

CUNY Policy on Academic Integrity
Academic dishonesty is prohibited in CUNY. It includes, among other things: cheating (e.g., submitting the same paper for more than one course; unauthorized use during an exam of any electronic devices); obtaining unfair advantage (e.g., circulating or gaining advance access to exam materials); and plagiarism, which is the presentation of someone else's ideas, words, or artistic, scientific, or technical work as one's own creation (including information from the Internet). Using the ideas or work of another is permissible only when the original source is identified. Plagiarism may be intentional or unintentional, but lack of dishonest intent does not absolve a student of responsibility for plagiarism.
It is the student's responsibility to recognize the difference between statements that are common knowledge (which do not require documentation) and restatements of the ideas of others. Paraphrase, summary, and direct quotation are acceptable forms of restatement if the source is cited. If in doubt, it is better to include a citation.

Internet plagiarism includes submitting downloaded term papers or parts of term papers, paraphrasing, or copying information from the Internet without citing the source, and "cutting and pasting" from various sources without proper attribution.
Students who are unsure how and when to provide documentation are advised to consult with the instructor. The Library has free guides designed to help students with problems of documentation at: http://guides.lib.jjay.cuny.edu/citing_sources.

Title IX Syllabus Statement

John Jay College is committed to creating and maintaining a safe and inclusive learning environment for all students. If you have experienced any form of sex-based misconduct, including sexual assault, dating or domestic violence, stalking, and sexual or gender-based harassment, know that help and support are available. At John Jay, faculty are mandatory reporters and must report all information they receive regarding Sex-Based Misconduct to the College's Title IX Coordinator. This is to ensure that all students who have experienced sex-based misconduct receive support, resources, and information about their rights.

If you wish to speak to a confidential employee who does not have this reporting responsibility, you can contact the Title IX Advocate, Jessica Greenfield (jgreenfield@jjay.cuny.edu), or visit the Counseling Services Center in Room L.68 NB.

For more information about reporting options and resources at John Jay and in the community, please contact Title IX Coordinator, Gabriela Leal (gleal@jjay.cuny.edu), or visit https://www.jjay.cuny.edu/about/compliance-diversity/non-discrimination-equal-opportunity/title-ix-sex-based-misconduct.

Camera use

In June 2024, CUNY issued a university-wide guidance regarding camera use for hybrid and online learning. Faculty may require students to activate their cameras during class periods or for remote testing. Faculty who intends to utilize this should clearly state this on course syllabi. Additionally, class sections where this parameter is in effect will be noted during registration.
For more information, see here: https://www.cuny.edu/wp-content/uploads/sites/4/page-assets/academics/faculty-affairs/Camera-Use-Guidance-for-Online-and-Hybrid-Courses_FINAL-JUNE-20-2024.pdf

Statement of the College Policy on Plagiarism
Plagiarism is the presentation of someone else 's ideas, words, or artistic, scientific, or technical work as one's own creation. Using the ideas or work of another is permissible only when the original author identified. Paraphrasing and summarizing, as well as direct quotations require citations to the original source.

Plagiarism may be intentional or unintentional. Lack of dishonest intent does not necessarily absolve a student of responsibility for plagiarism.

It is the student ‘s responsibility to recognize the difference between statements that are common knowledge (which do not require documentation) and restatements of the ideas of others. Paraphrase, summary, and direct quotation are acceptable forms of restatement if the source is cited.

Students who are unsure how and when to provide documentation are to consult with their instructors. The library has free guides designed to help students with problems with documentation. (John Jay College of Criminal Justice Undergraduate Bulletin, http://www.jjay.cuny.edu/academics/654.php, sees Chapter IV Academic Standards)

Class Topics and Assignments by Week

Week 1: January 28,2025

- Introduction
- Establishing Guidelines and Values for Classroom Community
- Fundamentals of Circle
- What sparked your interest in the Conflict Resolution field?

Week 2: February 4,2025

- Review Syllabus/Midterm
- Define Conflict?
- What does conflict represent to you?
- What kind of Conflict Resolver would you like to interview for Mid-term?

Week 3: February 11,2025

- Nature of Conflict
- Communication Challenges
- Conflict Styles
- Developing questions for Conflict Resolver interviews.

Week 4: February 25,2025 - Introduction to Core Skills

- How Power, Emotion and Identity affect the self in conflict.
- Listening
- Reflection

Week 5: March 4,2025 -Core Skills Continued

- Reflection continued.
- Body Language
- Communication Spoilers

Week 6: March 11,2025 -Negotiation, Arbitration and Mediation

- Introduction to Negotiation, Arbitration and Mediation (distinctions)
- Elements of Mediation
- Role of Mediator

Midterm Paper due March 15,2025

Week 7: March 18,2025 Midterm Presentations

- Presentation about your interviews.

Week 8: March 25,2025 -Mediation Practice

- Elements of a Mediation Session
- Process-centered Mediation
- Role-plays

Week 9: April 1,2025- Mediation Practice

- Practicing core skills through conflict role-plays.

Week 10- April 8,2025 Mediation Practice

- Introduction to additional mediation skills
- Role-Play

SPRING BREAK 4/14/25-4/18/25

Week 11: April 22,2025 -Restorative Practices

- Restorative Conversations
- Restorative Chats
- Role-Play

Week 12: April 29, 2025 -Dialogue/Group Facilitation

- Elements of Group Facilitation/Dialogue
- Reading and Discussion from “Fearless Dialogue”
- Questions about Final Paper

Week 13: May 6,2025 -Ethical Practical Considerations in Practice

- Ethical dilemmas in practice
- What does it mean to help?

Week 14: May 13,2025 -Integration, Closing,

- Integrating our learning
- Class evaluation
- Closing

Week 15: May 20,2025 - Final Exam and Extra Credit Assignments Due