I. FSM Mission Statement:

The Fire and Homeland Security program (FHS) is designed to meet the educational needs of the future fire service professional. The increased demand for a highly educated professional fuels the demand for this program not only from current and former students but also the industry itself. The academic setting of the FHS program will supplement critical skills that are needed for continued progression in the emergency services industry.

II. Course description:

Dispute Resolution/Mediation/Negotiation (DRMN) is a hybrid course on labor relations and employment disputes in the public sector including various methods for resolving labor and personnel conflicts. Collective bargaining, arbitration, mediation, and other alternative dispute resolution methods will be applied to cases along with simulated exercises relevant to government employment. The course will be taught on 5 consecutive weeks with weeks 1, 3, 5 requiring in class work and weeks 2, and 4 requiring outside studies including but not limited to written, electronic and teleconferencing methods.

III. Prerequisite:

Fire Science Management and/or Management Undergraduate Degree, B.A. or B.S.

IV. Text, Reference Material, and Supplies:


V. Course Outcomes/Objectives:

The course goal is to familiarize the student with dispute resolution, mediation, and negotiation processes in the private and public sectors. Additionally, the student will be able to identify solutions that may be employed in their organizations.
**Outcome #1:**

Understand the development and special conditions affecting public and private sector labor relations.

A. Identify historical developments in public and private sector labor relations and how they formed the present day negotiation processes.

B. Identify examples of conflict at the organizational level and define common social and behavioral aspects for conflict resolution.

C. Identify the concepts of distributive (win-lose), integrative (win-win) and interest based bargaining strategies, examine preconditions, stages and appraise the strategies that applies to conflict resolution.

**Outcome #2:**

Examine past and current bargaining strategies in the public and private sectors.

A. Examine case studies using described bargaining strategies for conflict resolution.

B. Examine, identify and describe ethical decision making in the negotiation processes of conflict resolution.

C. Identify current practices that are successful in the bargaining processes.

**Outcome #3:**

Apply new skills learned in the course to resolve disputes.

A. Apply appropriate methods of Alternative Dispute Resolution to a variety of employment related disputes.

B. Given a set of goals and outcomes for a negotiated process, describe a planning framework to achieve stated goals and apply them to a specific conflict scenario.

C. Describe the steps needed to successfully bring a negotiated process from start to finish that include notification, impasse, mediation, arbitration, alternative dispute resolution and settlement.

**Outcome #4:**

Demonstrate knowledge in dispute resolution techniques in the private and public sectors.
A. Participate in a “mock” negotiated agreement or grievance hearing identifying the use of accepted labor relation’s practices.

B. Demonstrate where interest based bargaining would be most successful and why.

**Outcome #5:** 15%

Complete a written assignment identifying a labor relations/negotiation problem in an organization using the skills learned in class to outline successful outcomes to the case.

A. Identify a public or private sector labor relations dispute or negotiation that applies to the lessons learned in class.

B. Complete a 12-15 page written assignment outlining the problems, techniques used and alternative solutions that would bring successful closure to the case.

**Outcome #6:** 15%

Participate in a structured electronic messaging system addressing a current issue that applies to the course.

A. Use Blackboard or a similar electronic device to post comments and solutions learned from the readings and class lectures.

B. Through the use of a threaded discussion provide your insight to a current problem or issue as addressed in the course.

VI. **Topical Outline:**

Lecture(s) on:

Labor negotiations, dispute resolution and mediation

Case study examples and review

Analysis of current trends in DRMN

Mock scenario(s) on a potential DRMN

Electronic messaging and assignments