

Subject Code	MM5281
Subject Title	Mediation at Workplace
Credit Value	3
Level	5
Pre-requisite/ Co-requisite/ Exclusion	None
Objectives	<p>This subject aims to enable students to understand and analyze contemporary models and current practices of mediation, as a form of Alternative Dispute Resolution (ADR), and to develop them with knowledge and practical skills to suggest solutions to resolve workplace disputes in organizations.</p> <p>This subject contributes to the achievement of the MSc HRM Programme Learning Outcome 3 (Explain human psychology and dynamics, and apply theories to tap organization members' potential to achieve organizational goals).</p>
Intended Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> understand the fundamental principles of mediation, its value in jurisdictions, and practical importance in disputes resolution; critically evaluate different mediation models used locally and internationally; apply knowledge and skills of mediation to deal with business and employee disputes; assess one's strengths and weaknesses as a professional and ethical mediator.
Subject Synopsis/ Indicative Syllabus	<ul style="list-style-type: none"> • Alternative dispute resolution and mediation • Fundamental principles and models of mediation • Facilitative models of mediation in Hong Kong • Mediation strategies, skill, and practices • The role of HR in mediation • Mediation for employees' grievances and complaints • Mediation for workplace injuries and employee compensation • Moral standards of conduct for mediators • Emerging issues in mediation
Teaching/Learning Methodology	<p>Concepts of ADRs and mediation models will be presented and discussed in lectures. Through case analysis, simulations, and role plays, students will enhance their understanding and practical skills in dispute resolution.</p>

Assessment Methods in Alignment with Intended Learning Outcomes	Specific assessment methods/tasks	% weighting	Intended subject learning outcomes to be assessed (Please tick as appropriate)			
			a	b	c	d
	1. Individual assignment	15%	√	√		√
	2. In-class work	35%		√	√	√
	3. Examination	50%	√	√	√	√
Total	100 %					
<p>Explanation of the appropriateness of the assessment methods in assessing the intended learning outcomes:</p> <p>The individual assignment requires students to reflect on their understanding of the principles and models of mediation, and present their critical analysis of cases in real-life workplace scenarios.</p> <p>The in-class work, in form of role-play simulation exercises, provides students opportunities to apply and practice mediation skills.</p> <p>The examination will assess all four learning outcomes.</p> <p>To pass this subject, students are required to obtain Grade D or above in the overall subject grade.</p>						
Student Study Effort Expected	Class contact:					
	• Lectures/seminars		39 Hrs.			
	Other student study effort:					
	• Self-study		39 Hrs.			
	• Preparation for assignment and examination		39 Hrs.			
	Total student study effort		117 Hrs.			
Reading List and References	<p>Indicative references:</p> <p>Herrman, M. S. (2006). <i>The Blackwell handbook of mediation: Bridging theory, research, and practice</i>. Blackwell Pub.</p> <p>Hilmer, S. E. (2010). <i>Mediation theory and practice in Hong Kong</i>. LexisNexis.</p> <p>Kong, C. Y. W. (2021). <i>Dispute resolution and mediation skills</i>, 2nd Edition. Hong Kong University Press.</p> <p>To, K. C. (2010). <i>Butterworths Hong Kong mediation practical guide</i>. LexisNexis.</p>					

	<p>Other useful websites:</p> <p>Department of Justice - Mediation www.doj.gov.hk/eng/public/mediation.html</p> <p>Hong Kong Judiciary - Introduction of Mediation https://mediation.judiciary.hk/en/index.html</p> <p>Hong Kong Mediation Accreditation Association Limited www.hkmaal.org</p> <p>Hong Kong Professional Mediation Association www.mediatorassociation.org</p> <p>Joint Mediation Helpline Office www.jointmediationhelpline.org.hk</p> <p>Mediation Ordinance (Cap. 620) https://www.elegislation.gov.hk/hk/cap620</p> <p>Practice Direction on Mediation http://legalref.judiciary.gov.hk/lrs/common/pd/Practice_Directions.jsp</p> <p>Working Group on Mediation (2010). Report of the Working Group on Mediation. Department of Justice, HKSAR. Retrieved from https://www.doj.gov.hk/en/legal_dispute/pdf/med20100208e.pdf</p>
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