

SOUTHERN METHODIST UNIVERSITY

5-DAY BASIC MEDIATION AND DISPUTE RESOLUTION COURSE

Advanced Mediation Summer 2009

Instructor: Professor John Wade

SUMMARY OF STUDENT COURSE EVALUATIONS

Part 1

A. The Course

1. How interesting was this course to you?

Very interesting									Not very interesting	
9	8	7	6	5	4	3	2	1		
17	2									

2. How valuable do you feel this course is, or will be, to you?

Very valuable									Of little value	
9	8	7	6	5	4	3	2	1		
16	3									

3. Texts and reading used in this course were:

Interesting and useful									Rarely interesting and useful	
9	8	7	6	5	4	3	2	1		
10	6	2	1							

4. Outside assignments in this course were:

Very valuable									Of little value	
9	8	7	6	5	4	3	2	1		
11	5	2	1							

5. Overall rating of this course:

Excellent									Much less satisfactory	
9	8	7	6	5	4	3	2	1		
16	3									

B. Your instructor

6. Mastery of subject:

Very adequate									Inadequate	
9	8	7	6	5	4	3	2	1		
19										

7. Preparation for classes:

Always well prepared									Frequently ill prepared	
9	8	7	6	5	4	3	2	1		
18	1									

8. Personal motivation enthusiasm:

Enthusiastic					Indifferent			
9	8	7	6	5	4	3	2	1
19								

9. Ability to communicate:

Always clear					Often unclear			
9	8	7	6	5	4	3	2	1
16	3							

10. Instructor's attitude toward students:

Considerate					Inconsiderate			
9	8	7	6	5	4	3	2	1
17	2							

11. Overall rating of instructor:

Excellent					Much less satisfactory			
9	8	7	6	5	4	3	2	1
19								

A. Part II

1. What do you feel is the professor's attitude toward the Dispute Resolution program, courses, and students? Cite specific examples.

- *He seems very knowledgeable and speaks highly about the program while also being candid about things he may tell us that other professors in the program won't.*
- *He will enter history pages as a pioneer.*
- *He was bright, polite and respectful.*
- *John is a great ambassador of mediation and this program. He is great to be around and in class with.*
- *Generally very positive. Supportive of the program. Believes his grading standards are higher than SMU's.*
- *Wonderful. I cannot speak highly enough of Prof. Wade.*
- *Positive. Pedagogical. Recognizes this is one piece of learning that students will have various levels of experience, proficiency and his role is to supplement it.*
- *Very positive. He sees great opportunity for the profession, outside of just mediation.*
- *John is very concerned that we learn in this class. He is amazing in his understanding of what we need and his recollection of what we have said in past classes.*
- *Prof. Wade: Excellent he was always on point and always willing to provide an interesting insight into the field of mediation.*
- *Believes in what he is doing.*
- *Very concerned with making sure understanding is reached through repeat examples.*

- *John Wade is the best, and no one will dispute that!*
- *Adapt the type of questions to the nature of the mediation; open end possibilities. Market own style.*
- *Great! He seems like ADR is his passion! He gives plenty of real life examples and knows how to handle multiple forms of disputes.*
- *Great attitude.*

2. What motivated you to take this particular course? E.g. Usefulness in your current job or part of your future plans, etc.

- *I've heard such great things about John Wade, and they are all true and even understated.*
- *Part of future plans to teach the subject.*
- *Interest in mediation for current job.*
- *Part of future plans – but the skills are useful to anyone that works in the world of business.*
- *Wade's reputation.*
- *It was plugged by all of the professors, and having seen videos of Prof. Wade mediating his skilfulness peaked my interest.*
- *Desire to refresh, build upon basic mediation skills. Desire to understand some of more complex issues, concepts encountered with extended experience in mediations (ethics issues, role of justice, etc).*
- *Reputation of John Wade was very high – everyone who has taken course said it was well worth the time.*
- *John's reputation.*
- *Mediation is part of my future plan and I would like to learn as much as I can. More tools to use in this line of work.*
- *Professor's reputation.*
- *Reputation of Professor.*
- *John Wade.*
- *Future career plans. Acquire more knowledge for actual job.*
- *Further look into mediation. Professor's reputation.*
- *John Potter recommended I take his course. Best decision ever!*
- *Knowledge brings wisdom!!*
- *I needed an advanced course to help me more from all of my basic and other advance classes to keep improving and aspiring to be the very best mediator I can.*

3. Did the professor prepare for the course and present the material in an organized manner?

- *Yes. Very prepared, lots of great materials passed out.*
- *Very well.*

- *Sometimes but I prefer his style of interactive and not **too** planned.*
- *John has forgotten more than most of us will know about this subject. He has a plan for the class – not necessarily in the outline – but he chooses topics to support the class.*
- *Somewhat – there was a detailed course outline, but it wasn't followed very precisely. The role plays were a bit disorganized and not monitored closely by the Professor.*
- *Yes, Yes. The materials from Bond University were excellent and the Q-cards he handed out are fantastic pocket references.*
- *Very much so. Also added perspective not yet introduced in the program. Appreciate that he delved into practices and concepts more deeply.*
- *Very well – really liked the bubble gum cards.*
- *Yes, yes, yes.*
- *Yes. Prof. Wade was always prepared and on point.*
- *Extremely well organized. Flow of classes very good.*
- *Very well.*
- *The best.*
- *Excellent. Well organized, a perfect repertoire of words, situations.*
- *Yes, but he did not stay with daily outline (which was fine).*
- *Yes.*
- *Excellent preparation.*
- *Mr Wade did both in an exceptional manner.*

4. Was the course taught at a level too low, too high, or about right?

- *Some is challenging, but he acknowledges it takes time and practice so it is not discouraging.*
- *About right.*
- *Perfect.*
- *About right – however, 5 days is intense learning. John has kept it enjoyable.*
- *About right.*
- *Perfect, I only wish we had more time.*
- *A bit higher – in intensity – than most others, but it fit for course focus and actually kept the class from being repetitive. Preferred this level.*
- *Right.*
- *Right. John constantly adjusted to our questions and needs.*
- *Just about right and I like the challenge of the course work.*
- *Right.*
- *About right.*
- *Just right.*

- *Too high, but Prof. Wade's own style is very unique – step by step, it helps.*
- *About right.*
- *About right.*
- *Just right.*
- *About right.*

5. Name three concepts, skills or tools you found most valuable in the course materials and/or presentation.

- *Creating doubt; carrying offers as a mediator; predictable “bumps”.*
- *Visuals, role play, breaks.*
- *Mediation/law differences; styles of mediation; closure of complex cases.*
- *Draft the agreement; 5 humble hypotheses (intake); “What” and “How” questions; most important – the approach to the language of the mediator.*
- *“Speeches” – multiple suggestions for how to respond to certain situations; Intake process; draft agreements.*
- *The power of reframing/reflecting questions as an educational tool, emotional tool, and a way to craft/sculpt/manipulate the way information is translated, making it far more complete and productive.*
- *Humble hypotheses; (bonus) drafting concepts; perspective on ethics (better than what learned in Ethics class); LARS focus for problem definitions phase; (bonus) the course materials binder!!!*
- *Separate the blah blah from the meat and try to stop the blah. Agreement is not an agreement until it is judged and then may have issues, everyone lies. Be prepared to deal with it and understand it.*
- *TTLB's; prepared speeches; working with lawyers.*
- *The bubble gum cards with helpful hint card info; journals were helpful; finding the weaknesses in the cases.*
- *Core process, puts it in an organized order; role plays most valuable; 5 humble hypotheses.*
- *Graduation; mediation process/facilitative; working through bumps.*
- *LARS; summary reporting; calculation and listing risks; med's supervise deception; standard speeches to address typical comments.*
- *Intake; LARS; 5 humble hypotheses.*
- *Journal writing; bubble gum cards; group/class exercise doing dialogue verbally.*
- *Intake calls/meetings/interviews; giving participants a forewarning (in 10 minutes, I will caucus...); phrasing questions.*
- *Pre-mediation preparation; the 5 humble hypotheses; risk analysis.*
- *The emphasis on preparation; the reframing skills; how to deal with impasse in mediation.*

6. What areas did you NOT find to be as valuable as you would have liked (or other constructive criticism)?

- *The week long format is tough –but the break on Wednesday was much appreciated as JW said that was new in terms of schedule.*
- *The Assessment questions to be limited to accessible data. Example, why have Question 4 when no one will answer it?*
- *Reading materials.*
- *N/A – still learning.*
- *Unsupervised role plays. Two students who did not meet the pre-requisite had not had mediation. This was a disservice to those in role plays who had mediation classes under their belts. Q Why have a pre-requisite if it's not enforced? A ∅*
- *Everything was valuable – would have liked to have time after role play for participant feedback (ie hear from party: what was effective, not effective). Done in other class and is the **most** helpful addition to learning.*
- *No criticism. Please do an Advanced Advanced Mediation taught by John so that I can take another class from him!*
- *N/A found all information and stories helpful.*
- *Drafting but only because I am an attorney.*
- *Nothing.*
- *You must be kidding!*
- *Difficult to point out. The time was short for the level of information.*
- *None.*
- *N/A.*
- *More information about non-attorney mediators and how they can break the job market.*

7. How many classes (1st, 2nd, 3rd, etc) taken in the Dispute Resolution Program?

1 st – 1	5 th - 2	9 th - 1
2 nd – 1	6 th – 2	11 th -
3 rd – 1	7 th - 1	12 th - 3
4 th – 1	8 th –	13 th - 2
		Last - 2

8. How would you rate your experience to date with the Dispute Resolution program as a whole?

- *I've loved the program. I am aware there is a new Annette C Simmons building on the main campus – will some classes move there? That would be great! I can't praise Wade enough. He has brought a sense of reality to something that seemed so structured. He encourages us all to find out own style and that we will be hired for it as well as avoided for it. I have learned so much and am really glad it took this course toward the end of my time here because I feel it summed up so much of what I've learned.*

- *Excellent except that certain courses like ethics and research methods should be revisited.*
- *Positive experience – enjoying the program!!*
- *NOTE: The room was too cramped and not enough power outlets.*
- *Wonderful, but this course took it to a higher level. (Please bring Professor Wade back often. I also appreciated an international perspective of mediation).*
- *8*
- *Great!!*
- *Good.*
- *I rate it high and the course has been very helpful. It is a very interesting field.*
- *Excellent. Really could not be better.*
- *Excellent.*
- *As a whole – decent. This class was the **best ever**. I learned more about ethics from J Wade in 15 minutes than I did in the whole 3 credit course.*
- *A useful tool for personal and career growth.*
- *Good, not sure how some of the classes fit in program. Eg coaching, consulting classes where they do not talk about conflict. They are fine classes but not well connected with the rest of program.*
- *A+*
- *Could not have been better.*