

# CONFLICT RESOLUTION AND NEGOTIATION, CERTIFICATE

CNMN 485 SPECIAL POPULATIONS AND CURRENT  
MEDIATION TOPICS

Total Credit Hours

12

## Program description

The Certificate in Conflict Resolution and Negotiation offers training for professionals to enhance their ability to manage conflict in their current organization. Recent college graduates and individuals looking to change careers will obtain valuable skills that they can add to their resume making them more marketable to employers. Positions requiring conflict resolution skills exist in many fields, including government, criminal justice, education, health care, human resources, project management, customer service, politics, law, insurance, and sales. Common employers include corporations, educational institutions, social service agencies, health care organizations, insurance companies, and banks.

All certificate courses may be applied toward Roosevelt's Master of Arts degree in Conflict & Mediation for students who subsequently decide to pursue the degree.

## Program objectives

The certificate provides students with training that focuses on skills needed to de-escalate conflict and move toward resolution. Students will be able to demonstrate abilities in the areas of negotiation and facilitation and will learn about different types of alternative dispute resolution processes. Students will gain a deeper understanding of conflict resolution and mediation in a particular area such as public/community conflict or familial/interpersonal conflict through a special topic course.

## Admission

Applicants must hold a bachelor's degree and submit the university graduate application, a letter of intent, and a resume or curriculum vitae.

## Course requirements

The courses in the Graduate Certificate in Conflict Resolution and Negotiation are hybrid courses - offered in a combination of online learning and weekly, virtual class meetings through Zoom. Each course lasts eight weeks. Students take four courses; the program can be completed fully online in two semesters, taking one class at a time.

Courses must be completed with a minimum grade of C and a cumulative GPA of 3.0.

Code	Title	Credit Hours
<b>Required Courses</b>		<b>9</b>
CNMN 430	ALTERNATIVE DISPUTE RESOLUTION (ADR) CONTINUUM	
CNMN 440	FACILITATION	
CNMN 475	NEGOTIATION TACTICS/NEGOTIATION	
<b>Special Topic Course (Students take one) <sup>1</sup></b>		<b>3</b>
CNMN 460	PUBLIC AND COMMUNITY CONFLICT	
CNMN 465	ORGANIZATIONAL AND LABOR CONFLICT AND MEDIATION	
CNMN 468	FAMILIAL AND INTERPERSONAL CONFLICT AND MEDIATION	

<sup>1</sup> One of the following courses will be offered each fall. Contact the program director for more information.