Graduate Certificate in Conflict Resolution

Student Learning Outcomes

SLO1 - Conflict Communication
Students will master effective communication skills, such as reflective listening, assertion messaging, and reframing, and be able to apply them appropriately to specific conflict situations.

SLO2 - Conflict Analysis
Students will be able to utilize conflict analysis and dispute system models to assess the sources of interpersonal, organizational, culturally-based and violence-related conflicts at the micro and macro levels. This includes being able to self-assess by examining and understanding the values, perceptions, experiences, and assumptions relating to their own cultural background, and being able to design strategies for interpersonal, intergroup, or societal conflicts.

SLO3 - Conflict Theory & Content
Students will be able to integrate a broad understanding of conflict resolution theories, models, and principles relating specifically to the areas of cultural conflicts, violence prevention and intervention, divorce and child-custody mediation, and organizational conflicts, and have an understanding of the structured alternative approaches of conflict resolution.

SLO4 - Application
Students will be able to understand and apply the multi-dimensional processes of conflict resolution theories, principles, and methodologies to real world domains relevant to their emphasis of study, such as family, business, and education.

SLO5 - Ethical Principles
Students are expected to understand and apply the ethical standards for mediation and learn the Kansas Judicial Branch Rules and state approval process for mediators.