COMMUNICATION
Students will understand and use effective communication skills, such as reflective listening, assertion messaging, and reframing, and be able to apply them appropriately to specific conflict situations.

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.

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.

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.

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.