

Who can benefit from this program?

This graduate certificate will benefit anyone who encounters conflict on an interpersonal, family, organizational, inter-group, or community level.

In the program you will learn to analyze, address, and manage conflict professionally and effectively. The skills learned are extremely valuable in a variety of professions and include the ability to understand and effectively intervene in conflict situations. Students learn and practice superior communication skills and develop their abilities to work with and lead others.

Participants in the program have included individuals from a wide range of fields, including the following:

- Education
- Health Care
- Child and Family Development
- Ministry
- Social Work
- Natural Sciences



What courses will I be taking as a part of the Graduate Certificate in Conflict and Dispute Resolution?

This graduate certificate program has three required components: a theory/research component, a law/policy/ethics component, and an applied component. An additional 6 hours of electives allow students to study conflict and its resolution in the context of their specific disciplines or professions.

Required Courses—16 hours total

Theory/Research Core (6 hours)

COM 611: Conflict & Communication

COM 621: Communication, Mediation & Negotiation

Application Core (1 hour)

This applied experience is negotiated with the program advisor and can be satisfied through independent study or internship credit, or through service learning opportunities.

Law/Policy/Ethics Core (3 hours)

A number of courses may fit this category depending upon the student's major interest and focus. Possible courses include the following:

COM 619: Ethical Issues in Communication

RIL 600: Legal Environment for Business Managers

EAD 785: Legal & Ethical Contexts of Schooling

PHI 613: Bioethics

PSY 761: Ethical & Professional Issues

PLS 692: Civil Rights & Liberties in the

American Constitutional System

Elective Courses

Students may select two courses that examine conflict in a particular context (e.g., within families, organizations, etc). Possible courses include the following:

COM 607: Family Communication

COM 617: Communication & Diversity in the Workplace

COM 722: Argumentation as Communication

COM 724: Theories of Interpersonal Communication

COM 732: Theories & Concepts of Small Group Communication or PSY 778: Group Processes

EAD 784: Human Relations & Collaborative Processes

EAD 861: Human Relations

PSY 718: Organizational Psychology or COM 736: Concepts & Analysis of Communication in Organizations

PSY 780: Social Psychology

RIL 631: Labor Law & Employment Discrimination

SWK 741: Family Health & Family Violence

How can I learn more or sign up for the graduate certificate program?

You can find additional information, including all the forms you will need, online at www.MissouriState.edu/CDR (click "Graduate Certificate").

You can also speak directly with the program's director, Dr. Charlene Berquist. Reach her by phone at (417) 836-8831, email CharleneBerquist@MissouriState.edu, or stop by her office in Craig Hall room 372.

What is a graduate certificate?

It is a transcribed degree program. This means that once you have completed the program the degree will appear on your transcript.

What is the Graduate Certificate in Conflict and Dispute Resolution?

This program is a 16-credit-hour graduate-level experience in dispute resolution and conflict processes. It is interdisciplinary, allowing you to select the courses that are the most useful and applicable to your chosen or planned profession. The courses in the program each offer specific information and training to enable students to understand conflict and resolve disputes.

Can I work on a master's degree and graduate certificate at the same time?

The certificate program may be taken alone or in conjunction with another graduate-level degree. In fact, with permission you may be able to "double count" coursework in the graduate certificate program towards your master's degree as well!

Missouri State University's Graduate Certificate in Conflict and Dispute Resolution

What department offers this program?

The Graduate Certificate in Conflict and Dispute Resolution is offered through the Department of Communication and the Center for Dispute Resolution at Missouri State University.

How can I learn more about this program?

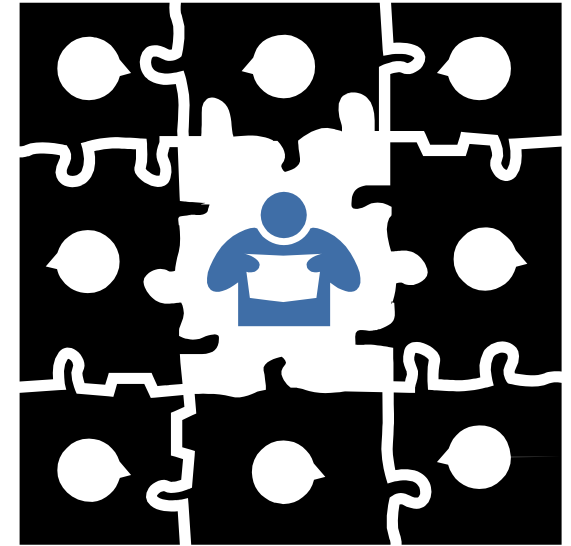
Contact the Center for Dispute Resolution at (417) 836-8831 or send an email to the program director Dr. Charlene Berquist at CharleneBerquist@MissouriState.edu.

This program is offered through the Department of Communication at Missouri State University, and it is supported by:



The Center for Dispute Resolution
Department of Communication
PCOB 212 * (417) 836-8831
online: www.missouristate.edu/cdr

We are surrounded by conflict.



*Has your education
prepared you to address it?*

Earn a
Graduate Certificate
in **Conflict and**
Dispute Resolution

"Gain the tools, knowledge, and confidence to appropriately handle conflicts wherever they may occur."