

### What is an undergraduate certificate program?

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 Undergraduate Certificate in Conflict and Dispute Resolution?

This 16-hour program is designed to prepare students to analyze, address, and manage conflict effectively. The management and resolution of conflict is relevant across professions. This certificate, through its elective component, will allow students to tailor their course of study to fit their different interdisciplinary needs.

### Can I work on a bachelor's degree and certificate at the same time?

You must be enrolled in a separate bachelor's degree program to take the undergraduate certificate. In fact, with permission you may be able to "double count" coursework in the certificate program towards your bachelor's degree as well!

## Missouri State University's Undergraduate Certificate in Conflict and Dispute Resolution

### What department offers this program?

The Undergraduate 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?

You can find more information, including all the forms you will need, online at [www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR) (click "Undergraduate Certificate"). Or call (417) 836-8831 or email program director Dr. Charlene Berquist at [charleneberquist@missouristate.edu](mailto: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  
(417) 836-8831 \*fax (417) 836-8288  
online: [www.missouristate.edu/cdr](http://www.missouristate.edu/cdr)

## We are surrounded by conflict.



***Has your education  
prepared you to address it?***

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Earn an  
**Undergraduate Certificate  
in Conflict and  
Dispute Resolution**

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*"A program that prepares students  
to analyze, address, and manage  
conflict effectively."*

## Who can benefit from this program?

Conflict is a reality in all communities, workplaces, and educational settings. Understanding how conflict works and how to manage conflict effectively is a relevant and desirable skill for students in a wide range of disciplines. The knowledge and skills of conflict management directly apply to many professions, including communication, business, child and family development, criminal justice, education, psychology, and social service.

This undergraduate certificate program will provide students with the following:

- an overview of the types of conflict found in community, workplace, educational, and interpersonal and family settings.
- a comprehensive overview of current theory and research on conflict in a variety of settings and disciplines, and within culturally diverse populations
- an overview and understanding of conflict management skills and tools.
- practical experience in conflict management, mediation, and negotiation skills.



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

This program includes 3 required courses, an internship experience, and an elective component that allows students to focus on conflict processes that are specific to their professional interest areas. Students should consult with the program director in choosing courses and in developing a program of study

### Required Courses (9 hours)

COM 205: Interpersonal Communication  
COM 511: Communication Community and Conflict  
COM 521: Communication, Mediation, & Negotiation

### Elective Courses (Select two courses – 6 hours)

*The list below, while not exhaustive, offers examples of appropriate elective courses.*

COM 307 Gender and Communication  
COM 325 Nonverbal Communication  
COM 326 Effective Listening  
COM 332 Small Group Communication  
COM 360 Introduction to Intercultural Communication  
COM 390 Communication and Aging  
COM 405 Interpersonal Communication  
COM 436 Communication and Leadership  
COM 506 Family Communication  
COM 512 Communication & Diversity in the Workplace  
COM 550 Political Communication  
COM 566 Social Movement Communication  
ANT 325 North American Indian Cultures  
ANT 331 Peoples & Cultures of the Caribbean  
ANT 335 Peoples & Cultures of the Middle East  
CFD 257 Principles of Dvlpmnt in Middle Childhood  
CFD 305 Multicultural Studies in Child/Family Dvlpmnt  
CFD 361 Principles of Family Development  
CFD 365 Families in Later Life  
CFD 532 Family Advocacy  
CFD 463 Admn. of Programs for Children & Families  
CRM 210 (CAS) Intro. to the Criminal Justice System  
CRM 330 (CAS) Delinquency & the Juv. Justice System  
CSD 321 (461) Conceptually Accurate Signed English I  
CSD 322 (462) Conceptually Accurate Signed English II  
CSD 562 Psycho-Social Implications of Being Deaf and Hard of Hearing  
ELE 302 Intro to Elementary Education & Clinical/Field Experience  
FGB 307 Business in the Community  
GER 310 Social Forces & Aging  
HCM 301 Health Care Organization  
HCM 303 Health Care Legal Issues

### Internship Experience (1 hour)

Students in this program select a 1-credit hour of internship experience that directly relates to conflict and its application in professional settings.

MGT 286 (AOS) Business Communications  
MGT 320 (240) Patterns of Management  
MGT 325 Fundamentals of Personnel Administration  
MGT 340 Organizational Behavior & Management  
MGT 345 Human Resources Management  
MGT 398 (AOS) Managerial Communication  
MGT 447 International Management  
MGT 465 Industrial Relations  
PED 256 Community Health  
PHI 302 Environmental Ethics  
PHI 513 Bioethics  
PLN 372 (CRP) Community Development  
PLS 232 International Relations  
PLS 255 Public Administration  
PLS 356 Public Personnel Administration  
PLS 419 The Judicial Process  
PLS 515 Constitutional Law & Politics  
PSY 250 Analysis of Interpersonal Behavior  
PSY 339 Intro. to Clinical Psychology  
REL 210 Paths of World Religions  
REL 530 Topics in Religion, Self, & Society  
SFR 250 (SFT) Foundations of American Education  
SFR 351 (SFT) Philosophical Problems of Education  
SFR 581 (SFT) Law & the Classroom Teacher  
SOC 284 Social Movements  
SOC 310 Social Deviance  
SOC 314 Rural Sociology  
SOC 315 (414) The Family  
SOC 316 Urban Sociology  
SOC 336 Race & Ethnic Group Relations  
SOC 341 Medical Sociology  
SOC 351 Sociology of Childhood  
SOC 390 (560) Religion in Society  
SOC 420 Social Inequality