

## Build your conflict management skills

Conflict is a reality in all communities, workplaces, and relationships. Understanding **how conflict works** and **how to manage conflict** is a vital skill that will impact your success at all levels.

## Gain a competitive advantage

Employers want job applicants who can **manage conflict, solve problems, work cooperatively** in teams, and **communicate effectively**\*. A Certificate in Conflict and Dispute Resolution will help you build these skills and ensure your resume stands out from others with similar majors.

*\*Source: Morning Future (2017). "Why Soft Skills Are Important."*

## How to Enroll Now

If you have completed 30 credit hours and have a 3.0 GPA you can enroll in the Undergraduate Certificate in Conflict and Dispute Resolution.

1. **Complete an application form**, available online at [www.MissouriState.edu/CDR/certificate-programs.htm](http://www.MissouriState.edu/CDR/certificate-programs.htm) or via email ([CDR@MissouriState.edu](mailto:CDR@MissouriState.edu))
2. **Set up an appointment** with the program director Dr. Charlene Berquist at the Center for Dispute Resolution by calling 417-836-8831 or emailing [CDR@MissouriState.edu](mailto:CDR@MissouriState.edu)

Dr. Berquist will help you plan your program of study, discuss internship options with you, and answer any questions you have.

## For More Information

[www.MissouriState.edu/CDR](http://www.MissouriState.edu/CDR)

**417-836-8831**

**[CDR@MissouriState.edu](mailto:CDR@MissouriState.edu)**

**Missouri State**

DEPARTMENT of  
COMMUNICATION

Missouri State University is an Equal Opportunity/Affirmative Action/Minority/Female/Veterans/Disability/Sexual Orientation/Gender Identity Employer and Institution.

## Are you ready to manage **conflict** effectively?

LEARN TO ANALYZE, ADDRESS, & MANAGE CONFLICT



EARN AN

## Undergraduate Certificate in Conflict & Dispute Resolution

[www.missouristate.edu/CDR/certificate-programs.htm](http://www.missouristate.edu/CDR/certificate-programs.htm)

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# About the Undergraduate Certificate in Conflict & Dispute Resolution

The Undergraduate Certificate in Conflict and Dispute Resolution will prepare you to **analyze**, **address**, and **manage** conflict effectively.

In the program you will have the opportunity to

- **Learn** about conflict in community, workplace, educational, and interpersonal settings.
- ◆ **Explore** current theory and research on conflict in various settings and disciplines, and within culturally diverse populations.
- ◆ **Build** your conflict management skills and tools.
- ◆ **Gain** practical experience in conflict management, mediation, and negotiation.

Because conflict is a universal experience, students from **every major** can benefit from the program.

Upon completion of the program you will have earned a **transcribed degree** that you can list on your resume.

**“Having completed the certificate and gained expertise in conflict resolution gave me a distinct advantage over other for this position.”**

*Jenny Riggs, Director, Dispute Resolution and Family Court Programs, 7th Judicial Circuit—Clay County*

**Required Courses:** Gain a foundation in conflict theory and build your skills by completing **9 hours of required coursework**, which may be double-counted with your major or minor (with advisor permission).

- ◆ COM 205: Impersonal Communication
- ◆ COM 311: Intro. to Conflict Resolution Studies
- ◆ COM 511: Conflict and Communication OR COM 521: Communication, Mediation, and Negotiation

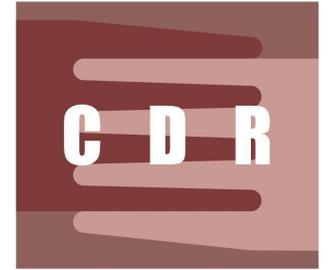
**“This program will benefit you personally and professionally. It gives you the skills to confidently address conflict, increasing your potential for effectiveness and influence.”** *Kelly Dudley, LCSW at Head Start*

**Elective Courses:** Focus your study of conflict on your professional interest area by selecting **6 hours of electives**. There are **elective course options in nearly every department**, and these hours may be double-counted with your major or minor (with advisor approval).

**Internship Component:** Gain **practical experience** in conflict management when you complete a COM 494: Conflict Internship, a **1-credit-hour internship experience**.

Internships are coordinated through the Department of Communication’s **Center for Dispute Resolution**, which

offers internship opportunities each semester in a variety of settings, including the schools, courts, and the business and non-profit world. Or, students can locate their own outside internship opportunities.



**“The program equipped me with foundational tools to use when simple or complex disagreements occur, both in my professional and personal life.”** *Meghan Younker, Communications Manager, Leggett & Platt*

# 16

**TOTAL NUMBER OF CREDIT HOURS REQUIRED**

# DOUBLE COUNT

**COURSES IN YOUR MAJOR**

# ONLINE & SEATED

**COURSE OPTIONS**