

## What is a Graduate Certificate in Conflict and Dispute Resolution?

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

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 manage disputes.

The certificate program may be taken alone or in conjunction with another graduate-level degree. In fact, with permission students may be able to “double count” coursework in the graduate certificate program towards a master’s degree as well.

- ✓ **16 credit hours**
- ✓ Hours can **double-count** towards a master’s degree
- ✓ Take **alone**, or **with another degree**
- ✓ Courses available in **online and seated** formats
- ✓ Study conflict in the context of **your interest area**

## Missouri State University’s Graduate Certificate in Conflict and Dispute Resolution

### Which department offers this program?

The Graduate Certificate in Conflict and Dispute Resolution is offered through the Department of Communication at Missouri State University. It is supported by the Center for Dispute Resolution, which is also a part of the Department of Communication.

### How can I learn more about the 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](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  
PCOB 212 \* (417) 836-8831  
online: [www.missouristate.edu/cdr](http://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.”*

## Who can benefit from this program?

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

Students 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:

- Business
- Management
- Media
- Politics/ Public Service
- Criminal Justice
- Communication
- Education
- Health Care
- Child and Family Development
- Ministry
- Social Work
- Natural Sciences



## Course Options for the Graduate Certificate in Conflict and Dispute Resolution

This graduate certificate program has two required components: a theory/research component and an applied component. An additional 9 hours of electives allow students to study conflict and its management 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. The Center for Dispute Resolution helps students coordinate their applied experience.*

#### Elective Courses (9 hours)

*Students select three 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 619: Ethical Issues in 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
- LAW 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

*Note: The Certificate in Conflict and Dispute Resolution can be taken alone, or in conjunction with a master's degree. With permission, hours may be double-counted towards both the certificate and a master's degree. Depending on the electives selected, the program may be completed fully online.*