

# CONFLICT RESOLUTION CERTIFICATE

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This 15-credit hour certificate program teaches ways to manage consumer, workplace, and personal conflict through the use of effective communication, emotional intelligence skills, and cooperative problem solving. From a foundation in conflict theory, students learn strategies to prevent, reduce, and resolve conflict with the goal of preserving, and in many cases improving, relationships. All 15 hours required for the certificate are offered online.

## Admission Criteria:

**Regular Admission - GPA Requirement:** The applicant must have a minimum undergraduate grade point average of 3.0 overall, 3.0 for the last 60 semester hours in a degree program, or 3.0 for a completed graduate degree program. **Entrance Exam Requirement:** No admissions test is required for regular admission if GPA is 3.0 or higher.

**Permission to Continue Admission -** Under exceptional circumstances, an applicant may be considered for admission if he or she meets either the GPA requirement for regular admission (GPA of 3.0) or the entrance exam score requirement as outlined above. If such an applicant is admitted, he or she will need to obtain permission to continue in the program, after the first 12 semester hours of graduate-level work have been completed.

Permission to continue is earned by achieving a GPA of "B" or better (3.0) in the first 12 semester hours. If the 12 hours are completed in a term in which the total credits exceed 12, the evaluation is made on the basis of all graduate-level work completed at the end of that term of enrollment. Students admitted under this circumstance who do not meet the 3.0 requirement after their first 12 hours of graduate-level work will not receive permission to continue in their graduate program, and will be dropped from the program.

## General Requirements:

- a) Prerequisites: Bachelor Degree
- b) Minimum Required Hours: 15 hours.

**Transfer Credit:** Transfer credit is not accepted.

**Certificate Completion Requirements:** 15 hours of required courses are required as identified above and in the Program Body.

Students admitted to the Conflict Resolution certificate enroll in up to 15 credits. All 15 of these certificate credits may be used toward the Master of Science degree in Human Environmental Sciences.

<b>Code and Title</b>	<b>Hours</b>
CSM 525 Conflict Resolution Workplace	3
CSM 527 Emotional Intelligence	3
CSM 528 Processes of Negotiation	3
CSM 586 Principled Negotiation	3
Please select one of the following electives:	3
CSM 530 Family And Consumer Law	
CSM 559 Techniques of Counseling in Consumer Sciences	