

# CONFLICT RESOLUTION CERTIFICATE

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This 15-credit hour certificate program teaches ways to manage consumer, workplace, and personal conflict through 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.

## Admissions

See the Admission Criteria section of this catalog for more information.

## Curricular Requirements

Code and Title		Hours
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 507	Consumr Qual Mgt Facilitn Skil	
CSM 511	Building Employee Engagement	
CSM 515	Customer Service Management	
CSM 530	Family And Consumer Law	
CSM 537	Developing The Leader Within	
CSM 559	Tech of Counsl in Cons Science	
<b>Total Hours</b>		<b>15</b>

## Transfer Credit

See the Master's Degree Academic Policies section of this catalog for more information.

## Time Limits for Degree Completion Requirements

See the Master's Degree Academic Policies section of this catalog for more information.

## Academic Misconduct Information

See the Academic Misconduct section of this catalog for more information.

## Withdrawals and Leave of Absence Information

See the Withdrawals and Leave of Absence section of this catalog for more information.

## Academic Grievances Information

See the Academic Grievance Procedures section of this catalog for more information.

## Grades and Academic Standing

See the Grades and Academic Standing section of this catalog for more information.