



Conflict Management and Resolution

The Certificate of Completion in Conflict Management and Resolution is designed for the business leader who seeks understanding of how to respond to conflicts within organizations, both on the individual and group levels. The certificate focuses on managing conflict, negotiating to resolution, and persuasive communication techniques. This certificate is offered on the graduate level only and successful completion of the program awards twelve graduate credits. This certification may be completed online.

Hours Required: 12

Courses:

HBD6771 Conflict Management & Resolution

The course presents a discussion of the nature of conflict and the origins and strategies used in managing conflict for productive results. Both interpersonal and intergroup conflicts are studied.

MGT5193 Negotiation Skills for Managers

The course presents skills for a variety of negotiating situations: managing contracts, implementing change, making sales purchases, settling organizational conflicts, planning strategies, and achieving credibility.

CAVEAT: No graduate credit will be awarded if MGT4193 has been successfully completed.

COM5405 Persuasion

The course allows students to review the major theories of persuasion in addition to methods by which to apply the theories. Key topic areas include the psychology of persuasion, source credibility, motivational appeals, social campaigns, and propaganda.

CAVEAT: No graduate credit will be awarded if COM4405 has been successfully completed.

HBD5173 Organizational Behavior

The course presents an integrated social science view of human behavior in organizations. Topics include inter-group relations, conflict in organizations, organization structure, work design, and the quality of work life.

CAVEAT: No graduate credit will be awarded if HBD3173 has been successfully completed.