

# Graduate Certificate in Conflict Resolution

## Student Learning Outcomes

### **SLO1 - Conflict Communication**

Students will master effective communication skills, such as reflective listening, assertion messaging, and reframing, and be able to apply them appropriately to specific conflict situations.

### **SLO2 - Conflict Analysis**

Students will be able to utilize conflict analysis and dispute system models to assess the sources of interpersonal, organizational, culturally-based and violence-related conflicts at the micro and macro levels. This includes being able to self-assess by examining and understanding the values, perceptions, experiences, and assumptions relating to their own cultural background, and being able to design strategies for interpersonal, intergroup, or societal conflicts.

### **SLO3 - Conflict Theory & Content**

Students will be able to integrate a broad understanding of conflict resolution theories, models, and principles relating specifically to the areas of cultural conflicts, violence prevention and intervention, divorce and child-custody mediation, and organizational conflicts, and have an understanding of the structured alternative approaches of conflict resolution.

### **SLO4 - Application**

Students will be able to understand and apply the multi-dimensional processes of conflict resolution theories, principles, and methodologies to real world domains relevant to their emphasis of study, such as family, business, and education.

### **SLO5 - Ethical Principles**

Students are expected to understand and apply the ethical standards for mediation and learn the Kansas Judicial Branch Rules and state approval process for mediators.