

**Student Learning Outcomes**  
**Conflict Resolution**  
**Undergraduate Certificate Program**

**COMMUNICATION**

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

**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.

**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.

**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.

**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.