



# Online Master of Arts in Conflict Management and Resolution Conflict Coaching Concentration 36 Credit Hours

## Admission Requirements:

- Application and \$50 Processing Fee
- Transcripts from accredited undergraduate degree
- GPA 3.0, probationary status may be granted
- Resume

## Cost:

- Per Credit: \$650
- Resource Fee: \$200
- Per Course: \$1,950
- Residency: \$600
- Total Tuition: \$26,400

Students are required to participate in a residency, this includes the training required to receive the Texas mediation training certificate for court-annexed mediation. Residency cost is \$600.



## Graduation Requirements:

Students must earn a 3.0 GPA or higher to meet graduation requirements.

## Job Outlook in Texas:



**595,834 Jobs**  
Open in 2025\*



**196,403**  
Unique Postings (1/23-12/24)



**\$74,100** per year  
Median Earnings

\*Filtered by the proportion of the national workforce in these occupations with a Bachelor's degree.  
Source Lightcast 2026.

## Acquired Skills:

### Top Hard Skills

- Psychology
- Project Management
- Employee Relations
- Performance Management

### Top Common Skills

- Management
- Communication
- Leadership
- Planning

# Master of Arts in Conflict Management and Resolution

## Conflict Coaching Concentration



### Core Curriculum:

#### **CONR 602: The Dynamics of Interpersonal Conflict\***

The Dynamics of Interpersonal Conflict is a graduate-level course that addresses the fundamental aspects of understanding, analyzing, and managing interpersonal conflict. Students will examine contributing factors to conflict such as communication, emotions, and identity. Course material is theoretical as well as practical. The course provides foundational material that students will apply throughout the program.

\*A \$55 resource fee applies to this course.

#### **CONR 603: Negotiation - Principles & Practice**

Negotiation is a comprehensive study of the conceptual and interpersonal skills required to engage in effective negotiation. Topics include analyzing the negotiation context, preparing a negotiation plan, conducting negotiation sessions, resolving impasses, and documenting agreements. The course entails an emphasis on development, analytical, and interpersonal negotiation skills.

#### **CONR 604: Mediation - Principles & Practice**

A graduate-level course focusing on the art and science of facilitating conversations and negotiations between parties in conflict. Designed for individuals in leadership roles in a wide variety of organizational and personal environments, as well as individuals seeking professional work in conflict resolution, the course presents opportunities for personal assessment and development of party and group facilitation, problem-solving skills, and approaches for conflict management through the role of mediator.

#### **CONR 606: Theory 1**

This course introduces students to various communication and social/political theories as means to explain, predict, and ultimately resolve conflict between individuals and groups. The course makes extensive use of television and film to illustrate theoretical analyses of interpersonal and group communication and conflict.

#### **CONR 612: Conflict management systems design**

Provides a framework for understanding organizational conflict prevention and resolution systems. Analysis of case studies and practical application are featured throughout the course.

#### **CONR 690: Residency**

Students will attend one five-day residency session at the ACU Dallas campus in either January or June. In addition to the residency fee, students are responsible for travel, lodging, and meals. Attendance at residency is required to complete the graduate certificate.

### Concentration Curriculum:

#### **Required Concentration Courses:**

##### **CONR 624: Conflict Coaching**

This course equips students with the knowledge and techniques to coach individuals through conflicts effectively. By integrating knowledge of conflict management strategies with coaching methodologies, students will learn how to coach clients toward constructive dialogue, problem solving, and self-awareness.

**CONR 643: Practicum in Conflict Resolution** A graduate-level practicum tailored to meet the individual interests of the student and to utilize the student's God-given, unique talents in advancing the field of conflict resolution. The student will invest a minimum of 125 clock hours per 3 credit hours to fulfill the practicum requirements. A faculty member with appropriate credentials will supervise each student.

##### **CONR 661: The Art of Coaching**

This introductory course is designed for aspiring coaches who want to elevate their ability to guide individuals, groups, and teams toward success. This course explores some of the core competencies of effective coaching, including ethical practice, developing a coaching mindset, and creating a trusting and safe coaching environment.

##### **CONR 671 - Ethics & Conflict Resolution**

This course examines core ethical principles, professional standards, and decision-making considerations essential to ethical coaching practice in varied professional contexts.

##### **CONR 677 - Coaching Capstone**

Coaching Capstone is the culminating experience for students in the coaching program. This 5-day, in-person course is held on the Dallas campus and provides an opportunity for students to demonstrate mastery of coaching principles, strategies, and ethical decision-making through a comprehensive applied coaching experience.

#### **Choose 2 courses (6 hours) from the following:**

##### **CONR 617: Managing Conflict in Churches**

The course will offer an examination of the causes, arenas and dynamics of conflict in churches with an introduction to five major approaches to interviewing in conflicted situations. A variety of instructional methods, including lectures, case studies, role-plays, media, expert resource people and personal style instruments will be employed.

##### **CONR 618: Conflict - The Christian Perspective**

This course examines conflict through the lens of scripture with particular attention given to how the Christian should approach conflict as a means to glorify God and grow in their faith. Special emphasis is given to the concepts of forgiveness and reconciliation, a comparison of the two, and examining when each may or may not be appropriate.

# Master of Arts in Conflict Management and Resolution

## Conflict Coaching Concentration



### **CONR 622: The Organizational Ombudsman**

This course will explore the historical development of the organizational ombudsman function within the arena of alternative dispute resolution. Students will learn about the ombudsman function in terms of its role in identifying, resolving and leveraging conflict in order to produce a more collaborative and productive organization. Fundamental to a study of the ombudsman function will be an understanding of the basic principles of the organizational ombudsman function: confidentiality, independence, neutrality, and informality. The ethical standards, dilemmas, and challenges of the role will also be identified.

### **CONR 637: Dispute resolution and the legal system**

Introduces students to a variety of legal traditions, including natural, Talmudic, Islamic, civil, Hindu, Asian, and common law, with emphasis on the United States legal system. The course specifically places alternative dispute resolution techniques in context with each legal tradition and challenges the student to reconcile the diversity of traditions.

### **CONR 647: Careers in peacemaking**

This course introduces six areas in which conflict management students might consider specializing: mediation, arbitration, training, coaching, ombudsing\*, and group facilitation with each topic being covered by an expert in that area. Focus is also given to the steps necessary to set up a business as a peacemaker.



# Online, with Residency Master of Arts in Conflict Management and Resolution Healthcare Organizations Concentration 36 Credit Hours

## Admission Requirements:

- Application and \$50 Processing Fee
- Transcripts from accredited undergraduate degree
- GPA 3.0, probationary status may be granted
- Resume

## Cost:

- Per Credit: \$650
- Resource Fee: \$200
- Per Course: \$1,950
- Residency: \$600
- Total Tuition: \$26,400

Students are required to participate in a residency, this includes the training required to receive the Texas mediation training certificate for court-annexed mediation. Residency cost is \$600.



## Graduation Requirements:

Students must earn a 3.0 GPA or higher to meet graduation requirements.

## Job Outlook in Texas:



**37,259 Jobs**  
Open in 2020\*



**54,599**  
Unique Postings (9/16-12/21)



**\$62,500** per year  
Median Earnings

\*Filtered by the proportion of the national workforce in these occupations with a Bachelor's degree.  
Source Emsi Analyst 2022.

## Acquired Skills:

### Top Hard Skills

- Finance
- Project Management
- Auditing
- Marketing

### Top Common Skills

- Management
- Communications
- Leadership
- Planning

# Master of Arts in Conflict Management and Resolution

## Healthcare Organization Concentration



### Core Curriculum:

#### **CONR 602: The Dynamics of Interpersonal Conflict\***

The Dynamics of Interpersonal Conflict is a graduate-level course that addresses the fundamental aspects of understanding, analyzing, and managing interpersonal conflict. Students will examine contributing factors to conflict such as communication, emotions, and identity. Course material is theoretical as well as practical. The course provides foundational material that students will apply throughout the program.

\*A \$55 resource fee applies to this course.

#### **CONR 603: Negotiation - Principles & Practice**

Negotiation is a comprehensive study of the conceptual and interpersonal skills required to engage in effective negotiation. Topics include analyzing the negotiation context, preparing a negotiation plan, conducting negotiation sessions, resolving impasses, and documenting agreements. The course entails an emphasis on development, analytical, and interpersonal negotiation skills.

#### **CONR 604: Mediation - Principles & Practice**

A graduate-level course focusing on the art and science of facilitating conversations and negotiations between parties in conflict. Designed for individuals in leadership roles in a wide variety of organizational and personal environments, as well as individuals seeking professional work in conflict resolution, the course presents opportunities for personal assessment and development of party and group facilitation, problem-solving skills, and approaches for conflict management through the role of mediator.

#### **CONR 606: Theory 1**

This course introduces students to various communication and social/political theories as means to explain, predict, and ultimately resolve conflict between individuals and groups. The course makes extensive use of television and film to illustrate theoretical analyses of interpersonal and group communication and conflict.

#### **CONR 610: Managing conflict in the workplace**

Designed to prepare professionals for conflict resolution in the work environment. Provides opportunities to develop skills in identifying the signs and root causes of friction, anger, violence and conflict. Analysis of case studies provides the framework for understanding sources of organizational conflict.

#### **CONR 612: Conflict management systems design**

Provides a framework for understanding organizational conflict prevention and resolution systems. Analysis of case studies and practical application are featured throughout the course.

#### **CONR 622: The Organizational Ombudsman**

This course will explore the historical development of the organizational ombudsman function within the arena of alternative dispute resolution. Students will learn about the ombudsman function in terms of its role in identifying, resolving and leveraging conflict in order to produce a more collaborative and productive organization. Fundamental to a

study of the ombudsman function will be an understanding of the basic principles of the organizational ombudsman function: confidentiality, independence, neutrality, and informality. The ethical standards, dilemmas, and challenges of the role will also be identified.

#### **CONR 632: Conflict Management in Healthcare Organizations**

Examines the underlying sources of conflict in healthcare settings and presents specific theories and techniques of negotiating among and between medical professionals and administration. While collaboration is emphasized, the course also presents tactics for securing essential terms in bargaining and group facilitation skills for building consensus.

#### **CONR 643: Practicum in Conflict Resolution**

A graduate-level practicum tailored to meet the individual interests of the student and to utilize the student's God-given, unique talents in advancing the field of conflict resolution. The student will invest a minimum of 125 clock hours per 3 credit hours to fulfill the practicum requirements. A faculty member with appropriate credentials will supervise each student.

#### **CONR 690: Residency**

Students will attend one five-day residency session at the ACU Dallas campus in either January or June. In addition to the residency fee, students are responsible for travel, lodging, and meals. Attendance at residency is required to complete the graduate certificate.

### Concentration Curriculum:

**Choose 3 courses (9hours) from the following courses:**

#### **CONR 618: Conflict - The Christian Perspective**

This course examines conflict through the lens of scripture with particular attention given to how the Christian should approach conflict as a means to glorify God and grow in their faith. Special emphasis is given to the concepts of forgiveness and reconciliation, a comparison of the two, and examining when each may or may not be appropriate.

#### **CONR 624: Conflict Coaching**

This course equips students with the knowledge and techniques to coach individuals through conflicts effectively. By integrating knowledge of conflict management strategies with coaching methodologies, students will learn how to coach clients toward constructive dialogue, problem solving, and self-awareness.

#### **CONR 628: Foundations of Family Conflict Dynamics**

This course introduces students to current family dynamics and family conflict. Students will analyze and explore traditional and non-traditional family structures, family life cycle, and family functioning to understand how family conflict arises. Students will learn about conflict prevention and resilience strategies and helpful conflict management techniques for practical application.

#### **CONR 635: Identity, culture, and conflict**

Examines self and social contexts in which people with

# Master of Arts in Conflict Management and Resolution

## Healthcare Organization Concentration



incompatible goals, assumptions, and behaviors conflict because of cultural differences. Proposes intercultural competence as an approach for managing cultural conflict from differences in cultural patterns and variables, problem perspectives of self and identity, and differences of race, gender, and class.

### **CONR 638: Ethics and conflict resolution**

Investigates contemporary policies, historical perspectives, and significant theoretical systems of ethics in the study of conflict resolution and reconciliation. Examines the relationship of ethics to decision-making and problem solving in conflict resolution contexts.

### **CONR 642: Crisis Negotiation**

Explores the theory, strategies, and practices of crisis negotiation with an emphasis on high-stakes communication in volatile situations. Students will examine the psychological, sociological, and ethical dimensions of negotiating with individuals or groups in crisis, such as hostage situations, barricaded subjects, or crisis events.

### **CONR 645: Transcending Conflict**

This course focuses on analyzing, understanding, and transforming conflict in diverse current and historical contexts. Students will create strategies for constructive conflict engagement with emphasis placed on reflective practice, collaboration, and the development of transformative conflict management skills.

### **CONR 647: Careers in peacemaking**

This course introduces six areas in which conflict management students might consider specializing: mediation, arbitration, training, coaching, ombudsing\*, and group facilitation with each topic being covered by an expert in that area. Focus is also given to the steps necessary to set up a business as a peacemaker.

### **BUSA 636: Organizational Behavior**

The study of human behavior in organizations. Emphasizes practical techniques for understanding and guiding individual and group behavior. Topics include motivation, group dynamics, decision-making, leadership, power and organizational culture. Human resource management, ethical and international considerations are also addressed.





# Online, with Residency and Certificate Option

## Master of Arts in Conflict Management and Resolution

### Organizational Concentration

36 Credit Hours

#### Admission Requirements:

- Application and \$50 Processing Fee
- Transcripts from accredited undergraduate degree
- GPA 3.0, probationary status may be granted
- Resume

#### Cost:

- Per Credit: \$650
- Resource Fee: \$200
- Per Course: \$1,950
- Residency: \$600
- Total Tuition: \$26,400

Students are required to participate in a residency, this includes the training required to receive the Texas mediation training certificate for court-annexed mediation. Residency cost is \$600.



#### Graduation Requirements:

Students must earn a 3.0 GPA or higher to meet graduation requirements.

#### Job Outlook in Texas:



**37,259 Jobs**  
Open in 2020\*



**54,599**  
Unique Postings (9/16-12/21)



**\$62,500** per year  
Median Earnings

\*Filtered by the proportion of the national workforce in these occupations with a Bachelor's degree.  
Source Emsi Analyst 2022.

#### Acquired Skills:

##### Top Hard Skills

- Finance
- Project Management
- Auditing
- Marketing

##### Top Common Skills

- Management
- Communications
- Leadership
- Planning

# Master of Arts in Conflict Management and Resolution Organizational Concentration



## Core Curriculum:

### **CONR 602: The Dynamics of Interpersonal Conflict\***

The Dynamics of Interpersonal Conflict is a graduate-level course that addresses the fundamental aspects of understanding, analyzing, and managing interpersonal conflict. Students will examine contributing factors to conflict such as communication, emotions, and identity. Course material is theoretical as well as practical. The course provides foundational material that students will apply throughout the program.

\*A \$55 resource fee applies to this course.

### **CONR 603: Negotiation - Principles & Practice**

Negotiation is a comprehensive study of the conceptual and interpersonal skills required to engage in effective negotiation. Topics include analyzing the negotiation context, preparing a negotiation plan, conducting negotiation sessions, resolving impasses, and documenting agreements. The course entails an emphasis on development, analytical, and interpersonal negotiation skills.

### **CONR 604: Mediation - Principles & Practice**

A graduate-level course focusing on the art and science of facilitating conversations and negotiations between parties in conflict. Designed for individuals in leadership roles in a wide variety of organizational and personal environments, as well as individuals seeking professional work in conflict resolution, the course presents opportunities for personal assessment and development of party and group facilitation, problem-solving skills, and approaches for conflict management through the role of mediator.

### **CONR 606: Theory 1**

This course introduces students to various communication and social/political theories as means to explain, predict, and ultimately resolve conflict between individuals and groups. The course makes extensive use of television and film to illustrate theoretical analyses of interpersonal and group communication and conflict.

### **CONR 610: Managing Conflict in the Workplace**

Designed to prepare professionals for conflict resolution in the work environment. Provides opportunities to develop skills in identifying the signs and root causes of friction, anger, violence and conflict. Analysis of case studies provides the framework for understanding sources of organizational conflict.

### **CONR 612: Conflict Management Systems Design**

Provides a framework for understanding organizational conflict prevention and resolution systems. Analysis of case studies and practical application are featured throughout the course.

### **BUSA 636: Organizational Behavior**

The study of human behavior in organizations. Emphasizes practical techniques for understanding and guiding individual and group behavior. Topics include motivation, group dynamics, decision-making, leadership, power and organizational culture. Human resource management, ethical and international considerations are also addressed.

### **CONR 638: Ethics and Conflict Resolution**

Investigates contemporary policies, historical perspectives, and significant theoretical systems of ethics in the study of conflict resolution and reconciliation. Examines the relationship of ethics to decision-making and problem solving in conflict resolution contexts.

**CONR 643: Practicum in Conflict Resolution** A graduate-level practicum tailored to meet the individual interests of the student and to utilize the student's God-given, unique talents in advancing the field of conflict resolution. The student will invest a minimum of 125 clock hours per 3 credit hours to fulfill the practicum requirements. A faculty member with appropriate credentials will supervise each student.

### **CONR 690: Residency**

Students will attend one five-day residency session at the ACU Dallas campus in either January or June. In addition to the residency fee, students are responsible for travel, lodging, and meals. Attendance at residency is required to complete the graduate certificate.

## Concentration Curriculum:

**Choose 3 courses (9 hours) from the following:**

### **CONR 615 – Managing Conflict in Schools**

Provides a basic understanding of the nature and management of conflict in schools. Students can learn to identify and deal with conflict through the appropriate strategies, processes and interpersonal skills. Requires approval of the program director.

### **CONR 617 – Managing Conflict in Churches**

The course will offer an examination of the causes, arenas and dynamics of conflict in churches with an introduction to five major approaches to interviewing in conflicted situations. A variety of instructional methods, including lectures, case studies, role-plays, media, expert resource people and personal style instruments will be employed.

### **CONR 618: Conflict - The Christian Perspective**

This course examines conflict through the lens of scripture with particular attention given to how the Christian should approach conflict as a means to glorify God and grow in their faith. Special emphasis is given to the concepts of forgiveness and reconciliation, a comparison of the two, and examining when each may or may not be appropriate.

### **CONR 622: The Organizational Ombudsman**

This course will explore the historical development of the organizational ombudsman function within the arena of alternative dispute resolution. Students will learn about the ombudsman function in terms of its role in identifying, resolving and leveraging conflict in order to produce a more collaborative and productive organization. Fundamental to a study of the ombudsman function will be an understanding of the basic principles of the organizational ombudsman function: confidentiality, independence, neutrality, and informality.



# Master of Arts in Conflict Management and Resolution

## Organizational Concentration



The ethical standards, dilemmas, and challenges of the role will also be identified.

### **CONR 624: Conflict Coaching**

This course equips students with the knowledge and techniques to coach individuals through conflicts effectively. By integrating knowledge of conflict management strategies with coaching methodologies, students will learn how to coach clients toward constructive dialogue, problem solving, and self-awareness.

### **CONR 628: Foundations of Family Conflict Dynamics**

This course introduces students to current family dynamics and family conflict. Students will analyze and explore traditional and non-traditional family structures, family life cycle, and family functioning to understand how family conflict arises. Students will learn about conflict prevention and resilience strategies and helpful conflict management techniques for practical application.

### **CONR 632: Conflict Management in Healthcare Organizations\***

Examines the underlying sources of conflict in healthcare settings and presents specific theories and techniques of negotiating among and between medical professionals and administration. While collaboration is emphasized, the course also presents tactics for securing essential terms in bargaining and group facilitation skills for building consensus.

\*Requires approval of the program director.

### **CONR 635: Identity, Culture, and Conflict**

Examines self and social contexts in which people with incompatible goals, assumptions, and behaviors conflict because of cultural differences. Proposes intercultural competence as an approach for managing cultural conflict from differences in cultural patterns and variables, problem perspectives of self and identity, and differences of race, gender, and class.

### **CONR 642 - Crisis Negotiation**

Explores the theory, strategies, and practices of crisis negotiation with an emphasis on high-stakes communication in volatile situations. Students will examine the psychological, sociological, and ethical dimensions of negotiating with individuals or groups in crisis, such as hostage situations, barricaded subjects, or crisis events.

### **CONR 645: Transcending Conflict**

This course focuses on analyzing, understanding, and transforming conflict in diverse current and historical contexts. Students will create strategies for constructive conflict engagement with emphasis placed on reflective practice, collaboration, and the development of transformative conflict management skills.

### **CONR 647: Careers in peacemaking**

This course introduces six areas in which conflict management students might consider specializing: mediation, arbitration, training, coaching, ombudsing\*, and group facilitation with

each topic being covered by an expert in that area. Focus is also given to the steps necessary to set up a business as a peacemaker.



# Online, with Residency and Certificate Option

## Master of Arts in Conflict Management and Resolution

### Practitioner Concentration

36 Credit Hours

#### Admission Requirements:

- Application and \$50 Processing Fee
- Transcripts from accredited undergraduate degree
- GPA 3.0, probationary status may be granted
- Resume

#### Cost:

- Per Credit: \$650
- Resource Fee: \$200
- Per Course: \$1,950
- Residency: \$600
- Total Tuition: \$26,400

Students are required to participate in a residency, this includes the training required to receive the Texas mediation training certificate for court-annexed mediation. Residency cost is \$600.



#### Graduation Requirements:

Students must earn a 3.0 GPA or higher to meet graduation requirements.

#### Job Outlook in Texas:



**37,259 Jobs**  
Open in 2020\*



**54,599**  
Unique Postings (9/16-12/21)



**\$62,500** per year  
Median Earnings

\*Filtered by the proportion of the national workforce in these occupations with a Bachelor's degree.  
Source Emsi Analyst 2022.

#### Acquired Skills:

##### Top Hard Skills

- Finance
- Project Management
- Auditing
- Marketing

##### Top Common Skills

- Management
- Communications
- Leadership
- Planning

# Master of Arts in Conflict Management and Resolution Practitioner Concentration



## Core Curriculum:

### **CONR 602: The Dynamics of Interpersonal Conflict\***

The Dynamics of Interpersonal Conflict is a graduate-level course that addresses the fundamental aspects of understanding, analyzing, and managing interpersonal conflict. Students will examine contributing factors to conflict such as communication, emotions, and identity. Course material is theoretical as well as practical. The course provides foundational material that students will apply throughout the program.

\*A \$55 resource fee applies to this course.

### **CONR 603: Negotiation - Principles & Practice**

Negotiation is a comprehensive study of the conceptual and interpersonal skills required to engage in effective negotiation. Topics include analyzing the negotiation context, preparing a negotiation plan, conducting negotiation sessions, resolving impasses, and documenting agreements. The course entails an emphasis on development, analytical, and interpersonal negotiation skills.

### **CONR 604: Mediation - Principles & Practice**

A graduate-level course focusing on the art and science of facilitating conversations and negotiations between parties in conflict. Designed for individuals in leadership roles in a wide variety of organizational and personal environments, as well as individuals seeking professional work in conflict resolution, the course presents opportunities for personal assessment and development of party and group facilitation, problem-solving skills, and approaches for conflict management through the role of mediator.

### **CONR 606: Theory 1**

This course introduces students to various communication and social/political theories as means to explain, predict, and ultimately resolve conflict between individuals and groups. The course makes extensive use of television and film to illustrate theoretical analyses of interpersonal and group communication and conflict.

### **CONR 612: Conflict management systems design**

Provides a framework for understanding organizational conflict prevention and resolution systems. Analysis of case studies and practical application are featured throughout the course.

### **CONR 637: Dispute resolution and the legal system**

Introduces students to a variety of legal traditions, including natural, Talmudic, Islamic, civil, Hindu, Asian, and common law, with emphasis on the United States legal system. The course specifically places alternative dispute resolution techniques in context with each legal tradition and challenges the student to reconcile the diversity of traditions.

### **CONR 638: Ethics and conflict resolution**

Investigates contemporary policies, historical perspectives, and significant theoretical systems of ethics in the study of conflict resolution and reconciliation. Examines the relationship of ethics to decision-making and problem solving in conflict resolution contexts.

**CONR 643: Practicum in conflict resolution** A graduate-level practicum tailored to meet the individual interests of the student and to utilize the student's God-given, unique talents in advancing the field of conflict resolution. The student will invest a minimum of 125 clock hours per 3 credit hours to fulfill the practicum requirements. A faculty member with appropriate credentials will supervise each student.

### **CONR 647: Careers in peacemaking**

This course introduces six areas in which conflict management students might consider specializing: mediation, arbitration, training, coaching, ombudsing\*, and group facilitation with each topic being covered by an expert in that area. Focus is also given to the steps necessary to set up a business as a peacemaker.

### **CONR 690: Residency**

Students will attend one five-day residency session at the ACU Dallas campus in either January or June. In addition to the residency fee, students are responsible for travel, lodging, and meals. Attendance at residency is required to complete the graduate certificate.

## Concentration Curriculum:

**Choose 3 courses (9 hours) from the following:**

### **CONR 610: Managing conflict in the workplace**

Designed to prepare professionals for conflict resolution in the work environment. Provides opportunities to develop skills in identifying the signs and root causes of friction, anger, violence and conflict. Analysis of case studies provides the framework for understanding sources of organizational conflict.

### **CONR 615: Managing Conflict in Schools**

Provides a basic understanding of the nature and management of conflict in schools. Students can learn to identify and deal with conflict through the appropriate strategies, processes and interpersonal skills. Requires approval of the program director.

### **CONR 617: Managing Conflict in Churches**

The course will offer an examination of the causes, arenas and dynamics of conflict in churches with an introduction to five major approaches to interviewing in conflicted situations. A variety of instructional methods, including lectures, case studies, role-plays, media, expert resource people and personal style instruments will be employed.

### **CONR 618: Conflict - The Christian Perspective**

This course examines conflict through the lens of scripture with particular attention given to how the Christian should approach conflict as a means to glorify God and grow in their faith. Special emphasis is given to the concepts of forgiveness and reconciliation, a comparison of the two, and examining when each may or may not be appropriate.



# Master of Arts in Conflict Management and Resolution Practitioner Concentration



## **CONR 622: The Organizational Ombudsman**

This course will explore the historical development of the organizational ombudsman function within the arena of alternative dispute resolution. Students will learn about the ombudsman function in terms of its role in identifying, resolving and leveraging conflict in order to produce a more collaborative and productive organization. Fundamental to a study of the ombudsman function will be an understanding of the basic principles of the organizational ombudsman function: confidentiality, independence, neutrality, and informality. The ethical standards, dilemmas, and challenges of the role will also be identified.

## **CONR 624: Conflict Coaching**

This course equips students with the knowledge and techniques to coach individuals through conflicts effectively. By integrating knowledge of conflict management strategies with coaching methodologies, students will learn how to coach clients toward constructive dialogue, problem solving, and self-awareness.

## **CONR 628: Foundations of Family Conflict Dynamics**

This course introduces students to current family dynamics and family conflict. Students will analyze and explore traditional and non-traditional family structures, family life cycle, and family functioning to understand how family conflict arises. Students will learn about conflict prevention and resilience strategies and helpful conflict management techniques for practical application.

## **CONR 630: Advanced Mediation: Marital Disputes**

This course applies the concepts of negotiation and mediation to the resolution of conflicts which arise during and after the termination of a marital relationship and with other child related issues.

## **CONR 632: Conflict Management in Healthcare Organizations\***

Examines the underlying sources of conflict in healthcare settings and presents specific theories and techniques of negotiating among and between medical professionals and administration. While collaboration is emphasized, the course also presents tactics for securing essential terms in bargaining and group facilitation skills for building consensus. \*Requires approval of the program director.

## **CONR 635: Identity, Culture, and Conflict**

Examines self and social contexts in which people with incompatible goals, assumptions, and behaviors conflict because of cultural differences. Proposes intercultural competence as an approach for managing cultural conflict from differences in cultural patterns and variables, problem perspectives of self and identity, and differences of race, gender, and class.

## **BUSA 636: Organizational Behavior**

The study of human behavior in organizations. Emphasizes practical techniques for understanding and guiding individual and group behavior. Topics include motivation, group dynamics,

decision-making, leadership, power and organizational culture. Human resource management, ethical and international considerations are also addressed.

## **CONR 642 - Crisis Negotiation**

Explores the theory, strategies, and practices of crisis negotiation with an emphasis on high-stakes communication in volatile situations. Students will examine the psychological, sociological, and ethical dimensions of negotiating with individuals or groups in crisis, such as hostage situations, barricaded subjects, or crisis events.

## **CONR 645: Transcending Conflict**

This course focuses on analyzing, understanding, and transforming conflict in diverse current and historical contexts. Students will create strategies for constructive conflict engagement with emphasis placed on reflective practice, collaboration, and the development of transformative conflict management skills.