



# Certificate in Conflict Management

COLLEGE OF LEADERSHIP AND PROFESSIONAL STUDIES

100% ONLINE

15 CREDIT HOURS



## Admission Requirements:

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

Students will receive Texas mediation training completion certificate for court-annexed mediation.

## Cost:

- Per Credit: \$650
- Per Course: \$1,950
- Residency Fee: \$600
- Total Tuition: \$9,750
- Total Tuition + Fees: \$11,400

## Timeline: 1 Year

### Job Outlook in Texas:

**54,474 Jobs**

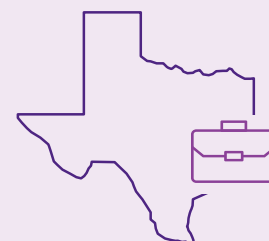
in 2025\*

**+1.2%**

Employment Growth (2025-2026)

**\$74,200** *per year*

Median Earnings



\*Filtered by the proportion of the national workforce in these occupations with a Graduate Certificate. Source Lightcast 2026.



## Required 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 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.

## Select One Course

(3 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 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 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 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 Dynamics**

When dealing with conflict in mediation, one of the most unique and complex types of conflict will be encountered within the family unit. Conflicts with family members are markedly different from those with co-workers, a friend or neighbor. Similarly, family conflicts are handled very differently, and often, more destructively. This course will provide students with a deeper insight into family dynamics to enhance dispute resolution techniques when managing or mediating conflicts within families. This course does not encourage nor equip students to intervene in family conflicts from a therapeutic standpoint which falls strictly within the purview of the counseling profession. The course makes extensive use of texts, exercises, group discussions, and video illustrations.

### **CONR 630: Advanced Family Mediation**

This course applies the concepts of negotiation and mediation to the management and resolution of conflicts which arise during and after the termination of a marital relationship and with other child-related issues. This course covers the Texas ADR statute, including the area of family violence.



## **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 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 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.