

ABILENE CHRISTIAN UNIVERSITY



Master of Arts in Conflict Management and Resolution

COLLEGE OF LEADERSHIP AND
PROFESSIONAL STUDIES

100% ONLINE*

36
CREDIT
HOURS

Admission Requirements:

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

Cost:

- Per Credit: \$650
- Per Course: \$1,950
- Total Tuition: \$23,400
- Total Tuition + Fees: \$26,520

* Students are required to participate in an in-person residency. This residency includes the training to receive the Texas mediation training certificate for court-annexed civil mediation in Texas. Other states may accept this training as well. Check with officials in your state. Addison residency fee is \$600.

Students also have the option to complete their residency through a study abroad experience in Leipzig, Germany. During the experience, students will earn three credit hours.

Regular tuition rates apply for the three credit hours, along with additional travel expenses. Students interested in participating are encouraged to speak with their financial aid advisor to learn more about available financial aid options.



Timeline: 2 Years

Job Outlook in Texas:

54,474 Jobs

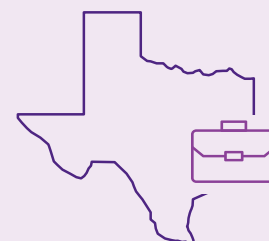
in 2025*

+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 Masters degree.
Source Lightcast 2026.



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 for the graduate certificate and for the following concentrations: Practitioner, Organizational, Healthcare. It is optional for the Coaching concentration.

Conflict Coaching

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.

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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.

Healthcare Organizations Concentration Curriculum:

CONR 556: Training Design and Delivery

This course equips students with the knowledge and skills to design, facilitate, and evaluate professional training programs with an emphasis on digital media and virtual presentations. Students will explore evidence-based strategies for adult learning, digital facilitation, and training assessment while developing their own training modules.

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 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. This course is available for variable credit. Please see your advisor for more information.

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

MGMT 636: Organizational Behavior

Individual, group, and organizational variables that inhibit or facilitate effective organizational functioning. Topics may include rewards, motivation, culture, decision-making, and ethics.

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 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 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.



Practitioner Concentration Curriculum:

CONR 556: Training Design and Delivery

This course equips students with the knowledge and skills to design, facilitate, and evaluate professional training programs with an emphasis on digital media and virtual presentations. Students will explore evidence-based strategies for adult learning, digital facilitation, and training assessment while developing their own training modules.

CONR 637: Dispute Resolution and the Legal System

This course explores the relationship between law, culture, and dispute resolution. It incorporates overviews of various legal traditions including: Talmudic, Islamic, Civil, Hindu, Confucian, and Common law with emphasis on the United States legal system. Students will identify both universal and distinguishing dispute resolution features of the systems and the context in which these features and systems emerged. After this exploration and analysis, students will integrate lessons learned from these systems into their own peacemaking practice and will better understand their place within the long peacemaking tradition.

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. This course is available for variable credit. Please see your advisor for more information.

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.

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

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

This course provides a basic understanding of both the unique nature and management of conflict in schools and of strategies to teach conflict management skills to children. Students will examine the role social and emotional learning plays in the development of appropriate conflict resolution skills and will explore methods for addressing conflict that involve students and

adults in the K-12 school setting. (requires PD approval)

CONR 617: Conflict Resolution in the Church

This course is designed to prepare professionals for conflict resolution in churches. The course will offer an examination of the causes and dynamics of conflict in churches with an emphasis on family systems and self-differentiation. Student will also be introduced to conflict management and collaborative leadership practices. A variety of instructional methods 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. The ethical standards, dilemmas, and challenges of the role will also be identified.

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 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 PD approval)

CONR 645: Transcending Conflict: Advanced Theory & Practice

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.

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Organizational Concentration Curriculum:

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Choose 1 courses (3 hours) from the following courses:

CONR 615: Managing Conflict in Schools

This course provides a basic understanding of both the unique nature and management of conflict in schools and of strategies to teach conflict management skills to children. Students will examine the role social and emotional learning plays in the development of appropriate conflict resolution skills and will explore methods for addressing conflict that involve students and adults in the K-12 school setting. (requires PD approval)

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