

Conflict Management and Resolution Student Learning Outcomes

After completion of the Masters in Conflict Management and Resolution, students will be able to:

- Analyze and understand the key practical and theoretical concepts of managing and resolving conflicts.
- Understand, analyze and describe the nature of small and large-scale conflicts.
- Articulate the theoretical and practical components of negotiation and mediation and explain the link between effective negotiation skills and effective leadership.
- Analytically and theoretically understand the types of conflict management styles.
- Relate the importance of assessing one's own conflict management style.
- Analyze, synthesize, think critically, solve problems, and make decisions.
- Demonstrate competency in research and analysis.
- Demonstrate the basic elements of cooperative learning.
- Demonstrate competency in the selected concentration.
- Explain the importance of good communication skills; analyze the influence of gender and cultural differences, persuasion, perception and power in conflict resolution.

After completion of the Certificate in Conflict Management and Resolution, students will be able to:

- Analyze and understand the key practical and theoretical concepts of managing and resolving conflicts.
- Analytically and theoretically understand the types of conflict management styles.
- Understand the value of diversity in managing and resolving conflict
- Demonstrate the basic elements of cooperative learning
- Describe the nature of conflict
- Articulate the components of negotiation and mediation
- Relate the importance of assessing one's own conflict management style
- Explain the importance of good communication skills; the influence of gender and cultural differences, persuasion, perception and power in conflict resolution
- Explain the link between effective negotiation skills and effective leadership