



EDINBORO UNIVERSITY

Conflict Management Certificate Program

Completion of the four course (12 credit hour) Certificate provides students with the knowledge and skills necessary for managing conflict that arises and becomes entrenched in interpersonal, institutional, and intercultural relations. The Certificate is designed especially for those working in organization and institutions where ongoing tensions, crisis events, grievances, threats, or complaints impede the realization of goals and objectives and undermine productive relationship development internally and externally.

Admissions Requirements (if already admitted to the MACS program, see your advisor): All admission materials should be sent to: School of Graduate Studies, Biggers House, 148 Meadville Street, Edinboro, PA 16444 or via email gradstudies@edinboro.edu or via fax 814-732-2611.

1. Complete online graduate application (online.edinboro.edu)
2. Application Fee: \$30 (if not former EUP student); \$7 (if former EUP student)
3. An official transcript verifying an earned baccalaureate degree from an accredited institution.
4. Two letters of references using our recommendation form available at the FORMS page of the School of Graduate Studies and Research homepage.
5. 2.8 Overall QPA or possess a master's degree
6. Statement of purpose

Courses & Competencies

Upon admission, students enroll in the following four courses and work to obtain the associated competencies over a one year period:

COMM 665 Managing Conflict

- Honing mediation skills.
- Analyzing interpersonal and organizational dynamics.
- Developing aptitude for conflict management theory.
- Distinguishing between real and perceived conflict.

COMM 675 Intercultural Conflict & Communication.

- Negotiating conflict between individuals and groups.
- Recognizing cultural from other forms of conflict.
- Understanding cultural influences on needs, interests, values and beliefs.
- Preventing, mitigating and resolving conflict in multicultural contexts.

COMM 685 Crisis Management.

- Recognizing signs of a crisis situation.
- Developing crisis management skills.
- Communicating with external publics
- Handling controversial information and messages.

COMM 725 Negotiating Intractable Conflicts

- Understanding how enmity develops.
- Analyzing intractable conflicts interpersonally, interculturality and internationally.
- Learning how and when to intervene and manage polemical positions,
- Promoting practices of hospitality, equity and reconciliation.