

CERTIFICATE REQUIREMENTS

GENERALIST OPTION

Course	Title	Credit	Semester
DISPUT 500*	Basic Mediation	3	Summer
DISPUT 501	Human Factors in Conflict Management	1	Fall
DISPUT 502	Negotiation Theory and Practice	1	Fall
DISPUT 503	Conflict Intervention Methods	1	Fall
DISPUT 504	Facilitating Groups In Conflict	1	Spring
DISPUT 505	Culture and Conflict	1	Spring
ELECTIVES	DISPUT 597,594, or Other approved electives	4	Varies
TOTAL HOURS		12	

COMPETENCY OPTION**

Course	Title	Credit
DISPUT 500*	Basic Mediation	3
DISPUT 501	Human Factors in Conflict Management	1
DISPUT 502	Negotiation Theory and Practice	1
DISPUT 504	Facilitating Groups In Conflict	1
DISPUT 505	Culture and Conflict	1
DISPUT 590	Internship	2
DISPUT 546	Competency Exam	1
ELECTIVES	DISPUT 597,594, or Other approved electives	2
TOTAL HOURS		12

* Candidates who have already completed DISPUT 400 or other equivalent, credit-bearing undergraduate basic mediation courses will waive DISPUT 500 and then take three additional credits of approved elective coursework.

** Current Idaho Mediation Association Certified Practicing Mediators may waive the internship and competency exam and substitute three additional credits of approved elective coursework.

Boise State University
 Dispute Resolution Program
 Department of Public Policy
 1910 University Drive
 Boise, Idaho 83725-1935
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"In times of strife, tools to manage conflict are essential."



Conflict Management

*Graduate-level
 Certificate Program*

BOISE STATE
 UNIVERSITY

Graduate-Level Certificate in Conflict Management

Boise State offers courses to assist working professionals and others to understand and respond to interpersonal and group conflict. Through a series of classes and workshops, the certificate program explores productive responses to interpersonal conflict.

Who Should enroll?

- Human resource professionals
- Business and non-profit sector managers and executives
- Anyone wanting more choices and skills during personal conflicts

What will the program cover?

- Conflict causes
- Negotiation
- Types of outside assistance
- Managing high conflict groups
- Culture and conflict
- Special electives such as conflict and emotional intelligence

Can I take just one class?

Yes! Take one course, several, or enroll to complete the entire certificate. Courses cost \$290 per credit hour*—no fee waivers. Graduate college rules apply. (*Check for fee cost updates. These course fees are in addition to other course fees you may be paying.)

What do I do next?

Contact the Program Director for more information:

*Dr. Suzanne McCorkle,
Director, Dispute Resolution Program
Boise State University
Boise, ID 83725-1935*

Conflict Management Certificate Courses

CORE CLASSES

DISPUT 500 BASIC MEDIATION SKILLS

Presents the theoretical fundamentals of negotiation and mediation, types of mediation, mediation models, mediation case work skills, building the mediation plan, interpersonal skills for mediation, and various resolution techniques. Students will mediate several actual or simulated practice cases.

*Cannot be taken if credit has already been received in DISPUT 400.

DISPUT 501 HUMAN FACTORS IN CONFLICT MANAGEMENT

Communication theories assist managers in understanding, analyzing, and managing conflict. Focus is on the causes of conflict and includes the influence of gender and culture. The course is pragmatic as well as theoretical.

DISPUT 502 NEGOTIATION THEORY AND PRACTICE

The tactics, strategies, and operations of effective and ineffective negotiation behaviors will be presented. Develop negotiator skills and knowledge leading to collaborative based action and solutions.

DISPUT 503 CONFLICT INTERVENTION METHODS

Overviews the various contexts of third party intervention into conflict: facilitation, public involvement processes, mediation, arbitration, and develops skills at first level supervisor/manager in employee conflicts.

DISPUT 504 FACILITATING GROUPS IN CONFLICT

Skills for facilitating public input processes will be discussed, as well as techniques for facilitating conflict within small and large group meetings.

DISPUT 505 CULTURE AND CONFLICT

Cultural variables in interpersonal conflict management and mediation are discussed, along with perspectives to ameliorate the difficulties arising from cross cultural communication and conflict styles.

WORKSHOPS AND SPECIAL TOPICS COURSES ARE OFFERED EACH SEMESTER.

CORE FACULTY

- **Dr. Suzanne McCorkle**, Director of the Dispute Resolution Program at Boise State University and coauthor of the book, *Mediation Theory and Practice*
- **Dr. Gwen Smith**, mediator and consultant
- **Dr. Bayard Gregory**, mediator and consultant
- **Dr. Judy Ware**, mediator and consultant

ADMISSION REQUIREMENTS

1. **Admission to the Graduate College**
 - A) Send Application for Admission and applicable fee to the Graduate Admissions Office.
 - B) Request official transcripts from each institution previously attended directly to the Graduate Admissions Office.
2. **Admission to the Certificate Program**

Contact the Director of Boise State Conflict Management Services for an advising and admissions interview. All applicants will be notified of the admission decision by U.S. Mail.

NOTE: Admission to and successful completion of the Conflict Management Certificate program does not guarantee admission to any other graduate program.

Visit our website or contact us for more information:

<http://ppa.boisestate.edu/mediation/>

(208) 426-3928