

# Conflict Resolution

## Undergraduate Certificate

Conflict is inevitable in society, government and business, and employers are increasingly seeking individuals with skills in negotiation and conflict resolution. This certificate will prepare professionals to competently respond to conflict and to provide collaborative problem-solving services to produce sustainable, inclusive and just outcomes.

### Course Requirements (9 credits)

*Prerequisites may be required. Visit the program page for details.*

- PSY 477 / ORG 477** Introduction to Conflict Management
  - PSY 478 / ORG 478** Mediation Skills
  - PSY 479 / ORG 479** Dimensions of Organizational Conflict
- OR**
- CRJ 343** Restorative Justice

### Electives (6 credits)

*Choose two (2) from the list below or visit the program page for more options:*

- CRJ 474** Victims of Crime
- HRM 300** Labor Relations and Collective Bargaining
- ORG 311** Organizational Behavior, Change and Development
- PSY 309** Interpersonal Communication Skills
- PSY 315** Group Dynamics
- SOC 304** Ethnic Groups and Minorities

Get started today at [wilmu.edu/Certificates](https://wilmu.edu/Certificates).



## Dual-Credit ADVANTAGE™

**SAVE TIME & TUITION**

Earn a certificate AND get credit toward a degree at the same time. Through Dual-Credit ADVANTAGE™, you can go further, faster, by applying credits to multiple degree and certificate programs, without extra time or tuition cost.

- ✓ Build your resume with sought-after credentials.
- ✓ Learn from experienced industry professionals.
- ✓ Accelerate your education while saving time and tuition.

### What sets us apart:

- Job Market Relevance
- Affordable Tuition
- Degree Program Alignment
- Expert Faculty



**WILMINGTON**  
**UNIVERSITY™**

**SOCIAL & BEHAVIORAL SCIENCES**