

Certificate in Conflict Processes In Adult and Organizational Development

The Adult and Organizational Development program offers a Certificate program in Conflict Processes consisting of four required courses focusing on conflict theory and practice in organizational, group, and community contexts. The Certificate in Conflict Processes is designed for the professional who works regularly with conflict management and dispute resolution as a profession or as an important part of their work. The Certificate helps you understand the causes of conflict, the dynamics of conflict, and the variety of approaches for managing conflict. A strong emphasis on integration of theory and practice provides students with knowledge as well as skill development.

The certificate can be completed within a one-year period. Courses are designed for working professionals and are offered in evening and weekend formats. For more information, contact Dr. Tricia Jones (204) 215-7261, tsjones@astro.temple.edu or Dr. Joe Folger (215) 204-1890, jfolger@astro.temple.edu.

The four courses required in the certificate program are:

AOD 506 Organizational Conflict

This course looks at how communication processes contribute to the development and maintenance of a constructive conflict culture. An emphasis on causes and impacts of organizational conflict is partnered with consideration of organizational dispute system design.

AOD 508 Communication and Conflict

This course helps students understand the various perspectives on conflict and the variety of processes used to manage conflict. Emphasis is put on understanding relational and contextual aspects of conflict and on how communication creates and impacts conflict in personal and professional relationships.

AOD 516 Negotiation Processes

This course emphasizes understanding and application of negotiation theory in collaborative and competitive orientations applied in two-party and multi-party conflicts. Students learn to diagnose conflict to prepare an effective negotiation strategy, strengthen critical abilities through role-playing, self-reflection papers, and case study analyses.

AOD 518 Third Party Intervention

This course provides an overview of the development and use of third party interventions (facilitation, mediation, etc.) in diverse conflict settings. Students learn various models of intervention. The course relies on extensive analysis of video case studies.

Admissions

To gain admission, applicants must provide:

- A statement of goals congruent with the mission of the certificate program
- A professional resume

To obtain an application for the certificate program, call (215) 204-8078.