

CONFLICT RESOLUTION

TURN CONFLICT INTO CONSENSUS

The *Conflict Resolution Professional Concentration* offers proven tools to resolve conflicts, negotiate agreements, deal with difficult people, facilitate groups and build consensus. In a streamlined format composed of three courses, the program prioritizes theory and practical tools to equip students to resolve every type of conflict and positively impact people, organizations, programs and policies. These courses are designed for professionals seeking to further develop their effectiveness and leadership skills in a broad variety of fields including government, business, health care, education, human resources, law, land use, water and natural resources.

DESIGNED FOR PROFESSIONALS LIKE YOU

This program is designed for a broad audience—for those seeking conflict resolution skills to benefit their current careers and for those interested in a new career in conflict resolution. It is recommended for anyone interested in developing knowledge and skills in mediation, facilitation, collaborative decision-making and other forms of problem solving and conflict resolution.

The professional concentration can be completed in less than a year while working in a full-time position.

Conflict Resolution Professional Concentration

REQUIRED COURSES

Fall: Introduction to Conflict Resolution (Online, 2 units)

Winter: Fundamental Conflict Resolution Skills (Sacramento 3-day course, 2 units)

Spring: Advanced Conflict Resolution Skills (Sacramento, 3-day course, 2 units)



ADDITIONAL INFORMATION

Course schedules, fees and enrollment information:

extension.ucdavis.edu/collaboration

Questions?

Contact us at:
(530) 757-8965
collaboration@ucdavis.edu

COURSES

Introduction to Conflict Resolution

Become a vital problem-solver in your organization or community. Build a solid foundation in the basics of conflict resolution, and learn theory and new techniques for mediating conflicts and facilitating group dynamics. Discover leading models in the field and apply these to current cases using practical strategies to effectively transform conflicts.

Fundamental Conflict Resolution Skills

Learn the communication skills and mediation models essential for successful conflict resolution. Practice facilitation skills and techniques required for successful group and team meetings. Learn strategies to minimize and address conflict in difficult conversations and with difficult people. Explore tools to assess and meaningfully engage diverse interests and participants.

Advanced Conflict Resolution Skills

Discover collaborative methods and techniques for consensus building, negotiation and resolving complex conflicts. Learn to find mutually agreeable solutions to challenging situations so projects and programs can move forward. Gain leadership skills to address tough conflict and negotiation settings.