



# Conflict Resolution and Analysis Graduate Certificate

The graduate certificate in Conflict Resolution and Analysis provides a deeper understanding of the origins and root causes of conflict. Conflict is rampant in society, ranging from personal and workplace conflicts to global conflicts. Students will learn strategies for managing and resolving interpersonal and community conflicts, which are essential in the community and workplace. This certificate will be attractive to students planning to attend law school, legal professionals, social work, law enforcement, business, education, to name a few.

## Required Courses (6 hours)

Students are required to complete the following courses:

- PLA 6247 Conflict Resolution Theory
- PLA 6515 Understanding Human Behavior and Conflict
  - *\*Course prerequisite PLA 6247*

## Electives (6 hours)

Students are required to complete two (2) courses from the following list:

- COM 6046 Interpersonal Communication
- COM 6047 Interpersonal Support in the Workplace
- COM 6145 Organizational Communication
- COM 6425 Symbolism in Terrorism
- COM 6463 Studies in Intercultural Communication
- COM 6467 Studies in Persuasion
- COM 6468 Communication and Conflict
- MAN 6448 Conflict Resolution and Negotiation
- PAD 6397 Managing Emergencies and Crises
- PAD 6439 Leadership in Public Service
- PAD 6705 Public Sector Communications
- PLA 6245 Advanced Applied Negotiation and Conflict Resolution
  - *\*Course prerequisite PLA 6247 or PLA 6515*
- PLA 6486 Administrative Law

## Required Practicum (3 hours)

Students must complete the required courses above before enrolling in the practicum experience.

- PLA 6246 Advanced Mediation and Conflict Resolution Practicum
  - *\*Practicum must be taken in the final semester.*

## Additional Program Requirements:

- 15 total hours for the certificate.
- Minimum grades of "B-" required in courses used to satisfy the certificate, but an overall 3.0 GPA to graduate.
- Must apply and obtain formal admission towards the certificate, take all prerequisites and courses as specified.
- Students can check the [current UCF Graduate catalog](#) for full course descriptions.

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