

Graduate Certificate: Conflict Management and Dispute Resolution

LEW KLEIN COLLEGE OF MEDIA AND COMMUNICATION

Learn more about the graduate certificate in Conflict Management and Dispute Resolution.

About the Certificate

The graduate certificate in Conflict Management and Dispute Resolution is designed for those interested in developing their skills to manage organizational demands for crisis management and resolution of employee disputes. This 12-credit certificate program provides graduate students with an in-depth understanding of the causes of cultural and professional disputes and enhances communication, management and conflict resolution techniques.

Because workplace conflicts are common, the presence of a professional who can manage and mitigate disputes benefits productivity, workflow and the organizational environment. In the certificate program, students learn to design, examine and utilize conflict management and dispute resolution systems in various organizations and fields, including government, healthcare, higher education and the private sector.

Time Limit for Certificate Completion: 2 years

Campus Location: Online, thereby offering students flexibility in accessing resources, submitting assignments and communicating online to accommodate demanding job constraints and challenging personal responsibilities

Full-Time/Part-Time Status: The graduate certificate can be completed on a part-time basis. All courses are offered for seven weeks in synchronous or asynchronous formats, have no prerequisites, and can be taken in any order.

Non-Matriculated Student Policy: Non-matriculated students may take up to 9 credits before submitting an application.

Admission Requirements and Deadlines

Bachelor's Degree in Discipline/Related Discipline: All applicants must submit official undergraduate and graduate transcripts from all accredited institutions attended and/or from which credit was earned. International applicants should also submit official documentation that validates completion and conferral of their degree(s).

Statement of Goals: Write a 250-500 word statement of purpose outlining your interest in seeking a graduate certificate as well as your academic and job-related experiences that are relevant to the program.

Resume: Current resume required.

Standardized Test Scores:

Applicants who earned their baccalaureate degree from an institution where the language of instruction was other than English, with the exception of those who subsequently earned a master's degree at a U.S. institution, must report scores for a standardized test of English that meet these minimums:

- TOEFL iBT: 79
- IELTS Academic: 6.5

Certificate Requirements

Number of Credits Required to Complete the Certificate: 12

Required Courses:

Code	Title	Credit Hours
CMGT 5002	Leadership in Crises and Conflict Management	3
CMGT 5004	Cross-Cultural Leadership	3
CMGT 5101	Conflict Management Processes in the Workplace	3
CMGT 5102	Designing Workplace Dispute Systems	3
Total Credit Hours		12

GPA Required to be Awarded the Certificate: 3.0 minimum

Contacts

Certificate Program Web Address:

<https://www.temple.edu/academics/degree-programs/conflict-management-and-dispute-resolution-certificate-graduate-co-cmdr-grad>

Department Information:

Lew Klein College of Media and Communication
Office of Research and Graduate Studies
2020 N. 13th Street, 344 Annenberg Hall
Philadelphia, PA 19122-6015
kaitlin.pierce@temple.edu
215-204-8560

Mailing Address for Application Materials:

Lew Klein College of Media and Communication
344 Annenberg Hall (011-00)
2020 N. 13th Street
Philadelphia, PA 19122-6015

Department Contacts:

Director of Graduate Admissions:
Kaitlin Pierce, EdD
kaitlin.pierce@temple.edu
215-204-8560

Program Director:
Dr. Quaiser Abdullah
quaiser@temple.edu