



School of Graduate Studies and Research

Graduate Certificate in Conflict Management

Completion of the six course (18 credit hour) Certificate provides students with the knowledge and skills necessary for analyzing, mediating, managing and resolving conflict that arises and becomes entrenched in interpersonal, intercultural, institutional, inter-group, and organizational relations. The Certificate is designed to develop competencies that enable individuals and groups to recognize forms and intensities of conflict, determine the need for intervention, and negotiate crisis events that impede the realization of goals and objectives, undermine normative practices, and threaten to derail productive human relationships at all levels of communication.

Admission Requirements and Procedures: Visit the [Graduate School webpage](#) and click the “Apply” link on the left side of the screen. Begin by creating an account on CollegeNET by clicking the “account” link on the Apply page. CollegeNET is a self-managed application system. It will allow you to submit admission materials, check the status of your application, and view your decision letter using this account. If you have issues with your CollegeNET account, consult the CollegeNET help desk by submitting a Help Request Form or email help@collegenet.com.

Individuals seeking admission as degree students in this program must comply with the general admission requirements for graduate students at Edinboro University and with the following specific admission requirements for this program:

1. Complete the online application.
2. Pay an application fee of \$30.
3. Provide an official transcript verifying an earned baccalaureate degree from a regionally accredited institution of higher education.
4. Provide two letters of reference (educational or professional).
5. Have a 3.0 Overall GPA or possess a master’s degree.
6. Provide a statement of purpose (1-2 pages).

Curriculum

Core courses (12 credit hours). Students must complete the following four courses.

- COMM 665 Managing Conflict. Competencies include:
 - Honing mediation skills
 - Analyzing interpersonal and organizational dynamics
 - Developing aptitude for conflict management theory
 - Distinguishing between real and perceived conflict
- COMM 675 Intercultural Conflict & Communication. Competencies include:
 - Negotiating conflict between individuals and groups
 - Recognizing cultural from other forms of conflict
 - Understanding cultural influences on needs, interests, values and beliefs
 - Preventing, mitigating and resolving conflict in multicultural contexts
- COMM685 Crisis Management. Competencies include:
 - Recognizing signs of a crisis situation
 - Developing crisis management skills
 - Communicating with external publics
 - Handling controversial information and messages
- COMM 725 Negotiating Intractable Conflicts. Competencies include:
 - Understanding how enmity develops
 - Analyzing intractable conflicts culturally and communicatively
 - Learning how and when to intervene and manage polemics
 - Promoting practices of hospitality, equity and reconciliation

Elective courses (6 credit hours). Students choose two of the following four courses:

- COMM 630 Interpersonal Communication
- COMM 680 Gender and Communication
- COMM 700 Language and Conduct

- COMM 710 Communication Ethics
- COMM 730 Communication and Social Process
- COMM 740 Communication Consulting
- COMM 750 Persuasion and Propaganda
- COMM 796 Internship in Communication
- COMM 798 Practicum in Communication

For More Information: If you have questions about the application process, please contact Edinboro University's School of Graduate Studies at gradstudies@edinboro.edu or at (814)732-2856 or toll-free (888) 845-2890. For questions specific to the Conflict Management Certificate, please contact Dr. Melissa Gibson at (814) 732-1592 (mgibson@edinboro.edu).

Office for Students with Disabilities: For information or assistance regarding services, activities and facilities that are accessible to and usable by persons with a disability, contact the Office for Students with Disabilities (OSD), at (814) 732-2462. For additional information, visit the [OSD web page](#).

Graduate Assistantships: [Graduate Assistantships](#) are available for campus based students only. They are awarded on a competitive basis. Admission applications must be completed by February 15th to be considered for an assistantship. Assistantships provide a partial waiver of tuition and a stipend, as well as an opportunity to gain experience in research and professional activities. Additional information about assistantships is available through the School of Graduate Studies and Research, (814) 732-2856 or toll-free (888) 845-2890.

Financial Aid Considerations: An academic year consists of fall, spring, and summer. Graduate students taking graduate level courses may receive up to \$20,500 in the Direct Unsubsidized Stafford Loan Program. Most students will use their Stafford loans during the 9 month period (fall and spring). Students will want to be mindful of their financial aid to allow for funding for 12 months if planning on enrolling during the summer term. Students will have an option to apply for Graduate Plus loan or private loans if other funding has been exhausted. For more specific information, please contact the Financial Aid Office at (888) 611-2680 or finaid@edinboro.edu.

Employer Reimbursement: Non-traditional students who are working and taking classes on a part-time basis may have employer-paid education benefits. The purpose of the [employer tuition reimbursement agreement](#) is to allow employees who receive reimbursement to defer payment of their tuition and fees until after grades are available at the end of the semester. Edinboro University accepts employer benefit plans through arrangements with the Bursar's Office by completing the enclosed [employer tuition reimbursement agreement](#).

Veterans' Education Benefits: Information and printable forms regarding **Veterans' Education Benefits** and the **Montgomery GI Bill** are available at the Department of Veterans Affairs website, <http://www.gibill.va.gov/>. After the Department of Veterans Affairs approves a student's eligibility, and after the school certifies the student's enrollment, benefits are paid directly to the student after the end of each month.

Edinboro University of Pennsylvania is an equal opportunity education institution and employer and will not discriminate on the basis of race, color, national origin, sex, and disability in its activities, programs or employment practices as required by Title VI, Title VII, Title IX, Section 504, and the ADA. For information regarding civil rights or grievance procedures, contact the Office of Human Resources and Faculty Relations, (814) 732-2703 or the Office of Social Equity (814) 732-2167, Reeder Hall, 219 Meadville Street, Edinboro, PA 16444.