

# CONTED

[conted.ucalgary.ca/conflictresolution](http://conted.ucalgary.ca/conflictresolution)



UNIVERSITY OF  
CALGARY  
CONTINUING  
EDUCATION

## *Conflict Resolution Certificates*



In collaboration with





# Conflict Resolution

Conflict is all around us...at work, in our community, and in our personal lives. The ability to negotiate and resolve conflict effectively is a modern-day survival skill. In today's workplace, employers view conflict resolution skills as vital leadership tools.

In collaboration with the Justice Institute of British Columbia (JIBC) Centre for Conflict Resolution and Centre for Leadership, University of Calgary Continuing Education offers two certificate programs including the Associate Certificate in Workplace Conflict and the more comprehensive Certificate in Conflict Resolution with specializations in Negotiation, Mediation/Third Party Intervention, or Family Mediation. For many students, the Associate Certificate in Workplace Conflict is the ideal stepping stone toward the more comprehensive certificate programs. All of these programs focus on practical skills you can use immediately.

The JIBC is a respected provider of post-secondary education and training in areas of criminal and social justice, safety and human services. The JIBC Centre for Conflict Resolution and Centre for Leadership is renowned as a top education provider in North America in the field of conflict resolution.

Like all Continuing Education programs, these certificates are excellent ways to build on your education and career experience. You will learn with like-minded mature students who diligently pursue their professional development while tending to family, work and community commitments.

## Who should take this program?

These programs are suitable for:

- Anyone interested in resolving conflict in their home or workplace
- Emerging leaders who require skills in conflict resolution for the workplace
- Established leaders or supervisors who wish to enhance communication and conflict resolution in their teams
- Individuals who work in law enforcement, justice services, not-for-profit organizations, education, and community mediation organizations

## Admission

There are no entrance requirements for these certificates. Students who intend to pursue Chartered Mediator (CMed) or Chartered Arbitrator (CArb) status will require an educational qualification. Students are responsible for researching this information and are advised to visit [www.aams.ab.ca](http://www.aams.ab.ca) (Practice Designation > General Information).

## Timeline

The Associate Certificate in Workplace Conflict comprises 77 hours or 11 training days, and a mail-in assessment. Depending on scheduling, this program can be completed in as little as six months.

The Certificate in Conflict Resolution with a specialization in Negotiation or a specialization in Mediation/Third Party Intervention comprises 252 hours or 36 training days, and an assessment. Depending on scheduling and your choice of electives, each of these programs can be completed in approximately 18 months.

The Certificate in Conflict Resolution with a specialization in Family Mediation comprises 280 hours or 40 training days. Depending on scheduling and your choice of electives, this program can be completed in approximately 18 months.

## Delivery

All Continuing Education certificates, designation programs, courses and seminars are developed with part-time learners in mind.

Required courses for all certificates and some electives are taught at the University of Calgary Campus or online through JIBC.

Classroom sessions are full days. Courses are dynamic and interactive, with small class sizes and excellent student/instructor ratios.

Some electives in the Certificate in Conflict Resolution are taught only at the JIBC Centre for Conflict Resolution campuses in New Westminster or Victoria. Calgary students are welcome to attend courses at these locations.

## Prior Learning

You may be entitled to prior learning credits towards these certificate programs. This may be a result of past training from other colleges or universities. The maximum amount of credit that can be awarded is 50 per cent of certificate requirements. More information on prior learning and equivalency credit is available at [conted.ucalgary.ca/conflictresolution/plar.html](http://conted.ucalgary.ca/conflictresolution/plar.html).

## Evaluation

Assessment is required for all programs. Fees apply. For the most current information on assessments, see [www.jibc.bc.ca/ccrc/programscourses/certificates](http://www.jibc.bc.ca/ccrc/programscourses/certificates)



## Associate Certificate in Workplace Conflict

For course descriptions, see back page.

### Step 1: Start here...

PDS 002 Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR 101)

### Step 2: Your second course should be...

PDS 185 Negotiation Skills Level 1 (CCR 170)

### Step 3: These next two courses can be taken in any order, but this order is recommended...

PDS 008 Resolving Conflict in Groups Level 1: Effective Team Dynamics (CCR 210)

PDS 009 Resolving Conflict on the Front Line: Demonstrating Leadership at Work (CCR 200)

### Step 4: Register for your assessment...

Assessment: Associate Certificate in Workplace Conflict

### Step 5: Attend your Graduation Ceremony

Then, stay connected! Participate in our online Community of Learners and come back for professional development or consider applying your credits toward a Certificate in Conflict Resolution.

## Certificate in Conflict Resolution

Three specializations are available. All of the courses in the Associate Certificate in Workplace Conflict can be applied to these specializations. For a detailed list of courses and course descriptions, go to [conted.ucalgary.ca/conflictresolution](http://conted.ucalgary.ca/conflictresolution).

### Specialization in Negotiation | 252 Hours | 36 Days

This specialization explores the broad field of conflict resolution, with an emphasis on negotiation skills. It will equip you with concepts and skills to improve your personal and working relationships by learning how to handle conflict more constructively. Negotiation is a process in which the people involved in the situation talk directly with each other to arrive at an agreement or decision. This program teaches an approach that involves looking for mutually satisfactory solutions.

*Required Courses: 20 days from a designated list*

*Electives: 16 – 17 days chosen from a wide variety of designated courses*

*Assessment: Negotiation*

### Specialization in Mediation/Third Party Intervention | 252 Hours | 36 Days

This specialization is designed for people who perform mediation and third-party intervention in their jobs and for those who are planning to be self employed as private practice mediators or interveners. This certificate program gives in-depth knowledge and skills in formal and informal mediation, as well as other forms of third-party intervention.

*Required Courses: 25 days from a designated list*

*Electives: 11 – 12 days chosen from a wide variety of designated courses*

*Assessment: Mediation/Third Party Intervention*

### Specialization in Family Mediation 280 Hours | 40 Days

The goal of this specialization is to provide quality education and training in mediation within a family context that may be applied towards the minimum training requirements of Family Mediation Canada for Certification as a Family Relations Mediator.

*Required Courses: 35 days from a designated list*

*Electives: 5 days chosen from a designated list*

*Assessment: Family Mediation*

# Associate Certificate in Workplace Conflict Course Descriptions

## PDS 002 Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR 101)

Dealing effectively with workplace conflict is a key competency for success in any job. This foundation course offers you effective and practical tools for resolving conflict collaboratively in the workplace. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies. This highly participatory course emphasizes self-awareness and understanding through structured exercises and simulations.

## PDS 185 Negotiation Skills Level 1 (CCR 170)

In this course, you will learn to prepare for negotiations, assess your alternatives, build a climate of collaboration, get beyond stubborn positioning and develop agreements that work for both sides. Negotiation skills are essential in daily interactions with others. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. Emphasis is on skill development through simulated negotiations assisted by trained coaches.

*Prerequisites: Foundations of Collaborative Conflict Resolution: Workplace Focus, or Foundations of Collaborative Conflict Resolution*

## PDS 008 Resolving Conflict in Groups Level 1: Effective Team Dynamics (CCR 210)

Conflict in a team situation is challenging and team members need strategies for positive resolutions. As an effective team member, you need to identify the dynamics at play in the team and learn and practise strategies for intervening to move the group towards resolution. Through role-play, case analysis and discussion, you will build your understanding of group role functions and problematic behaviours that interfere with the function of the team. You will practise a collaborative conflict resolution process.

*Prerequisites: Foundations of Collaborative Conflict Resolution: Workplace Focus, or Foundations of Collaborative Conflict Resolution; and, Negotiation Skills Level I, or Mediation Skills Level I*

## PDS 009 Resolving Conflict on the Front Line: Demonstrating Leadership at Work (CCR 200)

All members of organizations are expected and often required to handle workplace conflicts effectively, yet this can be a challenging task. This course will give you knowledge and skills for assessing workplace conflict, determining whether a collaborative process or a more formal intervention process is needed and choosing the best intervention approach. You will practise analyzing workplace conflicts, and using a collaborative process to intervene as a third party. You will learn to demonstrate leadership in addressing conflict in ways that move all people involved towards mutually agreeable solutions.

*Prerequisites: Foundations of Collaborative Conflict Resolution: Workplace Focus, or Foundations of Collaborative Conflict Resolution; and, Negotiation Skills Level I*

## To Enrol in a Course...

To view courses and enrol online, go to [conted.ucalgary.ca](http://conted.ucalgary.ca) and look under Interest Areas for Conflict Resolution, then click on Courses. You may enrol online for most courses using a Visa, MasterCard or American Express.

To enrol by phone, please call 403-220-2988 between 8:30 am and 4:00 pm, Monday to Friday. You will need a Visa, MasterCard, American Express or a purchase order number from your employer.

## To Apply for Certificate Admission...

You do not need to be enrolled in a certificate to take a course. If you wish to enrol in the Conflict Resolution Certificate, please go to [conted.ucalgary.ca](http://conted.ucalgary.ca) and click on Forms and Policies to find the Certificate Admission Form.

## Contact Information

### In Person

University of Calgary Downtown Campus  
Room 229, 906 8 Avenue SW, Calgary, AB

### By Mail

Conflict Resolution Certificates  
Business and Professional Programs  
University of Calgary Continuing Education  
229, 906 8 Avenue SW  
Calgary, AB T2P 1H9

403-220-2988  
1-866-220-4992 (toll-free)  
[conted.ucalgary.ca/conflictresolution](http://conted.ucalgary.ca/conflictresolution)  
[business.conted@ucalgary.ca](mailto:business.conted@ucalgary.ca)



CONTINUING EDUCATION | UNIVERSITY OF CALGARY