

# CONFLICT RESOLUTION

## CERTIFICATE IN NEGOTIATION SUGGESTED LEARNING PATH

### REQUIRED COURSES

20 DAYS (140 HOURS)

#### PDS 001 (3 DAYS)

Foundations of Collaborative  
Conflict Resolution

OR

#### PDS 002 (3 DAYS)

Foundations Of Collaborative  
Conflict Resolution: Workplace

#### PDS 185 (3 DAYS)

Negotiation Skills Level I

#### PDS 006 (3 DAYS)

Mediation Skills Level I

#### PDS 007 (3 DAYS)

Dealing With Anger

#### PDS 010 (5 DAYS)

Negotiation Skills Level II

#### CRES 1150 (3 DAYS)

*JIBC Only – Online*  
Theoretical Foundations Of  
Dispute Resolution

OR

#### CRES 1152 (3 DAYS)

*JIBC Only – Online*  
Integrated Conflict Theory and  
Practice

### SPECIAL ELECTIVES

CHOOSE 10 DAYS (70 HOURS)

*These courses have no prerequisites.  
It is recommended to complete these  
at the start of your certificate...*

#### PDS 173 (2 DAYS)

Building Your Communication

#### PDS 004 (2 DAYS)

Asserting Yourself in Conflict  
Situations

#### PDS 236 (2 DAYS)

Managing the Hostile Individual

*These courses have prerequisites...*

#### PDS 021 (2 DAYS)

Defining Issues and Setting the  
Agenda

#### PDS 018 (2 DAYS)

Negotiating With Difficult People

#### PDS 229 (2 DAYS)

Conflict Dynamics in Groups

#### PDS 168 (2 DAYS)

Resolving Conflict in Groups

#### PDS 009 (3 DAYS)

Resolving Conflict on the  
Frontline: Demonstrating  
Leadership at Work

#### CRES 1298 (1 DAY)

*JIBC Only – Online*  
Ethical Dilemmas for Mediators

#### PDS 208 (3 DAYS)

Shifting From Positions to  
Interests

### GENERAL ELECTIVES

6 DAYS (42 HOURS)

*Choose from any JIBC Conflict  
Resolution course. More options are  
available through JIBC.*

#### PDS 013 (1 DAY)

Art of Reframing

#### PDS 012 (5 DAYS)

Mediation Skills Level II

#### PDS 218 (3 DAYS)

Separate Meetings:  
Pre-Mediation and Caucusing  
Conflict Dynamics in Groups

### ASSESSMENT

*Register for your assessment directly  
through JIBC.*

#### CRES 1561

Assessment: Conflict Resolution/  
Specialization in Negotiation

*This specialization consists of 36 days (252 hours) and designed to be completed over 2 – 3 years. Visit the Conflict Resolution website for more information on program details or course prerequisites.*