

Occupational Endorsement Certificate in Conflict Resolution

The Occupational Endorsement Certificate (OEC) in Conflict Resolution provides students the opportunity to acquire skills used in various conflict resolution methods used in human service agencies. The program provides a balanced education in the study of family mediation, alternative dispute resolution, paraprofessional counseling, and group facilitation. Instruction is delivered through classroom lectures, demonstrations, case studies, and role-plays.

Admission Requirements

- Complete the Admission Requirements for Occupational Endorsement Certificates (<http://catalog.uaa.alaska.edu/academicpoliciesprocesses/admissions/undergraduate/>).

Graduation Requirements

- Complete the General University Requirements for Occupational Endorsement Certificates (<http://catalog.uaa.alaska.edu/undergraduateprograms/oecrequirements/>).
- Complete the following major requirements:

Code	Title	Credits
HUMS A224	Systems of Conflict and Collaboration	3
HUMS A225	Counseling in Human Service Practice	3
HUMS A333	Alternative Dispute Resolution	3
HUMS A334	Family Mediation	3
Total		12

A minimum of 12 credits is required for the degree.

Program Student Learning Outcomes

Students completing this certificate are prepared to:

- Understand the nature of conflict through theory and collaborative practices.
- Demonstrate enhanced communication skills and interpersonal skills to include negotiation.
- Incorporate conflict management skills in human service practice.
- Integrate concepts of diversity into various collaborative practices.