



Conflict Resolution

Discover proven tools to resolve conflicts, negotiate agreements, facilitate groups and build consensus with our Conflict Resolution Professional Concentration. Designed for professionals seeking to advance their leadership and communication skills, this three-course program teaches practical techniques for effectively addressing conflicts and positively impacting people, organizations, programs and policies.

- **Expert instructors**—Learn from experienced professionals who are leading practitioners in conflict resolution
- **Real-world learning**—Class projects and case studies that teach practical skills you can put to use immediately
- **Networking**—Opportunities to connect with peers and instructors who can help you advance your career
- **Immediate Return on Investment**—Gain a clear understanding of the breadth and depth of conflict resolution and specific skills and strategies that will help you in difficult interactions

For more information or to enroll
cpe.ucdavis.edu/resolutionpc

Program at-a-Glance

- Complete in as few as 9 months
- 3 classes
- Individual course: \$695-795 /each
- Entire program: \$2,285

“I appreciate that I can bring something to learning about conflict resolution that I found lacking in other courses—the study of self.”

—Mary Campbell, attorney/mediator and program instructor

Your Academic Path

Introduction to Conflict Resolution

2 quarter units academic credit, X414.10

Typically Offered: Fall

Become a vital problem-solver in your organization or community. Build a solid foundation in the basics of conflict resolution, and learn theory and new techniques for mediating conflicts and facilitating group dynamics. Discover leading models in the field and apply these to current cases using practical strategies to effectively transform conflicts.

Fundamental Conflict Resolution Skills

2 quarter units academic credit, X400.16

Typically Offered: Winter

Learn the communication skills and mediation models essential for successful conflict resolution. Practice facilitation skills and techniques required for successful group and team meetings. Learn strategies to minimize and address conflict in difficult conversations and with difficult people. Explore tools to assess and meaningfully engage diverse interests and participants.

Advanced Conflict Resolution Skills

2 quarter units academic credit, X400.17

Typically Offered: Spring

Discover collaborative methods and techniques for consensus building, negotiation and resolving complex conflicts. Learn to find mutually agreeable solutions to challenging situations so projects and programs can move forward. Gain leadership skills to address tough conflict and negotiation settings.

For more information or to enroll

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“I learned skills that I can apply directly to my job and there are very few classes that I can say that about.”

—Katie Metraux, land use planner,
California Department of State Parks
and Recreation