

**Certificate in Conflict Resolution: Specialization in Negotiation
Program Requirements as of September 1, 2021**

Total 18 credits

This program is being discontinued. To complete this program, enrol by August 31, 2021. Learners will have until August 31, 2023 to complete the program requirements.

REQUIRED COURSES (10 credits)

[CRES-1100 Foundations of Collaborative Conflict Resolution](#) (1.5 credits). Either **CRES-1100** or [CRES-1101 Foundations of Collaborative Conflict Resolution Workplace Focus](#) (1.5 credits) will be accepted.

[CRES-1170 Negotiation Fundamentals](#) (1.5 credits) *formerly CRES-1170 Negotiation Skills Level 1.*

[CRES-1181 Mediation Fundamentals](#) (1.5 credits) *formerly CRES-1180 Mediation Skills Level 1.* Either CRES-1180 or CRES-1181 will be accepted.

[CRES-1105 Navigating Intense Emotions in Conflict](#) (1.5 credits) *formerly [CRES-1190 Dealing with Anger](#).* Either CRES-1190 or CRES-1105 will be accepted.

[CRES-1270* Advanced Negotiation](#): Problem Solving Under Pressure (2.5 credits) *formerly CRES-1270 Negotiation Level 2.*

[CRES-1150 Theoretical Foundations of Dispute Resolution](#) (1.5 credits) or [CRES-1152 Applying Theory to Conflict Resolution](#) (1.5 credits). Either CRES-1150 or CRES-1152 will be accepted.

[CRES-1561 Assessment Certificate in Conflict Resolution Specialization in Negotiation](#)

ELECTIVES (CHOOSE ANY 5 CREDITS)

[CRES-1106* Understanding Power, Privilege and Conflict](#) (1.5 credits) **NEW**

[CRES-1200 Resolving Conflict on the Front Line: Leadership at Work](#) (1.5 credits)

[CRES-1210* Conflict Dynamics in Groups](#) (1.0 credits)

[CRES-1311 Communicating in Conflict: Strategies and Skills](#) (1.5 credits) **NEW**

[CRES-1402* Shifting to Interests and Beyond](#) (1.5 credits) *formerly CRES-1402 Shifting from Positions to Interests.*

[CRES-1404* Asking Better Questions](#) (1.0 credits)

[CRES-1408* The Art of Reframing](#) (1.0 credits)

[CRES-1473* Managing the Conflict Within](#) (1.0 credits)

ELECTIVES (CHOOSE ANY 5 CREDITS)

[CRES-1481 Preparing for Your Negotiation Assessment](#) (0.5 credits)

[CRES-1717 De-escalating Hostility](#) (0.5 credits) **NEW**

Discontinued Electives – no future class dates

The following courses have been discontinued. If you have taken these courses in the past, you can use these towards your elective credits.

CRES-1302 Building Your Communication Toolbox (1.0 credits)

CRES-1305 Asserting Yourself in Conflict Situations (1.0 credits)

CRES-1308 Managing the Hostile Individual (1.0 credits)

CRES-1406 Dynamics of Power (1.0 credits)

CRES-1407 Negotiating with Difficult People (1.0 credits)

CRES-1452 Resolving Conflict in Groups Level 2

CRES-1472 Balancing Empathy and Assertion (1.0 credits)

GENERAL ELECTIVES (choose 3.0 CREDITS)

[LEAD-1100 Lead Yourself](#) First (1.5 credits)

[LEAD-1101 Leading Through Relationships](#) (1.5 credits)

Or remaining credits can be made up from any other conflict resolution course.

*Program Enrolment Required