

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

**Total 18 credits**

This program is being discontinued and is closed to enrolment. 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-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-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-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-1270\*** Advanced Negotiation: Problem Solving Under Pressure (2.5 credits) *formerly CRES-1270 Negotiation Level 2*.

**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 (0.5 credits)

**CRES-1405** Dealing with Defensiveness in Conflict (1.0 credits)

**CRES-1408\*** The Art of Reframing (0.5 credits)

**ELECTIVES (CHOOSE ANY 5 CREDITS)**

**CRES-1473\*** Managing the Conflict Within (1.0 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 (chose 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