



## Graduate Certification **CONFLICT MANAGEMENT AND RESOLUTION:**

### Certification Overview

The Certification in Conflict Management and Resolution is designed for the business leader who seeks understanding of how to respond to conflicts within organizations, both on the individual and group levels. The Certification focuses on managing conflict, negotiating to resolution, and persuasive communication techniques. This Certification is offered on the graduate level only and may be completed online. This emphasis complements the Master of Arts in Professional Development, the MBA in Strategic Leadership, and the Master of Science in Human Relations & Business. **By completing these four courses you not only complete the certification, but also earn 12 graduate credit hours.**

### Courses Required

<b>COM5405</b>	Persuasion	3 Hours
<b>HBD5173</b>	Organizational Behavior	3 Hours
<b>HBD6771</b>	Conflict Management & Resolution	3 Hours
<b>MGT5193</b>	Negotiation Skills for Managers	3 Hours



**Amberton.edu**



**Garland/Frisco/Online**



**972.279.6511**