



PROGRAM OUTCOMES

CONFLICT RESOLUTION AND PEACE STUDIES (SHORT TERM CERTIFICATE)

1. Analyze and assess conflict in all of its stages and manifestations in order to intervene effectively and ethically to successfully reduce, manage, or resolve conflict.
2. Listen and utilize nonverbal, emotional and cultural/personal perspectives to validate each party's issue/interest, to facilitate de-escalation and engagement to move towards resolution while maintaining a neutral process.
3. Facilitate community building by engaging stakeholder representative through collaboration and teamwork while maintaining a safe and objective environment.
4. Apply problem-solving techniques and knowledge of social/emotional intelligence to analyze and evaluate the roots of conflict, (including structural, cultural, emotional and economical differences), and their effects on individuals to create and sustain a peaceful community.