



Online with Residency

CERTIFICATE IN HEALTHCARE COLLABORATION AND CONFLICT MANAGEMENT

15 Credit Hours

Admission Requirements:

- Application and \$50 Processing Fee
- Transcripts from accredited undergraduate degree
- GPA 3.0, probationary status may be granted
- Resume

Cost:

- Per Credit - \$732
- Per Course - \$2,196
- Residency - \$600
- Total Tuition - \$11,580

Students are required to participate in a residency, this includes the training required to receive the Texas mediation training certificate for court-annexed mediation. Residency cost is \$600.

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CONR 602: The Dynamics of Interpersonal Conflict*

The Dynamics of Interpersonal Conflict is a graduate-level course that addresses the fundamental aspects of understanding, analyzing, and managing interpersonal conflict. Students will examine contributing factors to conflict such as communication, emotions, and identity. Course material is theoretical as well as practical. The course provides foundational material that students will apply throughout the program. *A \$55 resource fee applies to this course.

CONR 603: Negotiation - Principles & Practice

Negotiation is a comprehensive study of the conceptual and interpersonal skills required to engage in effective negotiation. Topics include analyzing the negotiation context, preparing a negotiation plan, conducting negotiation sessions, resolving impasses, and documenting agreements. The course entails an emphasis on development, analytical, and interpersonal negotiation skills.

CONR 604: Mediation - Principles & Practice

A graduate-level course focusing on the art and science of facilitating conversations and negotiations between parties in conflict. Designed for individuals in leadership roles in a wide variety of organizational and personal environments, as well as individuals seeking professional work in conflict resolution, the course presents opportunities for personal assessment and development of party and group facilitation, problem-solving skills, and approaches for conflict management through the role of mediator.

CONR 606: Theory 1

This course introduces students to various communication and social/political theories as means to explain, predict, and ultimately resolve conflict between individuals and groups. The course makes extensive use of television and film to illustrate theoretical analyses of interpersonal and group communication and conflict.

CONR 690: Residency

Students will attend one five-day residency session at the ACU Dallas campus in either January or June. In addition to the residency fee, students are responsible for travel, lodging, and meals. Attendance at residency is required to complete the graduate certificate.

Select one course (3 hours) from the following:

CONR 622: The Organizational Ombudsman

This course will explore the historical development of the organizational ombudsman function within the arena of alternative dispute resolution. Students will learn about the ombudsman function in terms of its role in identifying, resolving and leveraging conflict in order to produce a more collaborative and productive organization. Fundamental to a study of the ombudsman function will be an understanding of the basic principles of the organizational ombudsman function: confidentiality, independence, neutrality, and informality. The ethical standards, dilemmas, and challenges of the role will also be identified.

CONR 632: Conflict Management in Healthcare Organizations*

Examines the underlying sources of conflict in healthcare settings and presents specific theories and techniques of negotiating among and between medical professionals and administration. While collaboration is emphasized, the course also presents tactics for securing essential terms in bargaining and group facilitation skills for building consensus. *Requires approval of the program director.