

# CONFLICT RESOLUTION

## College of Liberal & Creative Arts

Dean: Dr. Ifeoma Kiddoe Nwankwo

## Lam Family College of Business

Dean: Dr. Eugene Sivasdas

## College of Ethnic Studies

Dean: Dr. Grace Yoo

## College of Health and Social Sciences

Interim Dean: Dr. Andreaana Clay

### Conflict Resolution Program

Communication Studies Department  
Humanities Building, Room 289

Coordinator: Dr. Ashmi Desai (ashmidesai@sfsu.edu)

### Program Scope

The Conflict Resolution Certificate is an interdisciplinary 21-28 unit certificate program offering undergraduate and graduate students the opportunity to learn to manage conflict perspectives and positions in various contexts and to develop constructive ways to engage in dispute management or conflict negotiation. Students may use this certificate to enhance their understanding of the critical role that conflict and its resolution play in the world today. This certificate complements degree programs in Communication, Criminal Justice, Labor and Employment Studies, Ethnic Studies, Business, International Relations, Psychology, Political Science, and Women and Gender Studies. The certificate consists of 7 courses (4 courses in the core and 3 courses selected from one focus area), including an internship focusing on conflict management.

**Note:** Non-degree students apply through the College of Professional & Global Education, (415) 405-7700. For additional information, visit [www.cel.sfsu.edu](http://www.cel.sfsu.edu) (<http://www.cel.sfsu.edu/>). The Certificate in Conflict Resolution is available to anyone admitted through the College of Professional & Global Education/Open University.

### Timeline

- a. Interested students make an appointment with the coordinator to sign a Declaration form and submit an unofficial transcript. After submission of Declaration form, it generally takes 2-3 weeks for the enrollment to show up on a student's Degree Progress Report. Click here for: Declaration form (<https://powerforms.docusign.net/9f6fba5a-9f71-48ce-85d1-46fdf381eb9f/?env=na3&acct=223bf8e1-bc14-478b-8607-15b5be78981f&accountId=223bf8e1-bc14-478b-8607-15b5be78981f>)
- b. Reach out to coordinator Dr. Ashmi Desai for any advising support while finishing coursework and regarding internship opportunities.
- c. Upon completion of the certificate coursework and internship, students must:
  - a) file a Certificate Approved Program (CAP) form, must be printed and typed. Click here for: CAP form (<https://powerforms.docusign.net/ef42543f-418f-42a7-9253-40b4243e7341/?env=na3&acct=223bf8e1-bc14-478b-8607-15b5be78981f&accountId=223bf8e1-bc14-478b-8607-15b5be78981f>)

bc14-478b-8607-15b5be78981f&accountId=223bf8e1-bc14-478b-8607-15b5be78981f)

b) get a copy of unofficial transcript after all grades are posted. The transcript attached must show all 7 courses, including internship, with final grades that fulfill the requirements of the program;

c) pay from your SFSU student online account the application fee \$7.00 for the award of the certificate (no need to print out receipt). Click here to pay the fee online: <https://grad.sfsu.edu/content/pay-graduate-fees-online>

d) Email the completed CAP form and unofficial transcript to the coordinator.

- d. Typically it takes 2-3 months for the Undergrad Division to process, print, and deliver the certificates to the department. The department will then mail the certificates to students, using the address listed on their CAP form.

### Career Outlook

Completion of the certificate contributes to a student's preparation for employment in such fields as counseling, criminal justice, diplomacy, education, government, human resources, international relations, labor, law, management, mediation, public relations, and social work.

### Certificate in Conflict Resolution

It is recommended that General Education Areas A and B4 be completed prior to students beginning this program. Students must pass a GVAR course before receiving the certificate.

**Note:** Courses in the certificate may be substituted on advisement. At least three courses in the certificate must have a prefix that is different from the student's major prefix.

## Conflict Resolution, Certificate – 21 units minimum

### Core Requirements (12-16 units)

#### Introduction to Conflict Resolution (3-4 units)

Select One:

Code	Title	Units
COMM 531	Conflict Resolution	4
PSY 547	Social Conflict and Conflict Resolution	3

#### Alternative Models of Conflict Resolution (3-4 units)

Select One:

Code	Title	Units
AFRS 660	Civil Rights Movement and Education	3
COMM 534	Mediation Theory and Practice	4
COMM 543	Dialogues Across Differences	4
ECON/LABR 511	Collective Bargaining	3
GPS/I R/PHIL 315	Introduction to Global Peace Studies	3
GPS/PHIL 375	Peace Law and Human Rights in the U.S.	3
IBUS/MGMT 659	Introduction to International Business Negotiation	3
I R 432		4

### Communication Skills (3-4 units)

Select One:

Code	Title	Units
COMM 250	Introduction to Group Discussion and Teamwork	3
COMM 502	Interpersonal Communication	4
PSY 645	Group Processes	3

### Conflict Resolution Internship (3-4 units)

Internship course with a focus on conflict resolution with placement by an advisor.

### Focus Areas (9-12 units)

Select three courses from one of the following areas. Courses may not double count for the Core and the Focus Areas:

#### Family/Culture/Community Issues

Code	Title	Units
AA S 681	Asian American Community Changes and Development	3
COMM 503	Gender and Communication	4
COMM 515	Family Communication	4
COMM 525	Sexualities and Communication	4
COMM 543	Dialogues Across Differences	4
RRS 571	Women, Race, and Class	3
PSY 440	Social Psychology	3
PSY 441	The Psychology of the Family	3
PSY 455	Cross-Cultural Perspectives in Psychology	3
PSY 525	Community Psychology	3
LTNS 680	Latina/o/x Community Organizing and Career Futures	3
SOC 464	Families and Society	4
USP 515/ GEOG 667	Environmental Justice: Race, Poverty, and the Environment	4

#### Legal/Political Issues in the United States

Code	Title	Units
AA S 595	Asian American Communities and Public Policy	3
AFRS 376	Government, the Constitution, and Black Citizens	3
AFRS 660	Civil Rights Movement and Education	3
AIS 460	Power and Politics in American Indian History	3
COMM 564	Issues in Free Speech	4
C J 300	Criminal Justice: A Cross-Disciplinary Perspective	4
GPS/PHIL 375	Peace Law and Human Rights in the U.S.	3
HIST 465	American Ethnic and Racial Relations II: 1890-Present	3
LABR/SOC 553	Labor Standards and Corporate Social Responsibility	3
LTNS 430/ C J 435	Race, Crime, and Justice	3
PHIL 335	Law and Society	3
PLSI 464	Race and American Politics	4
PLSI 553	Legal Issues	4
PLSI 478	Judicial Process	4
RRS 600/ HIST 466	History of People of Color in the U.S.	3

USP 513/ GEOG 668/ PLSI 513	Politics, Law, and the Urban Environment	4
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#### Labor/Business Issues

Code	Title	Units
ECON/LABR 511	Collective Bargaining	3
IBUS 330	International Business and Multicultural Relations	3
IBUS 517	Legal Environment of World Business	3
IBUS/MGMT 659	Introduction to International Business Negotiation	3
LABR/ANTH 525	Diversity in the Workplace	3
LABR/PLSI 500	Labor and Government	3
PSY 461	Introduction to Industrial/Organizational Psychology	3

#### International Issues

Code	Title	Units
COMM 541	Critical Approaches to Culture and Communication	4
GPS/I R/PHIL 315	Introduction to Global Peace Studies	3
HUM 366	India's Gandhi	3
I R 330	World Law	4
I R/ENVS 331	Global Environmental Crisis	4
I R 432		4
JS/HUM/PHIL 501	Judaism, Christianity, and Islam	3
JS 560/I R 530	The Arab-Israeli Conflict	3
PHIL 435	Human Rights in Global Perspective	3
SOC 461	Ethnic Relations: International Comparisons	4
WGS 536	Gender, Globalization, and Women's Human Rights	3