

FSHS 700 Conflict Resolution: Core Skills and Strategies

This Course presents communication theories and interpersonal skills relevant to conflict resolution, including the understanding, analysis, and management of conflict. This course focuses on the relational, emotional and, and substantive aspects of conflict, and includes the influences of anger, gender, culture, power, and forgiveness at the interpersonal, group, community, and global levels. The classroom approach course is pragmatic as well as theoretical, and presents communication and conflict resolution skills, models and procedures in a practice-based approach. Completion of the course will meet the Kansas Officer of Dispute Resolution's training requirements for approval in core mediation.