

# CONFLICT MANAGEMENT CERTIFICATE



**NORTH PARK  
UNIVERSITY**  
CHICAGO

**ONLINE**

Organizations and corporations are more regularly turning to formal processes for conflict management and dispute resolution. This fast-growing field of study and practice examines the causes of conflict, conflict theory, and how to manage conflict as part of team-building and negotiation within and on behalf of your company. Upon completion of this certificate, you'll be prepared to apply the principles of respectful communication in your work, lead your organization in developing diversity as a way of creating value, and negotiate effectively.

### TARGET AUDIENCE

Students with a bachelor's degree needing to focus their studies in accounting.

### ADMISSION REQUIREMENTS:

Official transcripts  
3.0 GPA or better  
Resume  
Essay

### COST:

\$13,260 Total Certificate Cost  
Scholarships available:  
Dean's Scholarship (10%) 3.0-3.34 GPA out of 4.0  
Provost's Scholarship (20%) 3.35-3.64 GPA out of 4.0  
Presidential Scholarship (30%) 3.65-4.0 GPA out of 4.0

### ACADEMIC CALENDAR:

Six seven-week quads per year starting in August, October, January, March, May, and July. Students may begin their program at the start of any quad.

### DELIVERY MODE:

Online

### TEXTBOOK PURCHASE

[northpark.textbookx.com](http://northpark.textbookx.com)

### TRANSFER HOURS POLICY:

All 10 credits must be completed at North Park.

### TOTAL HOURS NEEDED:

10 semester hours are required to earn each certificate (five courses total). A student can complete a certificate program within one academic year.

### REGISTRATION PROCEDURE:

Registration is completed in consultation with the academic advisor.

### FINANCIAL AID INFO:

North Park has many tuition reduction opportunities such as Academic Merit Awards (10–30% reduction), Affiliation Awards (20–50% reduction), scholarships, and alumni grants. School of Business and Nonprofit Management (SBNM) graduate degree alumni are eligible for the Lifetime Learning Scholarship, which is a 50% tuition reduction for all additional SBNM classes, certificates, and degrees.

### CONTACT PERSON(S):

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### ADDRESS:

Graduate and Adult Admissions  
North Park University  
3225 West Foster Avenue, Box 40  
Chicago, IL 60625

### WEBSITE:

<https://www.northpark.edu/academics/colleges-and-schools/school-of-business-and-nonprofit-management/graduate-certificate-programs/conflict-management/>

### REQUIRED COURSES:

SBNM 5040 - Diversity and Conflict  
SBNM 5041 - Negotiation and Influence  
SBNM 5070 - Team Leadership  
SBNM 5085 - Employment Law  
SBNM 5990 - Change Leadership