CONFLICT RESOLUTION

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Master of Arts in Conflict Resolution
The interdisciplinary program in Conflict Resolution focuses on the study and application of alternative theories, various types of bargaining and negotiation techniques, and related ethical issues. These topics are examined through selected cases of conflict to understand how to manage and improve social patterns and policy choices between individuals, within organizations, and across cultures.

The program combines a scholarly and vocational approach—theory with practice—in exploring a range of environments where conflict arises, including the personal, business and political arenas, from international diplomacy to national and local government policy discussion.

Master of Arts in Conflict Resolution
Degree and GPA Requirements

• Bachelors degree: All graduate applicants must hold an earned baccalaureate from a regionally accredited college or university or the recognized equivalent from an international institution.

• Grade point average: The minimum undergraduate GPA for admission consideration for graduate study at the University of Denver is a cumulative 2.5 on a 4.0 scale or a 2.5 on a 4.0 scale for the last 60 semester credits or 90 quarter credits (approximately two years of work) for the baccalaureate degree. An earned master's degree or higher from a regionally accredited institution supersedes the minimum standards for the baccalaureate. For applicants with graduate coursework but who have not earned a master's degree or higher, the GPA from the graduate work may be used to meet the requirement. The minimum GPA is a cumulative 3.0 on a 4.0 scale for all graduate coursework undertaken.

• Program GPA requirement: The minimum undergraduate GPA for admission consideration for this program is a cumulative 2.5 on a 4.0 scale.

Standardized Test Scores

• Applicants must take either the GRE General Test or the GMAT and submit the scores to the University of Denver. Scores must be received directly from the appropriate testing agency by the deadline. The institution code for the University of Denver is 4841
Applicants must take either the GRE General Test or the GMAT and submit the scores to the University of Denver. Scores must be received directly from the appropriate testing agency by the deadline. The institution code for the University of Denver is 4842.

English Language Proficiency Test Score Requirements
The minimum TOEFL/IELTS/CAE test score requirements for this degree program are:

• Minimum TOEFL Score (Internet-based test): 95
• Minimum TOEFL Score (Paper-based test): 587
• Minimum IELTS Score: 7
• Minimum CAE Score: 185

English Conditional Admission: No, this program does not offer English Conditional Admission.

Master of Arts in Conflict Resolution
Degree Requirements

Coursework Requirements

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<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Core coursework requirements</td>
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</tr>
<tr>
<td>INTS 4920</td>
<td>Conflict Resolution</td>
<td>4</td>
</tr>
<tr>
<td>CRES 4221</td>
<td>Negotiation Theory and Practice</td>
<td>4</td>
</tr>
<tr>
<td>CRES 3951</td>
<td>Mediation Fundamentals</td>
<td>4</td>
</tr>
<tr>
<td>CRES 4225</td>
<td>Conciliation and Reconciliation</td>
<td>4</td>
</tr>
<tr>
<td>COMN 4310</td>
<td>Communication and Collaboration (or another graduate COMN course approved by Degree Director)</td>
<td>4</td>
</tr>
<tr>
<td>INTS 4342</td>
<td>Project Management (or ORL XXXX Organization Leadership course (through University College; Degree Director approval required))</td>
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Specialization (Special Topics) requirements
Select four of the following (or other substitutions approved by Degree Director), for a minimum of 12 credits total: 1
### Skills/Methodology requirement

Select the following course (or another research methods course approved by the Degree Director), for a minimum of 4 credits total:  

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CRES 4111</td>
<td>Reflective Practice and Evaluation</td>
<td>4</td>
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### Practical and Professional Techniques

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<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CRES 4961</td>
<td>Professional Development (three quarters of registration)</td>
<td>0</td>
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<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CRES 4981</td>
<td>Internship</td>
<td>0-4</td>
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### Practicum

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<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CRES 4971</td>
<td>Practicum</td>
<td>4</td>
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### Thesis (optional) (up to 4 credits)

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<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CRES 4995</td>
<td>Thesis Research</td>
<td>1-4</td>
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<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CRES 4222</td>
<td>Theories of Conflict Practice and Third Party Roles</td>
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Students may also select courses from any of the affiliated academic units (International Studies, Management, Law, Social Work, Professional Psychology, Communication, Religious Studies, University College) by permission of the graduate director.

### Minimum number of credits required for degree: 60

Non-coursework Requirements

- Internship
- Practicum
- Professional Development

### Courses

**CRES 3951 Mediation Fundamentals (4 Credits)**

This course provides 40-hour mediation training following the model standards for Mediator Certification programs established by the Association for Conflict Resolution. It covers the mediation process and mediator skills including preparation, opening statement, information gathering, movement and solution seeking, negotiation, confidentiality, ethics, power balancing and diversity issues. Students engage in video-recorded role-play scenarios to develop mediation skills.

**CRES 4111 Reflective Practice and Evaluation (4 Credits)**

Course is designed for practitioners who would like to become more reflective and theory oriented in their practice, and for researchers who wish to work with actual data and questions from practice. The goals are to learn techniques for making theories of practice explicit, to examine ways practice and research may modify theory, and to explore how to introduce and expand reflective practice into conflict resolution.

**CRES 4221 Negotiation Theory and Practice (4 Credits)**

An overview of negotiation theories, strategy and tactics to understand the role of power perceptions, communications, and ethics affect bargaining processes and outcomes.

**CRES 4222 Theories of Conflict Practice and Third Party Roles (4 Credits)**

An analysis and critique of the nature and role of third parties in conflict intervention including conciliator, arbitrator, facilitator, monitor, trainer. Theoretical perspectives and case studies are used to understand the situations in which third parties operate, what values and resources they bring to their roles, and how power issues affect mediator functioning. Ethical guidelines are also considered.
CRES 4225 Conciliation and Reconciliation (4 Credits)
Societies are often divided along ethnic, racial, or religious lines. Without work at the grassroots level, international peace agreements regularly fail within five years of ratification. How do we create sustainable post-conflict relationships? How does justice factor into peace, or into the sustainability of peace agreements? This course explores these questions by building on concepts and themes introduced in Mediation Theory (CRES 4222), and analyzing topics such as multilevel interventions and their challenges, second track diplomacy, and citizen dialogue. Reconciliation is a key factor in peace building – Voice, Acknowledgement, and Repair are specifically considered within this realm. Focus is also on the challenges presented by deep-rooted, protracted conflicts, allowing for more complete understanding of the situations in which third parties must operate.

CRES 4333 Resolving Contentious Public Issues (4 Credits)
The course covers collaborative governance work, including identity politics of contentious public issues. Natural resources disputes and the range of processes used to address these conflicts, including theories and concepts useful for understanding environmental and policy disputes, case studies, and world views that premise these disputes, provide insight into constructing interventions best suited to the characteristics and context of each contentious issue.

CRES 4400 Restorative Justice (2 Credits)
This course explores four leading Restorative Justice practices - Victim-Offender Mediation, Conferencing, Talking Circles, and Truth Commissions - to understand how needs of victims are addressed, and embracing notions of forgiveness, reconciliation and social healing within a set of principles based on social justice.

CRES 4410 Intractable Conflict (2 Credits)
This course is focused on factors that lead to intractability, along with strategies for violence prevention and conflict transformation. Conflict mapping and analysis, sources of intractability, and social, psychological, economic and political dimensions of intractable conflicts are examined.

CRES 4420 Negotiate Difficult Situations (2 Credits)
What should a negotiator do when the win-win approach fails and important interests are at stake? This course addresses a variety of tactics and ploys of unethical behavior and dirty tricks used in persuasion and bargaining. Students learn how to recognize and counter such techniques and practice in simulated and real world settings. Prerequisite: CRES 4221.

CRES 4810 Conflict Resolution Topics (2,4 Credits)
Fields of interest to Conflict Resolution Students such as negotiation, international conflict resolution case studies, restorative justice, conflict transformation, methods for conflict resolution research.

CRES 4820 Topics in Conflict Resolution (2,4 Credits)
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CRES 4830 Topics in Conflict Resolution (2-4 Credits)
Fields of interest to Conflict Resolution Students such as negotiation, international conflict resolution case studies, restorative justice, conflict transformation, methods for conflict resolution research.

CRES 4840 Managing Organizational Conflict in the Workplace (2,4 Credits)
A broad study of conflict in organizations that may involve gender, race, age, disability and other issues, using lecture, case studies, group dialogue, and team projects to develop systems of management and evaluation.

CRES 4850 Creating Agreement (2 Credits)
Multilateral agreements are as complex as they are difficult to create. What are the key elements in this process? The history of such negotiations is one of both successes and failures. This course examines the development of criteria necessary for creating satisfactory and acceptable agreements involving multiple parties through a series of case studies that link negotiation theory and praxis.

CRES 4860 Public Forum Facilitation (2 Credits)
Diverse democracies require high quality communication and coordination to function well. In the current era, however, polarization, cynicism and apathy have become the norm, they obstructing possibilities for collaborative problem-solving. What are the best processes for making public decisions in a democracy? This course examines the tools of advocacy, debate, dialogue and deliberation through the lens of facilitation in public forums.

CRES 4870 Conflict Vulnerability Assessment (2 Credits)
This course guides students seeking to specialize in early warning and conflict prevention approaches at the community, societal, or country level through the contemporary scholarly literature, policy-related instruments and models that seek to define and measure “conflict vulnerability.

CRES 4880 Grant Writing: The Research Proposal and Conflict Analysis (2 Credits)
This course is designed to cover key elements of social research methods that are important principles of evidence-based policy, known for its rigor and precision in careful data collection - including quantitative and qualitative methodology analysis and expert opinion to build facts and findings from context-free, context rich and colloquial environments into a coherent whole - to support informed decision-making capability.

CRES 4961 Professional Development (0 Credits)
To develop the specialized knowledge, skills, attitudes, values, norms, and interest needed to perform professional roles in the Conflict Resolution practitioner community. It involves informal socialization including lessons learned incidentally through association with mentors, networking with practitioners, and observations of conflict resolution processes in all areas of life. Students gain an awareness of how self-image and activities play an active part in professional socialization.
CRES 4971 Practicum (4 Credits)
Students design, execute, and evaluate conflict resolution interventions. Student involvement in planning, implementation, reflection, and evaluation may look different in different contexts, but all elements are present in some form. Students are supervised by faculty with relevant theoretical expertise and practice experience.

CRES 4981 Internship (0-4 Credits)
CRES 4985 Internship (4-8 Credits)
CRES 4991 Independent Study (1-4 Credits)
CRES 4995 Thesis Research (1-4 Credits)