**California State University, Long Beach**

**Department of Communication Studies**

**Program in Conflict, Negotiation, Mediation, and Dispute Resolution**

The Department of Communication Studies is now offering an academic emphasis in conflict, negotiation, mediation and dispute resolution that culminates in the California (DRPA) state-conferred Certificate of Completion in Mediation. Conflict mediation is a growing area ideally suited for communication specialists. As an alternative to litigation, mediators assist conflict parties manage or resolve their disputes by using negotiation processes and collaborative communication skills within a context of supportiveness and civility. Mediators help disputants in courts, public and private business sectors, communities, and neighborhoods help themselves to effectively and ethically manage their conflicts. This program combines substantive theoretical study with practical conflict, negotiation, and mediation skills training.

Students interested in pursuing this course of study must complete the following academic requirements:

1. **Required Courses (12 units)**: Comm 330/430, 411, and 421 are pre- or co- requisites to enrolling in Comm 431. Students must have completed two of the three required courses prior to the semester in which they enroll in Comm 431.

***Comm 330*** (Intercultural Communication), OR ***Comm 430*** (Advanced Intercultural Communication). (3)

***Comm 411*** (Communication in Conflict Resolution). (3)

***Comm 421*** (Communication in Bargaining & Negotiation). (3)

***Comm 431*** *(*Mediation and Dispute Resolution). The California (DRPA) Certificate of Completion in Mediation is conferred upon successful completion of this course. (3)

**2. Optional Course (3 units): Comm 495, Service Learning Mediation Internship:** This course is not a requirement, but recommended for students who wish to gain actual mediation experience working as volunteer interns in the court system or a community-based mediation program. A minimum of 120 hours of service is required for the internship.

Effective, Fall 2012. For additional information, please contact the department’s Undergraduate Advisors or Dr. Sharon Downey at [sharon.downey@csulb.edu](mailto:sharon.downey@csulb.edu).