

# Conflict Management and Resolution



JAMES COOK  
UNIVERSITY  
AUSTRALIA

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# Conflict Management and Resolution

- ✔ Learn how to provide specialised advice to assist individuals, groups and organisations to constructively manage conflict. Become a better leader, manager and team member.
- ✔ Study current conflicts and real-world case studies. Hone skills that can be applied to tropical, local and international issues.
- ✔ Be taught by experienced conflict resolution practitioners who are leaders in their fields, as well as gaining access to workshop facilitators who are working in industry and can offer individual feedback on your performance.

## COURSE DETAILS:

<b>Locations:</b>	Townsville, Online
<b>Commencing:</b>	February, July
<b>Duration:</b>	1.5 years full-time (Master), part-time available
<b>Prerequisites:</b>	AQF level 7 bachelor degree; or equivalent

Please visit the [handbook](#) for a detailed outline of the course structure. Note: Information is for domestic students only

# Progress your studies

To complete the Master of Conflict Management and Resolution course, you are required to complete 12 subjects (36 credit points) which consists of five core subjects and seven electives. The core subjects you will study are:

- Conflict Analysis\*
- Conflict Resolution Processes\*
- Foundations of Multidisciplinary Research and Communication\*
- Ethics and Reflective Practice in CMR\*

You must also complete one of the two capstone subjects, which are:

- Applied Research Project\*\*
- Conflict Management and Resolution Placement\*\*

You can then choose seven additional elective subjects.

\* Each of these subjects should be completed towards the beginning of your degree as they form the foundation of the program and, in some cases, are a prerequisite to other subjects.

\*\* These capstone subjects are designed to be completed towards the end of your degree.



## Graduate Certificate of Conflict Management and Resolution

(12 CREDIT POINTS)

## Master of Conflict Management and Resolution

(36 CREDIT POINTS)



*“The lecturers are amazing and are of exceptionally high quality and standing. They challenged me and whenever I had a question I always felt like there was someone there who was very responsive. Everything was relevant and up to date and I felt like I was preparing for real life situations. Undertaking this course will improve your ability to perform in your current role, regardless of the industry, as well as opening up the possibility of forging a completely new career path.”*

**Amaya Elizabeth Mo**

MASTER OF CONFLICT MANAGEMENT AND RESOLUTION



*“A major attraction for students studying in the JCU Conflict Management and Resolution Program is that each subject is taught by a pracademic (practitioner-academic) who is an expert in their field. The lecturers and trainers come from industry, with real world experience. Students benefit from networking with practitioners across Australia while gaining practical, skills-based learning that can be implemented immediately in their personal and professional contexts.”*

**Claire Holland**

SENIOR LECTURER AND PROGRAM DIRECTOR

## Career Opportunities

Postgraduate qualifications in conflict management and resolution offer you the opportunity to advance your career, improve or start your own business, or begin a new career in the industry. It will enable you to develop the highly valued skills and lead innovative and sustainable change in businesses and society

You could pursue:

- Leadership roles in health, local government, emergency services, education, construction, logistics, law, politics, defence, social work and general management, both in Australia and around the world
- Conflict management and resolution roles such as mediators, conciliators, arbitrators and ombuds
- Your own business or consultancy
- Roles in community development and international peace and security organisations.

Participation in the workshops, [Facilitative Mediation Practice \(LB5501\)](#) and [Conflict Coaching \(LB5527\)](#) can lead to accreditation as a mediator under the Australian National Mediator Accreditation System and as a \*REAL Conflict Coach through Conflict Coaching International.

\*Reflection, Engagement, Artistry, Learning



# Postgraduate coursework applications

Apply directly to JCU, either by a form you download, complete and return, or by using the [Online Application Portal](#).

Your application must reach us before the deadline for your course.

## ENTRY REQUIREMENTS

Postgraduate courses will usually require completion of an appropriate undergraduate degree for entry. You'll need to include certified copies of qualifications and academic records with your application. For some programs, appropriate work experience or equivalent qualifications will be considered.

## FURTHER INFORMATION

To find out more, call 1800 246 446 or contact the [Student Enquiry Centre](#).

## Contact us

Townsville: 07 4781 5255

Cairns: 07 4232 1000

Freecall (within Australia): 1800 246 446

Email: [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)

