

DRAFT
Learning outcomes for the Conflict Resolution Undergraduate program
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December 2018

1. **Basic Knowledge:** Undergraduate students will have and be able to apply basic knowledge in specialized areas defined by our undergraduate program, including, but not limited to: communication, practices, and organizational development fostering constructive conflict management; citizenship practices that are both constructive and advocating inclusion, fairness, equity, and healthy democratic differences; principled negotiation toward fair and respectful conflict outcomes across race, class, gender, and all other identity lines; assessment and evaluation of conflict causation and remedies.

2. **Methods:** Undergraduate students will have and be able to apply skills in appropriate methods of analysis, whether quantitative or qualitative, or both, to collect and integrate information in ways consistent with the highest standards of our discipline, including the metrics often overlooked in conflict analysis, including but not limited to: inclusion of all stakeholders in conflict repair attempts; perception of fairness and respect (face) by all parties; announced goals of each party in conflict; recruitment by conflict parties to their coalition; post-conflict residual elements and agreement sustainability.

3. **Research:** Undergraduate students will understand research as written in refereed publications that describe original contribution to knowledge, according to the standards of our discipline, and will be capable of assisting Principal Investigators in conducting research in the following manners, including but not limited to: data entry, data gathering, interviewing, literature review.

4. **Andragogy:** Undergraduate students will participate in training for teaching and apply their skills in the classroom consistent with their disciplinary norms, in undergraduate or other settings in their own or other disciplines. CRU students will be capable of training community members in several conflict worker skills, including but not limited to: de-escalation, bystander intervention, nonviolent communication, social movement organizing.

5. **Communication:** Undergraduate students will have and apply skills in scholarly communication, applied in oral, text, and digital formats consistent with the highest standards of our discipline including but not limited to: nonviolent communication designed to draw out the stories of all conflict parties; mediative communication designed to elicit transparency from conflict parties; persuasive communication designed to recruit others to advocate for peace and for marginalized individuals and demographics.

6. **Professionalism:** Undergraduate students will engage with the structure of our discipline and their intended career placement as professionals, including the legal and ethical dimensions of these professions and the responsibilities involved to a variety of stakeholders including but not limited to: transformative practice away from destructive and toward constructive conflict; away from bias and majority oppression of marginalized populations and toward more inclusion, diversity, democracy, and fairness.