

Managing conflict and effective dispute resolution in higher education

Certificate Program

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2026										Start: Wed, October 7		
										Course 1a	Course 1b	Course 3a

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2027	Course 3a	Course 3b	Course 4a & 4b	Course 4b & 2a	Face-to- face week 17-21 May Course 2b & 2a	ENOHE conference						

■ on site visit ■ Online via Zoom session

Course 1a: The organisational structure and governance of higher education
 Course 2a: Communication in higher education
 Course 3a: Conflict resolution in higher education
 Course 4a: Self-care and stress management

Course 1b: Legal and Ethical Aspects
 Course 2b: Negotiation Lab
 Course 3b: Applying ADR Techniques in Higher Education
 Course 4b: Case Lab & Peer Collaboration