Robust communities reflect the expertise of leaders who guide them. The nationally recognized UNH Community Leadership program offers students of all ages and backgrounds the tools they need to become the effective community leaders and engaged citizens.



Notes and Career Goals			

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## **Certificates for Professional Advancement in:**

- · Community Leadership (credit and non-credit)
- · Conflict Management in Organizations

# Certificate Programs offer an Opportunity for You to:

- Earn a valuable UNH credential
- Gain specialized knowledge and improve job performance
- Develop your leadership and supervisory skills
- Learn how to work more effectively with others
- Create successful groups
- Make a difference in your community



Students earning develop a foundation of theoretical knowledge and practical skills they can apply immediately to find positive solutions to shared problems and to effect social change at local, regional, and national levels.

Contact Kate Hanson, Chairperson,
Community Leadership Program
University of New Hampshire at Manchester
400 Commercial Street
Manchester, NH 03101
603-862-1025
kate.hanson@unh.edu.

Certificates for Professional Advancement Certificates for Professional Advancement Community Leadership • Conflict Management in Organizations

UNIVERSITY of NEW HAMPSHIRE at MANCHESTER 400 Commercial Street Manchester, NH 03101









UNIVERSITY of NEW HAMPSHIRE at MANCHESTER

# Certificates for Professional Advancement

Community Leadership and Conflict Management in Organizations

# **Credit Certificate in Community Leadership**

An innovative opportunity for people interested in developing their community leadership and organizing skills is now available at UNH Manchester. The Credit Certificate in Community Leadership is designed for part-time students, with or without post-secondary degrees, who want to enhance their expertise in such areas as fundraising, recruiting and supervising volunteers, facilitating meetings, speaking in public, organizing events, and creating newsletters. Students will combine academic inquiry and hands-on community outreach with intensive skill development.

This certificate program prepares individuals, who are either already experienced community workers or who are considering a career change, for entry-level supervisory positions such as volunteer coordinator, grant-writer, services advocate, public relations and marketing assistant, community organizer, and lobbyist. Upon admission, credits earned are also transferable to UNH Manchester's associate degree program in Community Leadership as well as other undergraduate programs at UNH Manchester and throughout the country.

The certificate consists of a minimum of 16 credit hours selected from the following recommended courses:

Introduction to Non-Profit Organizations | CSL 202Organizing and Supervising Volunteers | CSL 203

Leadership | CSL 201

- Managing Change and Conflict in Communities
   | CSL 204
- Communication within Communities | CSL 205
   Essentials of Fundraising for Community
- Essentials of Grant Writing for Community
- Organizations | CSL 209

   Civic and Community Internship | CSL 290

# **Credit Certificate in Conflict Management in Organizations**

A partnership between the UNH Manchester Community Leadership Program and Communication Arts Department

Understanding the power and potential of conflict is an essential skill for everyone working in contemporary organizations. This certificate program prepares students to manage conflict more productively among individuals and groups. Because of the in-depth study and hands-on applications of core intrapersonal, interpersonal, group and structural conflict management skills, students will be able to frame conflict more collaboratively, mediate differences, negotiate win-win solutions, and work with a variety of conflict styles. They will also learn how to design and implement many types of community forums and facilitate meetings that are more effective.



Required courses: choose four (16 credits)

- Communication Within Communities | CS
- Managing Change and Conflict in Communities | CSL 204
   Conflict in Relational Communication | CA 508
- Special Topics: Mediation and Negotiation | CA 550
- Choose one of the following: (4 credits)
   Introduction to Public Speaking | CA
- Gender | CA 506Introduction to Community Leadership | CSL 201
- Meeting Management | CSL 292
- Theories of Relational Communication | CA 611 See course descriptions insi

Ask for information about UNH Manchester's other certificate programs.

## **Course Descriptions**

# COMMUNICATION (CMN) AND COMMUNICATION ARTS (CA)

CMN 457. Introduction to Interpersonal Communication
An introduction to the study of the conversational basis of social
reality. Presents an overview of interpersonal communication
processes and the ways in which they influence the formation of
identity, personal relationships, gender, interactional patterns,
conflict, culture, and power. Readings and class material from
a variety of authors in the communication discipline as well as
related fields in the humanities and the social sciences. 4 cr.

#### CA 508. Conflict in Relational Communication

Introduces communication theories relevant to the study of conflict interaction in interpersonal relationships. Considers interpersonal concerns contributing to conflict such as power, face-saving, and goals. Examines behaviors that affect our ability to resolve conflict and strategies to resolve conflict such as mediation. Develop the ability to diagnose productive and destructive conflict patterns in relationships. The course is both theoretical and practical in its orientation. A combination of lecture, discussion, case studies, in-class group assignments will be employed. Prereq: CMN 457. 4 cr.

## CA 550 Special Topics: Mediation and Negotiation

Students will study and practice the key elements of successful mediation practices in a variety of settings. They will also consider various approaches to negotiation, especially with a focus on collaboration. 4 cr.

#### CA 450 Introduction to Public Speaking

Theories of rhetoric applied to the practice of speech composition oral performance and critical evaluation. Focus on student speeches for a variety of situations and audiences. No credit if credit earned for CMN 500. 4 cr.

## CA 506. Gender

How gender is created, maintained, repaired, and transformed through communication in particular historical, cultural, and relational contexts. Topics include the relationship between sex and gender, language, cultural mythologies, identity, health care, sexuality, and strategies for resisting conventional gender definitions. Prereq: CMN 457 or permission. 4 cr.

## CA 611. Theories of Relational Communication

Critically examines a variety of theories which seek to explain the dynamics of interpersonal relationships including performance theory, social construction theory, systems theory, feminist theory, and narrative theory. Prereq: any two courses from both areas A and B for which CMN 457 is prerequisite or permission. Writing intensive. 4 cr.

#### **COMMUNITY LEADERSHIP (CSL)**

# CSL 201. Introduction to Community Service and Leadership

This course serves as the foundation course for the Community Service and Leadership Program. Students are introduced to current and historical definitions of community and "service," to the variety of organizations providing service within communities, to differing concepts of community and influence within communities, and to the challenges facing leaders within community organizations as they work to address key problems. All students will participate in a variety of community placements during this course. 4 cr.

# CSL 202. Introduction to Nonprofit Organizations

This practical course provides an overview of the unique responsibilities and practices needed to effectively manage a community-based nonprofit organization. Topics include: issues of organizational structure and staffing, strategic planning, board effectiveness, financial management, leadership roles and responsibilities, and public accountability. 4 cr.

#### CSL 203. Organizing and Supervising Volunteers

This course provides students with the knowledge and skills necessary to design, organize, and manage effective volunteer programs. Topics covered include: identifying organizational volunteer needs, recruiting, supervising, and motivating volunteers, integrating volunteers into the overall goals and services of an organization, and creating effective volunteer training programs. Students will explore resources available for creating a successful volunteer program and will research the variety of approaches to volunteer management that organizations currently use. Permission required. 4 cr.

# CSL 204. Managing Change and Conflict in Communities

This course examines a variety of approaches to promoting and responding to community change. Through active participation and analysis of specific community initiatives, students will explore such topics as issue-identification, planning for change, power dynamics and conflict within diverse groups, strategies for action, lobbying, and influencing political action. Prereq: CSL 201, permission. 4 cr.

This course focuses on the ways we influence—and are influenced

organization. Prereq: COM 209, 210 or Coreq: COM 210. 4 cr.

## CSL 205. Communication Within Communities

by—others within the communities in which we live and participate.
Students have the opportunity to analyze how a specific "real life"
community issue is presented, interpreted, and resolved through
various written and oral mediums. Additional coursework involves
frequent writing and speaking assignments, with particular emphasis
on the forms of persuasion that most community and reate at least one newsletter as a service to a community

# CSL 208. Essentials of Fundraising for

Community-Based Organizations
The ability to raise funds is assertial to all

The ability to raise funds is essential to all community-based and nonprofit organizations. This course is designed to provide students with the essential knowledge and skills to develop and execute a successful fundraising program. Topics covered include: prospect research, choosing fundraising strategies, common fundraising mistakes, maintaining relationships with donors, raising money by mail, personal solicitation, event planning, and other key approaches to raising money. Credits: 2.00

# CSL 209. Essentials of Grant Writing for Community-Based Organizations

This course provides the information and skills necessary to research and apply for grants from government agencies, foundations, corporations, and other sources. Students will follow the process of grant-seeking from identifying need through application and follow up. 4 cr.

#### CSL 290. Civic and Community Internship

This internship is designed to promote experiential learning about community service and leadership through active involvement within a community organization. It provides students with an opportunity to build upon their skills and interests while developing an awareness of civic and community issues. In addition to participating in community projects, students are expected to reflect upon their experiences and to relate them to assigned reading. Each student will also complete a research project based on a problem encountered at the service site. Prereq: CSL 201 or permission of instructor. May be repeated for up to 8 credits. 2 to 4 cr.

#### CSL 292 (M1) Meeting Management

This class will provide the essentials of effective meeting management for people involved in public and nonprofit organizations. Topics covered include: types of meetings, how to set a realistic and helpful agenda, methods for decision-making, ways to record and document meetings, and common meeting mistakes and problems. Students will also learn basic meeting facilitation techniques. 1 cr.

# CSL 292 (M2) Public Participation and Involvement Strategies

This class focuses on methods for engaging the public in information and decision-making meetings. Topics include: determining the need for participation, considering structures for involvement and participation, key facilitation issues and skills, and approaches to encouraging both attendance and participation. This class is designed for people involved in public and nonprofit organizations. 1 cr.



# Community Leadership Non-Credit Professional Development Certificate

The Community Leadership Professional Development Project is a non-credit opportunity designed for individuals who seek advanced training in community organizing and nonprofit management but do not need or want academic credit. By auditing existing Community Leadership (CoLead) courses, these participants will have the opportunity to participate in these rigorous and applied classes at a fraction of the usual cost. The program is designed specifically for adults who are currently working in these areas and who are seeking outstanding professional development opportunities.

The CoLead classes offer in-depth academic and experiential experiences in such areas as fundraising, recruiting and supervising volunteers, facilitating meetings, speaking in public, organizing events, creating newsletters, community organizing and managing conflict. Students combine academic inquiry and hands-on community outreach with intensive skill development.

Individuals interested in this professional development opportunity may register for individual classes based on their current professional interests.

Those people who successfully complete at least 5 audited classes will be eligible to receive a certificate of recognition for their work. Students may also elect to receive CEUs for any of the classes they take.

# **Course Descriptions**

#### CSL 201. Introduction to Community Service and Leadership

This course serves as the foundation course for the Community Service and Leadership Program. Students are introduced to current and historical definitions of community and "service" to the variety of organizations providing service within communities, and to the challenges facing leaders within community organizations as they work to address key problems. All students will participate in a variety of community placements during this course. 4 cr.

# CSL 202. Introduction to Nonprofit Organizations

This practical course provides an overview of the unique responsibilities and practices needed to effectively manage a community-based nonprofit organization. Topics include: issues of organizational structure and staffing, strategic planning, board effectiveness, financial management, leadership roles and responsibilities, and public accountability. 4 cr.

# **CSL 203. Organizing and Supervising Volunteers**This course provides students with the knowledge and skills necessary to design, organize, and manage

effective volunteer programs. Topics covered include: identifying organizational volunteer needs, recruiting, supervising, and motivating volunteers, integrating volunteers into the overall goals and services of an organization, and creating effective volunteer training programs. Students will explore resources available for creating a successful volunteer program and will research the variety of approaches to volunteer management that organizations currently use.

# CSL 204. Managing Change and Conflict in Communities

This course examines a variety of approaches to promoting and responding to community change. Through active participation and analysis of specific community initiatives, students will explore such topics as issue-identification, planning for change, power dynamics and conflict within diverse groups, strategies for action, lobbying, and influencing political action. Prereq: CSL 201, permission. 4 cr.

# **CSL 205. Communication Within Communities**This course focuses on the ways we influence—and

are influenced by—others within the communities in which we live and participate. Students have the opportunity to analyze how a specific "real life" community issue is presented, interpreted, and resolved through various written and oral mediums. Additional coursework involves frequent writing and speaking assignments, with particular emphasis on the forms of persuasion that most commonly shape "community opinion." Students will also examine community newsletters and create at least one newsletter as a service to a community organization. Prerea: COM 209. 210 or Corea: COM 210. 4 cr.

# CSL 208. Essentials of Fundraising for Community-Based Organizations

The ability to raise funds is essential to all community-based and nonprofit organizations. This course is designed to provide students with the essential knowledge and skills to develop and execute a successful fundraising program. Topics covered include: prospect research, choosing fundraising strategies, common fundraising mistakes, maintaining relationships with donors, raising money by mail, personal solicitation, event planning, and other key approaches to raising money. Credits: 2.00

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munity Leadership classes included in the Professional

roduction to Community Leadership | CSL 201

Introduction to Non-Profit Organizations | CSL 202

Organizing and Supervising Volunteers | CSL 203

Communication within Communities | CSL 205

• Civic and Community Internship | CSL 290

Managing Change and Conflict in Communities | CSL 204

• Essentials of Fundraising for Community Organizations | CSL 208

• Essentials of Grant Writing for Community Organizations | CSL 209

evelopment Project are:

# Non-Credit Certificate Program Registration Criteria and Process:

Students participating in the non-credit certificate program in community leadership may register directly for classes offered each semester as a continuing education student and should "audit" the courses. This means that the class will appear on a student's transcript but no academic credit will be awarded and no grades will be issued.

Audited classes are governed by all of the existing requirements and regulations of UNH Manchester. The tuition is \$100 per credit, plus any required course and registration fees. (4 credit course x \$100 audit tuition rate=\$400).

Students must complete any prerequisites before enrolling in specific classes.

In order to receive the certificate of completion, students must successfully complete the requirements of attendance and participation as agreed upon by the specific course faculty and students may request the certificate after successfully completing the required courses.

## For more information, please contact:

Kate Hanson, Chairperson Community Leadership Program University of New Hampshire at Manchester 400 Commercial Street Manchester, NH 03101 Phone: (603) 862-1025 email: kate.hanson@unh.edu

## **Credit Certificate Program Enrollment Form**

First Name	M.I.	Last	Maiden
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□ VA/Voc Rehab	Other:		
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* Applicants for full-t	ime study mu	st submit official high sc	hool (or equivalency) and

Note: this form does not constitute an application for admission to a degree

program at the University of New Hampshire at Manchester

Office Use Only: ☐ Fee ☐ WS ☐ A/C ☐ Admin ☐ Reg

# Credit Certificate Program Admission Criteria and Application Process

Students who wish to participate in the Credit Certificate in Community Leadership program must complete a certificate application and submit appropriate transcripts to UNH Manchester Admissions Office. Acceptance will be determined by a student's demonstrated experience and interest in the field as well as evidence, based on transcripts, of academic success and/or promise. Each student, once accepted, will have a faculty advisor who will assist with course selection.

#### **Transfer Credits**

Because there are a small number of courses required to complete the credit certificate, only one course will be accepted in transfer from other colleges. This course must be similar in content to one of the UNH required certificate courses and must have been completed with a C (2.00) or better grade. Transfer of credits will be determined by the academic advisor.

#### **Application Procedure**

- Complete and return the attached enrollment form with a \$25 non-refundable application fee. They must also request that their official transcripts from high school, GED Equivalency, and any college programs be sent to the UNH Manchester Admissions Office, Attention: Community Leadership/Conflict Management Programs, 286 Commercial Street, Manchester, NH 03101. For more information, call 603-641-4150 or email unhm.admissions@unh.edu.
- i. NOTE: the certificate program enrollment form does not constitute an application for admission to a degree program at UNH. Students enrolled in a certificate program may wish to apply to a degree program and are invited to do so. The office of Admissions is available to help with the application process.
- 2. Make an appointment for academic advising with an advisor. Please contact Kate Hanson, UNH Community Leadership Program, kate.hanson@unh.edu or (603) 862-1064.
- i. NOTE: Students may enroll in credit certificate program courses before they apply for admission to a program. Students should apply for admission to a certificate program prior to their registration for a third course in the program.

#### Related Academic Information

Students must earn at least a C in each class in order to receive the certificate. Students must complete any prerequisites before enrolling in specific classes. All classes can be transferred to undergraduate degree programs at UNH Manchester. The acceptance of transfer credits is determined on a case-by-case basis by the certificate advisors

#### Student Services

Students enrolled in certificate programs have access to a variety of UNH Manchester student services including:

- The Center for Academic Enrichment is a resource for all students enrolled in UNH Manchester courses. Assistance with, but not limited to reading college texts, taking lecture notes, writing papers in any discipline, understanding mathematics, logic, and statistics and study strategies.
- The UNH Manchester Library, a full-service facility connected to the University's Diamond Library, local libraries, and libraries of four-year colleges throughout the state of New Hampshire.
- Access to our Computer Labs located in Room 114 at University Center.
- A variety of academic and career planning services through the Academic Counseling Office.

#### Students with Disabilities

UNH Manchester encourages those with special needs to become involved in the mainstream of campus life. Students with disabilities limiting one or more major life activities (such as walking, seeing, hearing, speaking, working, or learning) are encouraged to inform the Academic Counseling Office of the enabling accommodations they require. Arrangements for parking, academic aids, reading services, interpreters, and other specific arrangements must be made before classes begin.

#### Schedules and Tuition

Participants in UNH Manchester's certificate programs attend the same classes as UNH Manchester's associate and baccalaureate degree students. Course schedules and offerings may vary from one semester to the next, but flexible scheduling allows students to attend classes during times that best meet their needs.

Tuition for Certificate Program courses is the same as the tuition charged for all undergraduate 4-credit courses at UNH Manchester. Please check the annual catalog or semester bulletin for the current tuition rate. A registration fee is charged each semester. Book expense, special course fees and course material costs will vary depending on the course selected.

All tuition bills are due and payable in full on the payment due date for each semester. The Office of Student Accounts (603) 641-4137 coordinates the Tuition Pay interest free monthly payment plan for students.

#### How to register for courses

Students enrolled in certificate programs register for courses according to UNH Manchester's regularly scheduled registration process. Students select courses from a semester course bulletin. Students are encouraged to meet with an academic advisor prior to registering for courses to explore and clarify academic and career objectives.