



CONFLUXCENTER

VIRTUAL COURSE CATALOGUE 2024



CONFLUX CENTER VIRTUAL COURSES 2024

22 – 26
JANUARY
2024

RESOLUTION OF CROSS-CULTURAL CONFLICT THROUGH NEGOTIATION, FACILITATION AND MEDIATION

HOW TO MANAGE THE CULTURAL DIMENSION IN CONFLICT RESOLUTION

The course is organized in partnership with the China Foreign Affairs University (Beijing) and University of Arts Belgrade.

The principle objective of this course is to investigate and underscore the role of culture in mediation, conflict prevention, management and resolution. Particular attention will be given to the mechanisms of understanding cultural differences and to finding common ground as an essential tool for a meaningful political dialogue, negotiations and mediation. The senior mentors and facilitators will present a number of case studies and share personal experiences in intercultural dialogue to enrich the knowledge and enhance the practical skills of the participants. A significant part of the course will also be devoted to simulation and roleplay exercises using relevant real case scenarios. The course is designed for mid to senior level staff in peacekeeping and political missions of the UN and regional organizations (AU, OSCE, EU, etc.), diplomats, those working in governments and non-governmental organizations and academic institutions.

COURSE FEE:
1,500 USD

5 – 6
FEBRUARY
2024

GENDER MAINSTREAMING IN MEDIATION

The objective of the course is to train civilian, military and police officers serving in peace operations, expand their specific knowledge on gender issues with the view to applying gender perspective in mediation processes, to deepen their understanding of the role women could play in conflict prevention and conflict resolution, and enhance specific skills in gender-sensitive conflict analysis and mediation process design. The course program is designed for mid and senior level civil affairs, political affairs and other civilian, military and police officers working in field and peacekeeping operations, as well as those working in public sector, non-governmental organizations, academic institutions, or preparing to serve in peace operations. The program is balanced between the operational and tactical level.

COURSE FEE:
550 USD



CONFLUX CENTER VIRTUAL COURSES 2024

12 – 16
FEBRUARY
2024

COURSE FOR POLITICAL ADVISERS:

HOW TO MANAGE THE POLITICAL DIMENSION IN CONFLICT RESOLUTION AND PEACEKEEPING

The overall objective of the course is to train political advisers and political affairs officers serving in peacekeeping operations, political and peacebuilding missions by enhancing their specific knowledge and skills, and enabling them to develop a deeper understanding of ways to manage the political dimension in a conflict or post-conflict environment. The course program is designed for mid and senior level political advisers and political affairs officers working in international organizations headquarters and field operations, and those working in governments, non-governmental organizations, academic institutions, or preparing to serve in peace operations and in diplomatic service.

COURSE FEE:
1,250 USD

4 – 7
MARCH
2024

CONFLICT RESOLUTION AND MEDIATION:

TOOLS, SKILLS, AND TECHNIQUES

The aim of the course is to enhance specific knowledge in conflict analysis, mediation strategy and process design, as well as mediation skills of the participants which can be successfully applied in emerging and ongoing crisis situations. The training consists of contributions by senior experts and practitioners in this field, facilitated discussions, case studies, simulation and role-play exercises. The program is designed for senior and mid-level civilian, military and police staff of international organizations (UN, EU, OSCE, AU etc.), governments, non-governmental organizations and academic institutions.

COURSE FEE:
1,150 USD



CONFLUX CENTER VIRTUAL COURSES 2024

15 – 18
APRIL
2024

POLITICAL NEGOTIATION THEORY AND PRACTICE: STYLES, SKILLS, AND TECHNIQUES

This course will cover negotiation theories and practices in addressing conflicts, with a special focus on new trends and actors in international affairs. Both interest-based and value-based conflicts will be addressed through the lens of cross-culture negotiations and identity issues. Developing negotiation skills will be our primary goal, hence simulation and roleplay exercises based on real case scenarios will comprise more than fifty percent of the content. The course is designed for mid to senior level staff in peacekeeping and political missions of the UN and regional organizations (AU, OSCE, EU, etc.), diplomats, those working in governments and non-governmental organizations and academic institutions.

COURSE FEE:
1,250 USD

22
APRIL
2024

NEGOTIATING WITH NON-STATE ARMED GROUPS ONE-DAY ADVANCED TRAINING WITH MILOŠ STRUGAR

The advanced training program is designed for senior level staff in peacekeeping operations, political and peacebuilding missions of the UN and regional organizations (AU, OSCE, etc.), diplomats, those working in governments and non-governmental organizations. The program will focus on necessary skills and techniques to engage and negotiate with non-state armed groups. The participants will learn how to: analyse armed groups; open channels and create safe spaces for talks; turn talks into negotiations; negotiate across cultures; approach intractable identity, ethnic and religious issues; deal with obstacles and difficult counterparts; and address political, moral and legal challenges related to terrorist designations and anti-terrorism measures, sanctions lists and regimes. Miloš Strugar will share different approaches, cases and methods based on his considerable experience with facilitating and maintaining discreet and open dialogue with non-state armed groups. Special guest speaker, Alastair Crooke, will address the topic "Working with Islamist Movements".

COURSE FEE:
500 USD



CONFLUX CENTER VIRTUAL COURSES 2024

29
APRIL
2024

HOW TO NEGOTIATE ACROSS CULTURES

ONE-DAY ADVANCED TRAINING WITH **MILOŠ STRUGAR**

Conflicts today are increasingly complex as they correlate with issues of culture and identity. Crucial obstacles to negotiation across cultures stem from perceptions, difficulties in communicating and understanding the other. The advanced training program is designed for senior level staff in peacekeeping operations, political and peacebuilding missions of the UN and regional organizations (AU, OSCE, etc.), diplomats, those working in governments and non-governmental organizations. The participants will acquire necessary skills and techniques and learn how to: negotiate across cultures; approach intractable identity, ethnic and religious issues; differentiate culture-driven negotiation styles and skills; apply communication skills and techniques in cross-cultural communication; understand the role of culture and a set of values in interpreting behavior and actions, and in meaning-making; identify common ground for intercultural and interreligious dialogue; deal with moral and political challenges related to cultural differences. Miloš Strugar will share different approaches, cases and methods based on his considerable experience with negotiating and facilitating dialogue in diverse cultural settings. Special guest speaker, Alastair Crooke, will address the topic "Dialogue with Islamist Movements".

COURSE FEE:
500 USD

13 – 16
MAY
2024

LOCAL AND INTERCOMMUNAL CONFLICT RESOLUTION AND MEDIATION:

TOOLS, SKILLS, AND TECHNIQUES

The aim of the course is to train civil affairs, political affairs and other officers serving in peacekeeping operations, political and peacebuilding missions by enhancing their specific knowledge and skills, and enabling them to develop a deeper understanding of ways to prevent, mitigate and resolve local conflicts. The course program is designed for mid and senior level civil affairs, political affairs and other officers serving in various units and offices, within field and peacekeeping operations, as well as those working in governments, non-governmental organizations, academic institutions, or preparing to serve in peace operations. The course is balanced between the operational and tactical level, and most of the conflict management tools are catered to the tactical level field work.

COURSE FEE:
1,250 USD



CONFLUX CENTER VIRTUAL COURSES 2024

20
MAY
2024

MEDIATION PROCESS DESIGN

ONE-DAY ADVANCED TRAINING WITH **ISAAKA K. SOARE**

A well-crafted process design is for a peace or negotiation process what a good architectural plan is for a building. Mediation process design can be thought of as the act of structuring the mediation process and the resulting structure or plan of that act. This plan or design contains procedural, organizational and some substantive matters, which can themselves be highly political. This advanced one-day online training program will focus on some of the key elements of mediation process design. It will provide a general overview on key concepts associated with mediation (e.g. facilitation, negotiation, good offices) and of process design, before zooming on some of the main component parts of process design. The training programme will be facilitated through multimedia presentations, facilitated interactive exchanges, and group works. A few days before the training, participants will receive an assignment that they should process and report back on the day of the training.

COURSE FEE:
500 USD

27
MAY
2024

IMPLEMENTING PEACE AGREEMENTS: CHALLENGES AND OPPORTUNITIES

ONE-DAY ADVANCED TRAINING WITH **MIRIAM CORONEL-FERRER**

The success of a peace process will eventually depend on the way in which challenges and opportunities are managed during the implementation phase. The participants will acquire necessary skills and learn how to: deal with the challenges and risks that typically impair implementation of peace agreements; apply available tools to facilitate the implementation; design monitoring and verification mechanisms etc. Miriam Coronel-Ferrer will share different approaches, cases and methods based on her considerable experience with facilitating and overseeing implementation of peace agreements in diverse settings. The advanced training program is designed for senior level staff in peacekeeping operations, political and peacebuilding missions of the UN and regional organizations (AU, OSCE, etc.), diplomats, those working in governments and non-governmental organizations.

COURSE FEE:
500 USD



CONFLUX CENTER VIRTUAL COURSES 2024

10 – 13
JUNE
2024

TECHNOLOGIES AND DIGITAL TOOLS FOR PEACEKEEPING AND POLITICAL MISSIONS:

DATA, RESEARCH, ANALYSIS, & COMMUNICATION

The course aims to develop a deeper understanding of the digital ecosystem, focusing on both the opportunities and risks associated with using new technologies in conflict settings. Particular attention will be paid to acquiring digital literacy skills and understanding the concepts related to human rights in the digital space, cyber security, and the connection between geopolitics and technologies. A special focus will be placed on the practical tools and skills that can be used for more effective research, analysis and communication, including social media analysis, and community outreach and engagement. The course will also address collecting, protecting and using data in conflict resolution and peacekeeping. In addition, it will address the necessary skills and techniques for online negotiation and mediation.

COURSE FEE:
1,200 USD

2 – 5
SEPTEMBER
2024

SPEECHWRITING SKILLS:

CASES AND INSIGHTS FROM THE UNITED NATIONS

The virtual training course is designed and developed for UN professionals and diplomats to better structure their approach to their own professional style, build resilience, and be self-motivated. The aim of the virtual course is to guide the participants in making the content of their speeches pertinent and engaging, drawing on the latest modern techniques in the art of writing. By examining the essential professional qualities needed to sustain the world of multilateral diplomacy, participants will acquire high-level speechwriting competences. The ultimate objective is to strengthen the individual's resilience, and to enable them to work efficiently during these challenging times of crisis marked by high levels of uncertainty. The participants will be able to identify areas they need to improve, and the mentors will provide feedback enabling the participants to make adjustments and advances.

COURSE FEE:
900 USD



CONFLUX CENTER VIRTUAL COURSES 2024

23 – 26
SEPTEMBER
2024

PUBLIC SPEAKING SKILLS:

CASES AND INSIGHTS FROM THE UNITED NATIONS

Communicating and delivering a message effectively is fundamental to successful diplomacy, specifically in times of crisis. The aim of the virtual training course “Public Speaking Skills: Cases & Insights from the United Nations” is to guide the participants to align their public speaking skills with their own professional style, and to give an impression of spontaneity and confidence while delivering a message to their audience, drawing on the latest modern techniques in the art of rhetoric (the skills of oration and persuasion). The participants will be able to identify areas they need to improve, and the mentors will provide feedback enabling the participants to make adjustments and advances. By examining the essential professional qualities needed in multilateral diplomacy, participants will acquire high-level public speaking competences.

COURSE FEE:
900 USD

14 – 15
OCTOBER
2024

GENDER MAINSTREAMING IN MEDIATION

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COURSE FEE:
550 USD



CONFLUX CENTER VIRTUAL COURSES 2024

11 – 15
NOVEMBER
2024

COURSE FOR POLITICAL ADVISERS:

HOW TO MANAGE THE POLITICAL DIMENSION IN CONFLICT RESOLUTION AND PEACEKEEPING

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COURSE FEE:
1,250 USD

9 – 13
DECEMBER
2024

RESOLUTION OF CROSS-CULTURAL CONFLICT THROUGH NEGOTIATION, FACILITATION AND MEDIATION

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COURSE FEE:
1,500 USD



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ADDITIONAL NOTES:

- The **GENDER MAINSTREAMING IN MEDIATION** courses are complementary with the following:
 - **POLITICAL NEGOTIATION THEORY AND PRACTICE**
 - **CONFLICT RESOLUTION AND MEDIATION**
 - **LOCAL AND INTERCOMMUNAL CONFLICT RESOLUTION AND MEDIATION**

The package fee for combining any of these courses with **GENDER MAINSTREAMING IN MEDIATION** is: 1,600 USD.

- The package deal for all four of the following one-day advanced courses is 1,500 USD.
 - **MEDIATION PROCESS DESIGN** WITH ISAAKA K. SOARE
 - **IMPLEMENTING PEACE AGREEMENTS: CHALLENGES AND OPPORTUNITIES** WITH MIRIAM CORONEL-FERRER
 - **NEGOTIATING WITH NON-STATE ARMED GROUPS** WITH MILOŠ STRUGAR
 - **HOW TO NEGOTIATE ACROSS CULTURES** WITH MILOŠ STRUGAR

- UN volunteers are eligible for a discount.

- For more information and course programs, please visit our [website](https://www.confluxcenter.org).





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