

19 – 24 January 2021

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VIRTUAL TRAINING  
COURSE PROGRAM  
"HOW TO MANAGE  
THE CULTURAL DIMENSION  
IN CONFLICT RESOLUTION"

*Resolution of cross-cultural conflict  
through negotiation,  
facilitation, and mediation*

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*Organized by:*

Conflux Center for Intercultural Dialogue and Mediation  
China Foreign Affairs University  
University of Arts Belgrade



# Course Information

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## *Senior Mentors:*

**Professor Sun Jisheng PhD**  
Vice-President, China Foreign Affairs University

**Professor Milena Dragičević-Šešić PhD**  
Professor emerita, University of Arts in Belgrade, UNESCO Chair

**Ambassador Miloš Strugar**  
UN Senior Mediation Adviser, Director Conflux Center

## *Chief Instructors & Coordinators:*

**Professor Ljiljana Rogač Mijatović PhD**  
University of Arts Belgrade

**Professor Ran Jijun PhD**  
Dean, Department of English and International Studies,  
China Foreign Affairs University

## *Facilitators:*

- Ambassador Kishan S. Rana
- Ambassador Amr Aljowaily
- Representative of DiploFoundation (TBA)
- Representative of the Norwegian Centre for Conflict Resolution - NOREF (TBA)

## *Course Director:*

**Tanja Strugar**  
Conflux Center

## *Project Officers:*

**Rong Dan**  
China Foreign Affairs University

**Ružica Radulović**  
University of Arts Belgrade

**Emilija Marić**  
Conflux Center

**He Yuchu**  
China Foreign Affairs University

# Course Program

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DAY 1:  
19 Jan 2021

8:00 - 8:30

*Introduction*

8:30 - 9:15

*Session 1:  
“What is Culture?”*

LJILJANA ROGAČ MIJATOVIĆ

9:15 - 9:30

COFFEE BREAK

9:30 - 10:15

*Session 2:  
“Culture, Identity,  
and Identity Conflict”*

MILOŠ STRUGAR

10:15 - 11:00

*Session 3:  
“Culture, Ethnicity,  
and Ethnic Conflict”*

MILOŠ STRUGAR

11:00 - 11:15

COFFEE BREAK

11:15 - 12:00

*Session 4:  
“Cross-Cultural  
Conflict Analysis –  
Tools and Skills”*

MILOŠ STRUGAR

12:00 - 13:00

LUNCH BREAK

13:00 - 13:30

*Case Study*

MILOŠ STRUGAR

13:30 - 13:45

*Wrap-Up*

13:45 - 15:00

*Assignment:  
Work in groups using a  
real-case scenario*

DAY 2:  
20 Jan 2021

8:00 - 8:15

*Reflections on the  
previous day*

8:15 - 9:30

*Exercise:  
Presenting group  
work*

9:30 - 9:45

COFFEE BREAK

9:45 - 10:30

*Session 5:  
“Culture and International  
Negotiations; Culture-Driven  
Negotiation Styles and Skills”*

KISHAN S. RANA

10:30 - 11:00

*Session 6:  
“Designing Negotiation  
Strategy to Tackle the  
Cultural Dimension  
in Conflict Resolution”*

MILOŠ STRUGAR

11:00 - 11:15

COFFEE BREAK

11:15 - 12:00

*Session 7:  
“Creating Common  
Ground for  
Intercultural and  
Interreligious Dialogue”*

MILOŠ STRUGAR

12:00 - 13:00

LUNCH BREAK

13:00 - 13:30

*Case Study*

AMR ALJOWAILY

13:30 - 13:45

*Wrap-Up*

13:45 - 15:00

*Assignment:  
Work in groups using a  
real-case scenario*

FREE DAY  
21 Jan 2021

# Course Program

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## DAY 3: 22 Jan 2021

- 8:00 – 8:15  
*Reflections on the previous day*
- 8:15 – 10:00  
*Excercise:  
Role-play using a real-case scenario*
- 10:00 – 10:15  
COFFEE BREAK
- 10:15 – 11:00  
*Session 8:  
“Identifying Cultural Differences – Communication Tools and Skills”*  
MILENA DRAGIČEVIĆ SEŠIĆ
- 11:00 – 11:15  
COFFEE BREAK
- 11:15 – 12:00  
*Session 9:  
“Problem Solving Workshop – Track 2 Facilitation”*  
NO REF (TBA)
- 12:00 – 13:00  
LUNCH BREAK
- 13:00 – 13:30  
*Case Study*  
NO REF (TBA)
- 13:30 – 13:45  
*Wrap-Up*
- 13:45 – 15:00  
*Assignment:  
Work in groups using a real-case scenario*

## DAY 4: 23 Jan 2021

- 8:00 – 8:15  
*Reflections on the previous day*
- 8:15 – 10:00  
*Excercise:  
Role-play using a real-case scenario*
- 10:00 – 10:15  
COFFEE BREAK
- 10:15 – 11:00  
*Session 10:  
“Mediation Process Design – When is a Conflict Ripe for Mediation?”*  
MILOŠ STRUGAR
- 11:00 – 11:15  
COFFEE BREAK
- 11:15 – 12:00  
*Session 11:  
“Essential Skills for Mediating Cross-Cultural Conflict”*  
MILOŠ STRUGAR
- 12:00 – 13:00  
LUNCH BREAK
- 13:00 – 13:30  
*Case Study*  
MILOŠ STRUGAR
- 13:30 – 13:45  
*Wrap-Up*
- 13:45 – 15:00  
*Assignment:  
Work in groups using a real-case cross-cultural conflict scenario*

## DAY 5: 24 Jan 2021

- 8:00 – 8:15  
*Reflections on the previous day*
- 8:15 – 10:30  
*Excercise:  
Role-play using a real-case scenario*
- 10:30 – 10:45  
COFFEE BREAK
- 10:45 – 12:00  
*Session 12:  
“Tracking Influences of Media, Information and Communication Technologies, and Artificial Intelligence on Cross-Cultural Conflict”*  
DIPLOFOUNDATION (TBA)
- 12:00 – 13:00  
LUNCH BREAK
- 13:00 – 13:45  
*Case Study:  
“How to Address Moral Dilemmas in a Cross-Cultural Context?”*  
MILOŠ STRUGAR
- 13:45 – 14:00  
COFFEE BREAK
- 14:00 – 15:00  
*Course Wrap Up and Q&A with senior mentors*

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### NOTES:

*All times are CET – Central European Time (UTC+1).  
We reserve the right to modify the course program at any time.*