



CONFLUXCENTER



UNIVERSITY
OF ARTS
IN BELGRADE

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

*How to Manage the Cultural Dimension
in Conflict Resolution*

VIRTUAL COURSE **PROGRAM**

29 November — 3 December 2021

Organized by:

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

Speakers & Organizers

Senior Mentors:

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Vice-President, China Foreign Affairs University

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*Professor emerita, University of Arts in Belgrade,
UNESCO Chair*

Ambassador Miloš Strugar

UN Senior Mediation Adviser

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About the Course

Overall Goal

Conflicts of today are becoming increasingly complex, changing and correlating with identity and cultural issues. One of the crucial factors affecting negotiation and mediation is the awareness of the role of culture in conflict. Cross-cultural awareness refers to the ability to be regardful of people's perceptions relating to experiences, beliefs, values, concepts and expectations within a given cultural context as well as of their impact. Comprehending each other's cultures provides the necessary tools to address both current and potential conflicts.

The course will look into different ways of approaching intractable cross-cultural conflicts. While some assume that these conflicts are caused by the existence of cultural differences, others claim that the root causes stem from perceptions, difficulties in communicating and understanding each other, dictated by cultural frameworks. The course will focus on common ground for intercultural and interreligious dialogue, as well as on exploring various methods for resolving cross-cultural conflicts through dialogue and negotiations, or third-party facilitation and mediation. The course will also look into ways of improving the conflict resolution processes by cultural means and instruments.

Learning Objectives

By the end of the course, participants will be able to:

- Define and understand cross-cultural conflict and its relations to identity, ethnicity and religion;
- Acquire insights into the role of culture in conflict, and into ways the concepts of culture are being framed in negotiation, mediation, conflict prevention and resolution;
- Apply acquired skills in cross-cultural conflict analysis, conflict monitoring and stakeholders mapping by using relevant tools and techniques;
- Better understand cross-cultural conflict drivers, actors and dynamics, and identify historic and structural causes of conflict;
- Understand the role of culture in interpreting behavior and actions, and in meaning-making, as well as the importance of a set of values, both overt and invisible;
- Develop mediation strategies and inclusive mediation processes in cross-cultural settings and use various modalities for a greater inclusion of women;
- Apply various methods and a range of skills, techniques and good practices for resolving cross-cultural conflicts through dialogue and negotiations, or third-party facilitation and mediation;
- Differentiate culture-driven negotiation styles and skills, and design negotiation strategy to tackle the cultural dimension in conflict resolution;
- Identify common ground for intercultural and interreligious dialogue;
- Apply essential skills for mediating cross-cultural conflict;
- Acquire and be able to apply communication skills and techniques in cross-cultural communication;
- Understand and apply ways of improving the conflict resolution processes by cultural means and instruments;
- Deal with moral and legal dilemmas which may arise in cross-cultural conflict resolution and mediation.

Course Program

DAY 1

29 November 2021

08:00 – 08:30

*Opening & Introduction —
Agenda & Program of Work*

08:30 – 09:15

SESSION 1:

“What is Culture?”

09:15 – 09:30

COFFEE BREAK

09:30 – 10:15

SESSION 2:

*“Culture, Identity,
& Identity Conflict”*

10:15 – 11:00

SESSION 3:

*“Culture, Ethnicity,
& Ethnic Conflict”*

11:00 – 11:15

COFFEE BREAK

11:15 – 12:00

SESSION 4:

*“Cross-Cultural
Conflict Analysis —
Tools & Skills”*

12:00 – 13:00

LUNCH BREAK

13:00 – 13:30

Case Study

13:30 – 13:45

Wrap-Up

13:45 – 15:00

EXERCISE 1:

*Work in groups using a
real-case cross-cultural conflict
scenario*

DAY 2

30 November 2021

08:00 – 08:15

*Reflections on the previous
day*

08:15 – 09:30

EXERCISE 1 CONT.:

Presenting group work

09:30 – 09:45

COFFEE BREAK

09:45 – 11:00

SESSION 5:

*“Creating Common
Ground for Intercultural &
Interreligious Dialogue —
Case Studies”*

11:00 – 11:15

COFFEE BREAK

11:15 – 12:00

SESSION 6:

*“Culture & International
Negotiations;
Culture-Driven Negotiation
Styles & Skills”*

12:00 – 13:00

LUNCH BREAK

13:00 – 13:30

SESSION 7:

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

13:30 – 13:45

Wrap-Up

13:45 – 15:00

EXERCISE 2:

*Work in groups using a
real-case cross-cultural conflict
scenario*

DAY 3

1 December 2021

08:00 – 08:15

*Reflections on the previous
day*

08:15 – 10:00

EXERCISE 2 CONT.:

*Role-play using a real-case
scenario*

10:00 – 10:15

COFFEE BREAK

10:15 – 11:00

SESSION 8:

*“Identifying Cultural
Differences —
Communication Tools
& Skills”*

11:00 – 11:15

COFFEE BREAK

11:15 – 12:00

SESSION 9:

*“Problem Solving Workshop
— Track 2 Facilitation”*

12:00 – 13:00

LUNCH BREAK

13:00 – 13:30

Case Study

13:30 – 13:45

Wrap-Up

13:45 – 15:00

EXERCISE 3:

*Work in groups using a
real-case cross-cultural conflict
scenario*

Course Program

DAY 4

2 December 2021

08:00 – 08:15

Reflections on the previous day

08:15 – 10:00

EXERCISE 3 CONT.:

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?”

11:00 – 11:15

COFFEE BREAK

11:15 – 12:00

SESSION 11:

“Essential Skills for Mediating Cross-Cultural Conflict”

12:00 – 13:00

LUNCH BREAK

13:00 – 13:30

Case Study

13:30 – 13:45

Wrap-Up

13:45 – 15:00

EXERCISE 4:

Work in groups using a real-case cross-cultural conflict scenario

DAY 5

3 December 2021

08:00 – 08:15

Reflections on the previous day

08:15 – 10:30

EXERCISE 4 CONT.:

Role-play using a real-case scenario

10:30 – 10:45

COFFEE BREAK

10:45 – 12:00

SESSION 12:

“Tracking Influences of Media, Information & Communication Technologies, & Artificial Intelligence on Cross-Cultural Conflict”

12:00 – 13:00

LUNCH BREAK

13:00 – 13:45

CASE STUDY:

“How to Address Moral Dilemmas in a Cross-Cultural Context?”

13:45 – 14:00

COFFEE BREAK

14:00 – 15:00

Course Wrap Up & Q&A with Senior Mentors

Course Details

Target Audience

This program is designed for senior and mid-level staff members working in international organizations headquarters and field operations (UN, AU, OSCE, EU, etc.), and those working in governments, non-governmental organizations, academic institutions, or preparing to serve in peace operations and in diplomatic service. The objective of the course is to enhance their specific knowledge and skills to manage the cultural dimension, as well as to enable them to develop a deeper understanding of ways to prevent, mitigate, and resolve cross-cultural conflicts.

Content and Structure

The virtual course will take place over a period of five days, from **29 November – 3 December 2021** via the **online platform Zoom**. The training will consist of lectures and facilitated discussions by senior experts and practitioners in the field, and the activities are devised to be highly interactive through discussions, Q&A sessions, group work, role-play and hands-on exercises and assignments. A virtual space will be provided for group discussions and best practices and experience sharing among the participants under the guidance of the senior mentor.

Upon completion of the course, certificates of participation will be issued in PDF, and a hard copy can be sent via post upon request.

Technical Requirements

In order to join the virtual training, all attendees should have access to the internet and a personal computer (laptop), with an operational camera and microphone (external or internal). A stable internet connection is essential in order to minimize the chances of stutter or disconnection. It is advisable that the participants download the Zoom application (free of charge). It is also possible to join a meeting directly from a web browser, but the meeting experience and available features are limited. The participants will receive all necessary information in the joining instructions prior to the start of the course.

Additional Information

Registration:

Registration is open until **26 November 2021** and can be done via the following link:

<https://www.confluxcenter.org/events/application-form/>

Upon online registration, participants will receive an invoice, pre-course video, audio, and reading materials, as well as information on how to use Zoom. The pre-course materials will also be available on Conflux Center's website. Instructions on how to use Zoom will also be presented during the introductory session of the course.

COURSE FEE:

1,200 EUR (1,500 USD)

Conflux Center alumni are eligible for a 20% discount.

Partial subsidy could be available at a later stage. Those interested in a partial subsidy should send their CV and a motivation letter not later than **19 November 2021** to office@confluxcenter.org.

Conflux Center will not provide refunds for customers who face technical issues beyond its direct control. It is recommended that all prospective participants test Zoom for free at Zoom.us prior to confirming their payment.

- The participants should be relieved of their regular work duties for the duration of the course.
- The course is conducted in English and translation is not provided.
- All specified times are in accordance with CET (Central European Summer Time) / UTC+1 (Coordinated Universal Time) time zone.

For further details about the course, please contact us at:

office@confluxcenter.org or **+381 63 130 89 97**



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