TECHNOLOGIES AND DIGITAL TOOLS FOR PEACEKEEPING AND POLITICAL MISSIONS: Data, Research, Analysis, & Communication

VIRTUAL TRAINING COURSE PROGRAM
25 — 28 January 2022

Conflux Center for Intercultural Dialogue and Mediation
Speakers & Organizers

Senior Mentor:

Renata Avila
International Human Rights Lawyer, Co-Founder - Alliance for Inclusive Algorithms, CEO Open Knowledge Foundation

Facilitators & Lecturers:

Ambassador Miloš Strugar
UN Senior Mediation Adviser

Jillian C. York
Director for International Freedom of Expression

Andres Guadamuz
Reader in Intellectual Property Law at the University of Sussex, Editor in Chief - Journal of World Intellectual Property, WIPO Academy trainer

Juan Ortiz Freuler
JustLabs, University of California, Affiliate - Berkman Klein Center for Internet and Society at Harvard

Guest Speakers:

TBA

Course Director:

Emilija Marić
Conflux Center

Project Officer:

Mina Strugar
Conflux Center
About the Course

Overall Goal

New technologies have an impact on almost every aspect of our lives, creating opportunities, but also posing challenges. Global connectivity brings radical and fast-paced changes in the environments in which we operate, and with almost 62% of the global population online in October 2021, this upward trend is set to continue. The new technologies also have a profound impact on the nature of conflict and on the way in which it is managed. Conflict resolution and peacekeeping efforts must keep up with the changing environment to respond efficiently to new challenges.

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.

Learning Objectives

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

— Acquire knowledge and skills for utilizing digital, information, and communication technologies;
— Apply acquired skills and tools in digital research, analysis and communication;
— Identify and mitigate risks and maximize opportunities provided by information and communication technologies;
— Understand and minimize cyber threats and risks;
— Apply data protection policies, handle sensitive data, and reduce data frictions
— Apply a digital toolkit in conflict analysis, engagement with parties and communities, and strategic communication;
— Utilize social media and digital tools in designing inclusive mediation process, in particular ensuring participation of women and other vulnerable groups;
— Acquire skills and tools for effective online negotiation
## Course Program

### DAY 1  
**25 January 2022**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 — 09:30</td>
<td>Opening &amp; Introduction — Agenda &amp; Program of Work</td>
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<tr>
<td>09:30 — 09:45</td>
<td>Tour de Table &amp; Expectations</td>
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<tr>
<td>09:45 — 10:45</td>
<td><strong>SESSION 1:</strong> “From Data to Knowledge — Collection, Analysis, &amp; Do No Harm”</td>
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<tr>
<td>10:45 — 11:00</td>
<td>COFFEE BREAK</td>
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<tr>
<td>11:00 — 11:45</td>
<td><strong>SESSION 2:</strong> “Digital Rights — Human Rights”</td>
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<tr>
<td>11:45 — 12:30</td>
<td><strong>SESSION 3:</strong> “How Are We Connected? — Geopolitics &amp; Technologies”</td>
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<tr>
<td>12:30 — 13:30</td>
<td>LUNCH BREAK</td>
</tr>
<tr>
<td>13:30 — 14:15</td>
<td><strong>SESSION 4:</strong> “Cyber Security — Politics &amp; Technologies”</td>
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<tr>
<td>14:15 — 14:30</td>
<td>COFFEE BREAK</td>
</tr>
<tr>
<td>14:30 — 16:00</td>
<td><strong>EXERCISE 1:</strong> “Applying Data Protection Policies as a Multidimensional Task” — Work in groups using a real-case scenario</td>
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### DAY 2  
**26 January 2022**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 — 10:45</td>
<td>EXERCISE 1 CONTD.: Presenting group work</td>
</tr>
<tr>
<td>10:45 — 11:00</td>
<td>COFFEE BREAK</td>
</tr>
<tr>
<td>11:00 — 11:45</td>
<td><strong>SESSION 5:</strong> “Content Moderation Online”</td>
</tr>
<tr>
<td>11:45 — 12:30</td>
<td><strong>SESSION 6:</strong> “Conflict &amp; Public Communication — Creating a Narrative &amp; Dealing with Disinformation”</td>
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<tr>
<td>12:30 — 13:30</td>
<td>LUNCH BREAK</td>
</tr>
<tr>
<td>13:30 — 14:15</td>
<td>EXERCISE 2: “Concise Communication on Social Media” — Work in groups using a real-case scenario</td>
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<tr>
<td>14:15 — 14:30</td>
<td>COFFEE BREAK</td>
</tr>
<tr>
<td>14:30 — 16:00</td>
<td>EXERCISE 3: “Social Media Analysis” — A guided exercise using a real-case scenario</td>
</tr>
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Course Program

DAY 3
27 January 2022

09:00 — 09:45
GUEST SPEAKER:
“Handling Sensitive Data — Stories of Harm”

10:00 — 10:45
SESSION 7:
“Data Architecture — Reducing Data Frictions & Creating a Uniformed Data System for an Organization”

10:45 — 11:30
EXERCISE 4:
“Identifying Data Frictions & Applying Standards to Solve Them” — Work in groups using a real-case scenario

11:30 — 11:45
COFFEE BREAK

11:45 — 12:30
SESSION 8:
“Use of Unmanned Aerial Vehicles for Data Collection & Mapping”

12:30 — 13:30
LUNCH BREAK

13:30 — 14:30
SESSION 9:
“Digital Toolkit & Use of Open Sources in UN Political & Peacekeeping Missions”
“Big Data & Geographic Information Systems — Conflict Mapping & Analysis”

14:30 — 16:00
EXERCISE 5:
“Research & Conflict Analysis Using Digital Tools” — Work in groups using a real-case scenario

16:00 — 16:15
Coffee Break & Evaluation

DAY 4
28 January 2022

09:00 — 10:45
EXERCISE 4 CONT'D.:
Presenting group work

10:45 — 11:00
COFFEE BREAK

11:00 — 11:45
SESSION 10:
“Online Negotiations”

11:45 — 12:30
EXERCISE 6:
“Applying Negotiation Skills & Techniques Online”

12:30 — 13:30
LUNCH BREAK

13:30 — 14:15
GUEST SPEAKER:
“Cybermediation”

14:15 — 15:00
SESSION 11:
“Demystifying Technologies — Facts & Myths About AI, the Blockchain & the ‘Dark Web’”

15:00 — 15:15
COFFEE BREAK

15:15 — 16:00
SESSION 12:
“A Multilateral, Agile Digital Future — Concluding Considerations”

16:00 — 16:15
Course Wrap-Up & Q&A with Senior Mentor

16:15
Course Details

Target Audience

The course program is designed for staff in peacekeeping operations, political and peacebuilding missions of the UN and regional organizations (AU, OSCE, EU etc.), diplomats, those working in governments and non-governmental organizations and academic institutions.

Content and Structure

The virtual course will take place over a period of four days, from 25 — 28 January 2022 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, 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.
Registration:

Registration is open until 22 January 2022 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.

COURSE FEE:

850 EUR (1,000 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 no later than 14 January 2022 to office@confluxcenter.org.

Conflux Center will not provide refunds for participants 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 Time) / UTC+1 (Coordinated Universal Time) time zone.
— Conflux Center reserves the right to modify the course program at any time.

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

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