



CONFLUXCENTER

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CONFLICT RESOLUTION  
AND MEDIATION:  
*Tools, Skills, & Techniques*

VIRTUAL TRAINING COURSE **PROGRAM**

*5 — 8 December 2022*

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Conflux Center for Intercultural Dialogue and Mediation

# Speakers & Organizers

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## *Senior Mentor:*

**Ambassador Miloš Strugar**  
*UN Senior Mediation Adviser*

## *Course Director:*

**Emilija Marić**  
*Conflux Center*

## *Facilitators & Lecturers:*

**Issaka K. Souaré, PhD**  
*Senior Mediation Adviser*

## *Project Officers:*

**Mina Strugar**  
*Conflux Center*

**Miriam Coronel-Ferrer**  
*Professor (Ret.), Department of Political Science,  
University of the Philippines,  
Senior Mediation Adviser*

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

**Ambassador Amr Aljowaily**  
*Visiting Faculty Member at UNITAR's Multilateral  
Diplomacy Program*

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

**Emilija Marić**  
*Project Officer, Conflux Center*



# About the Course

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## *Overall Goal*

The aim of the course is to develop a deeper understanding of ways to prevent, manage and resolve conflicts, and to enhance specific knowledge and skills in conflict analysis, negotiation, facilitation and mediation, which could be successfully applied in emerging and ongoing conflict situations.

## *Learning Objectives*

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

- Apply acquired skills in conflict analysis, conflict monitoring and stakeholders mapping by using relevant tools and techniques;
- Better understand conflict drivers, actors and dynamics, and identify historic, structural and proximate causes of conflict;
- Apply a range of skills, techniques and good practices in negotiation, dialogue, facilitation and mediation;
- Develop mediation strategies and inclusive mediation processes and use various modalities for greater inclusion of women;
- Understand and apply concepts of BATNA (Best Alternative to a Negotiated Agreement) and ZOPA (Zone of Possible Agreement);
- Design, facilitate and run mediation processes;
- Deal with moral and legal dilemmas which may arise in conflict resolution and mediation.

## *Target Audience*

The course program is designed for mid and senior level political affairs, civil affairs and other civilian, military and police officers serving in peacekeeping operations, political and peacebuilding missions (UN, AU, EU, OSCE etc.), as well as diplomats and those working in public sector, 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 field work.

## *Content and Structure*

The virtual course will take place over a period of four days, from **5 – 8 December 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, 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.

# Course Program

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## DAY 1

5 December 2022

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12:00 – 12:30

*Opening & Introduction —  
Agenda & Program of Work*

12:30 – 13:00

*Tour de Table & Expectations*

13:00 – 13:45

SESSION 1:

*“Conflict Resolution by Peaceful  
Means — Negotiation, Dialogue,  
Facilitation, Good Offices, Mediation,  
Judicial Mechanisms...”*

ISSAKA K. SOUARÉ

13:45 – 14:00

COFFEE BREAK

14:00 – 15:00

SESSION 2:

*“Conflict Analysis  
— Tools, Skills & Techniques” and  
Case Studies*

MILOŠ STRUGAR

15:00 – 15:30

LUNCH BREAK

15:30 – 16:00

SESSION 3:

*“Conflict Analysis  
— Digital Tool-Kit”*

EMILIJA MARIĆ

16:00 – 16:30

EXERCISE 1:

*“Using Digital Tool-Kit in Conflict  
Analysis”  
— Guided Exercise*

EMILIJA MARIĆ

16:30 – 18:00

EXERCISE 2:

*“Conflict Analysis”  
— Work in groups using a fictitious  
scenario*

## DAY 2

6 December 2022

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12:00 – 13:00

EXERCISE 2 CONTD.:

*Presenting group work*

13:00 – 13:15

COFFEE BREAK

13:15 – 14:00

SESSION 4:

*“Essence of Mediation —  
Fundamentals & Deadly Sins,  
Different Tracks of Mediation”*

ISSAKA K. SOUARÉ

14:00 – 14:15

COFFEE BREAK

14:15 – 15:00

SESSION 5:

*“Designing Mediation Process”*

ISSAKA K. SOUARÉ

15:00 – 15:30

LUNCH BREAK

15:30 – 16:15

SESSION 6:

*“Politics of Inclusion  
— Whom to Include in Mediation  
Process, & How”*

MIRIAM CORONEL-FERRER

16:15 – 16:30

COFFEE BREAK

16:30 – 18:00

EXERCISE 3:

*“Mediation Process Design”  
— Work in groups using a fictitious  
scenario*

# Course Program

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## DAY 3

7 December 2022

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12:00 – 13:00  
EXERCISE 3 CONTD.:

*Presenting group work*

13:00 – 13:15  
COFFEE BREAK

13:15 – 14:00  
SESSION 7:

*“When is Mediation Necessary;  
When is a Conflict Ripe for  
Mediation?”*

**MILOŠ STRUGAR**

14:00 – 14:15  
COFFEE BREAK

14:15 – 15:00  
SESSION 8:

*“In My Experience...  
The Use of Textual Techniques for  
Advancing Outcome of Negotiations in  
Multilateral Diplomacy”*

**AMR ALJOWAILY**

15:00 – 15:30  
LUNCH BREAK

15:30 – 16:15  
SESSION 9:

*“Mediations Skills & Techniques”*

**MILOŠ STRUGAR**

16:15 – 16:30  
COFFEE BREAK

16:30 – 17:00  
EXERCISE 4:

*“Reframing, Empathic Listening”  
— Guided exercise in groups using a  
fictitious scenario*

17:00 – 18:00  
EXERCISE 5:

*“Applying Mediation Skills &  
Techniques”*

## DAY 4

8 December 2022

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12:00 – 14:00  
EXERCISE 5 CONTD.:

*Role-play using a fictitious scenario*

14:00 – 14:15  
COFFEE BREAK

14:15 – 15:00  
SESSION 10:

*“Intercultural Dialogue in Conflict  
Management & Resolution”*

**MILENA DRAGIĆEVIĆ-ŠEŠIĆ**

15:00 – 15:30  
LUNCH BREAK

15:30 – 16:15  
SESSION 11:

*“Tracking Influences of Media,  
Information & Communication  
Technologies, & Artificial Intelligence  
on Conflict”*

**RENATA AVILA**

16:15 – 16:30  
COFFEE BREAK

16:30 – 17:30  
CASE STUDIES:

*“How to Address Political, Moral &  
Legal Dilemmas in Mediation”*

**MILOŠ STRUGAR**

17:30 – 17:45

*Coffee Break & Evaluation*

17:45 – 18:00

*Course Wrap-Up &  
Q&A with Senior Mentor*

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## NOTES:

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.

# *Additional Information*

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## *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.

## *Registration:*

Registration is open until **2 December 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. Instructions on how to use Zoom will also be presented during the introductory session of the course.

### **COURSE FEE:**

900 EUR (1,150 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 **25 November 2022** to [office@confluxcenter.org](mailto: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.

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

[office@confluxcenter.org](mailto:office@confluxcenter.org) or **+381 63 130 89 97**

