



CONFLUXCENTER

CONFLICT RESOLUTION
AND MEDIATION:
Tools, Skills, & Techniques

VIRTUAL TRAINING COURSE **PROGRAM**

24 — 27 April 2023

Conflux Center for Intercultural Dialogue and Mediation

Speakers & Organizers

Senior Mentor:

Ambassador Miloš Strugar
UN Senior Mediation Adviser

Course Director:

Emilija Marić
Conflux Center

Facilitators & Lecturers:

Issaka K. Souaré, PhD
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Project Officers:

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*Professor (Ret.), Department of Political Science,
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International Human Rights Lawyer, Co-Founder –
Alliance for Inclusive Algorithms*

Emilija Marić
Project Manager, Conflux Center



About the Course

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 **24 – 27 April 2023** 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

DAY 1

24 April 2023

09:00 – 09:15

*Opening & Introduction —
Agenda & Program of Work*

09:15 – 09:30

Tour de Table & Expectations

09:30 – 10:30

SESSION 1:

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

MILOŠ STRUGAR

10:30 – 10:45

COFFEE BREAK

10:45 – 12:00

SESSION 2:

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

MILOŠ STRUGAR

12:00 – 13:00

LUNCH BREAK

13:00 – 13:30

SESSION 3:

*“Conflict Analysis
— Digital Tool-Kit”*

EMILIJA MARIĆ

13:30 – 14:00

EXERCISE 1:

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

EMILIJA MARIĆ

14:00 – 15:30

EXERCISE 2:

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

DAY 2

25 April 2023

09:00 – 10:00

EXERCISE 2 CONTD.:

Presenting group work

10:00 – 10:15

COFFEE BREAK

10:15 – 11:15

SESSION 4:

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

MILOŠ STRUGAR

11:15 – 11:30

COFFEE BREAK

11:30 – 12:30

SESSION 5:

“Designing Mediation Process”

ISSAKA K. SOUARÉ

12:30 – 13:30

LUNCH BREAK

13:30 – 14:30

SESSION 6:

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

MIRIAM CORONEL-FERRER

14:30 – 15:30

EXERCISE 3:

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

Course Program

DAY 3

26 April 2023

09:00 – 10:00
EXERCISE 3 CONTD.:

Presenting group work

10:00 – 10:15
COFFEE BREAK

10:15 – 10:45
SESSION 7:

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

MILOŠ STRUGAR

10:45 – 11:15
EXERCISE 4:

*“Ripeness”
— Guided exercise in groups using a
fictitious scenario*

MILOŠ STRUGAR

11:15 – 11:30
COFFEE BREAK

11:30 – 12:30
SESSION 8:

“Mediations Skills & Techniques”

MILOŠ STRUGAR

12:30 – 13:30
LUNCH BREAK

13:30 – 14:00
EXERCISE 5:

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

14:00 – 14:30
EXERCISE 6:

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

14:30 – 15:30
EXERCISE 7:

*“Applying Mediation Skills &
Techniques”
— Work in groups using a fictitious
scenario*

DAY 4

27 April 2023

09:00 – 11:00
EXERCISE 7 CONTD.:

Role-play using a fictitious scenario

11:00 – 11:15
COFFEE BREAK

11:15 – 12:00
SESSION 9:

*“Intercultural Dialogue —
How to Mediate Across Cultures?”*

MILOŠ STRUGAR

12:00 – 13:00
LUNCH BREAK

13:00 – 14:00
SESSION 10:

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

RENATA AVILA

14:00 – 14:15
COFFEE BREAK

14:15 – 15:15
CASE STUDIES:

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

MILOŠ STRUGAR

15:15 – 15:30

Coffee Break & Evaluation

15:30

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

Additional Information

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 **21 April 2023** 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:

1,150 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 **14 April 2023** 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 CEST (Central European Summer Time) / UTC+2 (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**

