



CONFLUXCENTER

POLITICAL NEGOTIATION THEORY AND PRACTICE

Styles, Skills, & Techniques

VIRTUAL TRAINING COURSE **PROGRAM**

24 — 27 February 2025

Conflux Center for Intercultural Dialogue and Mediation

Speakers & Organizers

Senior Mentor:

Ambassador Miloš Strugar
UN Senior Mediation Adviser

Guest Speaker:

Ambassador Kishan S. Rana
*Professor Emeritus
DiploFoundation*

Facilitators & Lecturers:

Emmanuel Habuka Bombande
UN Senior Mediation Adviser

Course Director:

Emilija Marić
Conflux Center

Ambassador Bojan Bugarčić, PhD
*Executive Director of the Serbian
Academy of Sciences and Art*

Project Officer:

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

Tanja Strugar
Conflux Center



About the Course

Overall Goal

The aim of the course is to develop a deeper understanding of negotiation theory and practice, and to enhance specific knowledge and skills in negotiation which could be successfully applied in emerging and ongoing conflict situations.

The course will cover negotiation theories and practices in addressing conflicts, with a special focus on new trends and actors in international affairs. Both interest-based and value-based conflicts will be addressed through the lens of cross-culture negotiations and identity issues. Developing negotiation skills will be our primary goal, hence simulation and role-play exercises based on real case scenarios will comprise more than fifty percent of the content. The course is balanced between the political and operational level, and most of negotiation skills, techniques and tools are catered to the field work. The course will also address the role and required skills of negotiators related to public diplomacy, communications with the media, as well as information and reputation management.

Learning Objectives

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

- Apply a range of skills, techniques and good practices in negotiation;
- Frame the problem (positions) and prioritize list of issues (interests and needs) for negotiation;
- Determine a minimally acceptable deal, i.e. the “walk away point” or BATNA (Best Alternative To a Negotiated Agreement), and anticipate the bottom line (BATNA) of the other side;
- Determine a bargaining range, i.e. Zone of Possible Agreement (ZOPA);
- Design and run the negotiation process;
- Develop negotiation strategy to create political leverage;
- Identify personal strengths and weaknesses as negotiators;
- Deal with moral, legal and political dilemmas which may arise in negotiation
- Identify risks and opportunities of information and communication technologies in negotiation.

Target Audience

The course program is designed for mid and senior level 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 **24 – 27 February 2025** 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 February 2025

09:00 – 09:15

*Opening & Introduction —
Agenda & Program of Work*

09:15 – 09:30

Tour de Table & Expectations

09:30 – 10:15

SESSION 1:

*“What is Negotiation? —
Purpose, Theory, Historic Evolution”*

BOJAN BUGARČIĆ

10:15 – 10:30

COFFEE BREAK

10:30 – 11:30

SESSION 2:

*“Approaches to Negotiation —
Win-Win, Win-Lose, Lose-Lose Situations;
Positive Sum, Zero Sum, Negative Sum
Situations;
Best Alternative to a Negotiated Agreement
(BATNA), Zone of Possible Agreement
(ZOPA)”*

MILOŠ STRUGAR

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

SESSION 3 & CASE STUDIES:

*“Positions, Interests, Needs & Values
in Negotiation”*

EMMANUEL HABUKA BOMBANDE

12:30 – 13:30

LUNCH BREAK

13:30 – 14:30

SESSION 4:

*“Prenegotiation or ‘Talks About Talks’ —
When is a Conflict Ripe for Negotiation?
Agreeing to Negotiate, Agenda, Procedures...”*

MILOŠ STRUGAR

14:30 – 15:30

EXERCISE 1:

*“Talks About Talks”
— Work in groups using a fictitious scenario*

DAY 2

25 February 2025

09:00 – 10:30

EXERCISE 1 CONTD.:

Role-play using a fictitious scenario

10:30 – 10:45

COFFEE BREAK

10:45 – 11:30

SESSION 5:

*“Gearing for Negotiation: Process Design
& Strategies — Positional, Cooperative &
Competitive Bargaining”*

EMMANUEL HABUKA BOMBANDE

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

SESSION 6:

*“Cross-Cultural Negotiation —
Culture-Based Negotiation Styles &
Approaches, Barriers, Communication Skills”*

MILOŠ STRUGAR

12:30 – 13:30

LUNCH BREAK

13:30 – 14:30

SESSION 7:

“Negotiation Skills & Techniques”

EMMANUEL HABUKA BOMBANDE

EXERCISE 2:

“Reframing, Empathic Listening”

MILOŠ STRUGAR

14:30 – 15:30

EXERCISE 3:

*“Applying Negotiation Skills & Techniques,
BATNA & ZOPA”*

— Work in groups using a fictitious scenario

Course Program

DAY 3

26 February 2025

09:00 – 10:30
EXERCISE 3 CONTD.:

Role-play using a fictitious scenario

10:30 – 10:45
COFFEE BREAK

10:45 – 11:30
SESSION 8:

“In My Experience... The Use of Procedural Techniques for Advancing Negotiations”
MILOŠ STRUGAR

11:30 – 11:45
COFFEE BREAK

11:45 – 12:30
SESSION 9:

“In My Experience... The Use of Linguistic Techniques for Advancing Negotiations”
MILOŠ STRUGAR

12:30 – 13:30
LUNCH BREAK

13:30 – 14:30
SESSION 10:

“Drafting & Negotiating Agreements — Types, Content, Form, Elements”
EMMANUEL HABUKA BOMBANDE

14:30 – 15:30
EXERCISE 4:

“Drafting a Negotiated Agreement”
— *Work in groups using a fictitious scenario*

DAY 4

27 February 2025

09:00 – 10:30
EXERCISE 4 CONTD.:

Role-play using a fictitious scenario

10:30 – 10:45
COFFEE BREAK

10:45 – 11:30
GUEST SPEAKER:

“In My Experience...”
KISHAN S. RANA

11:30 – 11:45
COFFEE BREAK

11:45 – 12:30
SESSION 11:

“Virtual (Online) Negotiation”
MILOŠ STRUGAR

12:30 – 13:30
LUNCH BREAK

13:30 – 14:15
SESSION 12:

“Tracking Influences of Media, Information & Communication Technologies, & Artificial Intelligence on Negotiation”
RENATA AVILA

14:15 – 14:30
COFFEE BREAK

14:30 – 15:30
CASE STUDIES:

“How to Address Political, Moral & Legal Dilemmas in International Negotiation”
MILOŠ STRUGAR

15:30 – 15:45

Coffee Break & Evaluation

15:45

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.

Registration:

Registration is open until **20 February 2025** 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 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:

1,250 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 **29 January 2025** 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**

