

## COURSE PROGRAMME

Online Training in Negotiation and Mediation in International Crisis Management Missions

EUCTI, 15-17 February 2022

SUBJECT	LECTURER	MODULE	LEARNING OBJECTIVES
<b>DAY 1</b>			At the end of this session the participants will be able to:
<b>Opening of the Course</b>			<ul style="list-style-type: none"> <li>• Welcome and introduction to course</li> <li>• Outline EUCTI project and objectives</li> <li>• Define learning expectations</li> <li>• Presentation of participants and trainers</li> <li>• Pre-test</li> </ul>
<b>Introduction to Negotiations</b>	<b>Clingendael Negotiation and Mediation Trainers</b>	<b>Module 1: Experiences in negotiation and mediation from international crisis management</b>	<ul style="list-style-type: none"> <li>• Verify definitions of what is negotiation and what is mediation.</li> <li>• Review 'negotiated context' at political-strategic, operational and tactical levels in crisis management missions</li> <li>• Examine key principles underpinning a successful negotiation / mediation</li> <li>• Uncover concept of negotiations and identify different negotiation settings.</li> </ul>
Exposure sessions to practitioners and experts	<b>Experts in the field of Negotiation and/or Mediation in CMM</b>	<b>Module 1: Experiences in negotiation and mediation from</b>	<ul style="list-style-type: none"> <li>• Assemble lessons learned from the training in your own context</li> <li>• Discover and analyse different negotiation and mediation situations</li> </ul>

		<b>international crisis management</b>	
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<b>DAY 2</b>			At the end of this session the participants will be able to:
Distributive negotiations	<b>Clingendael Negotiation and Mediation Trainers</b>	<b>MODULE 2: Concepts and practice of negotiations and accompanying skills and competences</b>	<ul style="list-style-type: none"> <li>• Apply skills and competences<sup>1</sup> in realistic crisis management situations</li> <li>• Order negotiations into positions, interests, needs and values</li> <li>• Sketch Best Alternative to a Negotiated Agreement &amp; Zone of Possible Agreement</li> <li>• Chart various phases in any negotiation process, in particular the importance of preparation and information-gathering.</li> <li>• Deduce and appraise cultural differences in negotiation processes.</li> </ul>
Integrative negotiations	<b>Clingendael Negotiation and Mediation Trainers</b>	<b>MODULE 2: Concepts and practice of negotiations and accompanying skills and competences</b>	<ul style="list-style-type: none"> <li>• Distinguish between negotiation approaches and decide when to apply which competences, tactics and processes</li> <li>• Infer psychological processes in general relate these to negotiation and mediation situations</li> <li>• Use handling styles to different negotiation situations</li> </ul>

<sup>1</sup> Refer to paragraph VI for detailed description of essential and desirable skills and competences.

			<ul style="list-style-type: none"> <li>• Apply skills and competences<sup>2</sup> in realistic crisis management situations</li> </ul>
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SUBJECT	LECTURER	MODULE	LEARNING OBJECTIVES
<b>DAY 3</b>			At the end of this session the participants will be able to:
Framework for effective mediation in international crisis management	<b>Clingendael Negotiation and Mediation Trainers</b>	<b>MODULE 3: concepts and practice of mediation and accompanying skills and competences</b>	<ul style="list-style-type: none"> <li>• Distinguish between negotiation and mediation approaches.</li> <li>• Uncover concept of mediation and know how to facilitate a mediation process</li> <li>• Contrast the role, mandate and attitude of the mediator compared to negotiator</li> <li>• Identify entry points for mediation support</li> <li>• Chart various phases in any mediation process</li> </ul>
Mediation in local conflict	<b>Clingendael Negotiation and Mediation Trainers</b>	<b>MODULE 3: concepts and practice of mediation and accompanying skills and competences</b>	<ul style="list-style-type: none"> <li>• Contrast the role, mandate and attitude of the mediator compared to negotiator</li> <li>• Detect entry points for mediation/mediation support</li> <li>• Chart various phases in any mediation process</li> <li>• Deduce and appraise cultural differences in negotiation and mediation processes</li> </ul>

<sup>2</sup> Refer to paragraph VI for detailed description of essential and desirable skills and competences.

			<ul style="list-style-type: none"> <li>• Discover and analyse different situations and apply strategies for facilitation of parties in mediation processes</li> <li>• Apply variety of conflict-handling styles</li> </ul>
			<ul style="list-style-type: none"> <li>•</li> </ul>
Plenary wrap-up	<b>Clingendeal Negotiation and Mediation Trainers</b>		<ul style="list-style-type: none"> <li>• Formulate general conclusions and lessons learned</li> </ul>
Final remarks and evaluation	<b>Clingendeal Negotiation and Mediation Trainers</b>		<ul style="list-style-type: none"> <li>• Assess individual learning effect during the course</li> <li>• Reflect on course format and content</li> </ul>