

ADVANCED COURSE PROGRAMME (Proposal)

Mediation & Dialogue

in International Civil Crisis Management Missions

29-31 May 2023, Tbilisi

COURSE PROGRAMME

29 May 2023					
Time NL	Subject	Module	Session	Learning objectives	Facilitator
9.00	Welcome, coffee & tea				
9.15	Welcome, opening and introduction day 1		<ul style="list-style-type: none"> • Introductions trainers and opening words from EUMM Georgia • Introducing EUCTI Project • Explaining course outline • Introduction participants 		Trainer 1
10.00	Break				
10.15	Summary of Mediation, Negotiation, and Conflict Resolution.		Presentation & Interactive discussion <ul style="list-style-type: none"> • Types of negotiations • Mediation and dialogue • Mandates & Constituencies • Process design for dialogue 	Explain (and revisit for previous participants) the main concepts and core elements of negotiation, mediation, and dialogue.	Trainer 1
12.15	Lunch break				

13.15	Summary of Conflict Analysis and Conflict Sensitivity		<p>Presentation & Interactive discussion</p> <ul style="list-style-type: none"> • Do no harm approach • Conflict analysis & Conflict sensitivity <p>Dividers and Connectors</p>	<p>Explain (and revisit for previous participants) the main concepts and core elements of conflict analysis and conflict sensitivity (do no harm approach and dividers and connectors tool)</p>	Trainer 1
13:45	Preparing for design and programming, practice using the Dividers & Connectors tool		<p>Group assignment</p> <ul style="list-style-type: none"> • Participants work on context within the different EUMM roles 	<p>Apply: dividers and connectors tool to the context of Georgia, from the perspective of EUMM's work</p> <p>Identify a first set of 'connectors' to the benefit of EUMM programming, process design and roles</p>	
15:00	Break				
15:15	Integrating insights from the dividers and connectors in practice. Mediation and advocacy.		<p>Reflective discussion</p> <ul style="list-style-type: none"> • connecting interests of actors, constituencies and mediators in programming and process. 	<p>Identify a first set of 'connectors' to the benefit of EUMM programming, process design and roles</p> <p>Reflect on linking connectors to programming, and taking a conflict sensitive approach.</p> <p>Understand the connecting interests between actors in Georgia</p>	Trainer 1
16:30	End of day 1				

30 May 2023

Time NL	Subject	Module	Session	Learning objectives	Facilitator
9.00	Introduction to trust building		Explorative discussion and introduction of theory	Understanding of how to facilitate trust-building among parties	Trainer 1
9:30	Group assignment Trust Building		Exercise <ul style="list-style-type: none"> Trust-building with conditionalities 	Practice in groups with trust-building modalities and conditionalities Apply concepts to a physical set-up	
10.30	Break				
10.45	Trust-building in programming, illustrations from practice		Presentation & Interactive discussion <ul style="list-style-type: none"> Presentation of trust-building research Comparative examples 	<ul style="list-style-type: none"> Understanding of concept of trust Identify ways to facilitate or improve trust Discuss and learn by comparison: <ul style="list-style-type: none"> Plan for continuous reflection on trust building Managing emotional venting to reduce tensions, build trust, and move towards resolution of differences Amplify signals of good will, proposals, options that are not being heard but may have prospect of easing tensions or promoting problem-solving 	Trainer 1
12.00	Lunch break				
13.00	Design exercise. Drawing the EUMM process, taking into account constituencies and actors at the table		Group assignment <ul style="list-style-type: none"> Drawing the current and ideal flow of interests. 2 groups draw current, two groups draw ideal. 	<ul style="list-style-type: none"> Reflection on process design and effectiveness From the perspective of constituencies at the table, review and discuss in groups the set up of EUMM Georgia's various mediation and confidence building activities 	Trainer 2

			<ul style="list-style-type: none"> • Presentations and debrief 	<ul style="list-style-type: none"> • Contrast the current vs the ideal flow of interests • 	
14.15	Break				
14.30	Discussion on interest-based organisation. Group discussions on collaboration between teams and departments within EUMM in light of constituency interests		Reflective discussion	<ul style="list-style-type: none"> • Examine key factors that drive effective process design for mediation • Detect entry points for collaboration between teams and departments within EUMM • Contrasting the role, mandate and attitude of the mediator, with that of the EUMM (and its own agenda) • Reflection on balancing impartiality and role 	Trainer 2
16:30	End of day 2				

31 May 2023

Time NL	Subject	Module	Session	Learning objectives	Facilitator
9.00	Recap of negotiation and mediation phases, the triangle of situational negotiation. Introduction to deadlocks		Introduction presentation, reflective discussion	Recap, check for unanswered questions or pick up on things that were parked previous day.	Trainer 1
10.00	Break				
10.15	Dealing with deadlocks. Practicing with cases and mitigating measures		Exercise <ul style="list-style-type: none"> • Deadlock cases and mitigating measures. Using leverage, creative solutions, sticks & 	<ul style="list-style-type: none"> • Practice and application of concepts and principles of mediation to several cases of deadlock • Learn from comparative cases 	

			carrots, constituencies, and how to maximise control	<ul style="list-style-type: none"> Exercise to reflect on mitigating measures / de-escalation, and leverage 	
12:00	Lunch break				
13.00	Individual and group assignments on lessons learned		Carrousel	<ul style="list-style-type: none"> Work in groups to reflect on previous learning goals, and discuss application to EUMM's work 	Trainer 1
14.00	Presentation of lessons learned and possible resolutions on organisation, design and process to senior management members and other invitees.		Presentation and interactive discussion	<ul style="list-style-type: none"> Produce lessons (learned) and possible resolutions or ways forward 	Trainer 1 & 2
14:30	Longer break for bilateral discussions				
15.00	Group discussion and resolutions			<ul style="list-style-type: none"> Use these tools in the future and identify ways to integrate conflict analysis into planning and programming processes relevant for their work 	
16:45	Wrap up		<ul style="list-style-type: none"> Lessons learned during the past days, key take aways Post-test and evaluation form 	<ul style="list-style-type: none"> Assess individual learning effect during the course Reflect on course format and content 	
17:00	End of the training				