

“Mediation, Dialogue and Conflict Analysis in International Civil Crisis Management Missions”

Clingendael Academy and the European Union Civilian Training Initiative

24 August 2022

Programme

DAY 1	
MONDAY 12 SEPTEMBER	
09.15	Welcome, coffee and tea
09:30	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
10.15	Coffee / tea break
10.30	What makes an effective mediator? An introduction to Mediation <ul style="list-style-type: none"> • Interactive discussion • Mediation phases and mediation principles • Effective (or ineffective) strategies for negotiations • The role of the mediator • What is a mediator (and what is it not?)
	<ul style="list-style-type: none"> • Verify definitions of what is negotiation and mediation • Review ‘negotiated context’ at political-strategic, operational and tactical levels in crisis management missions • Examine key principles underpinning a successful negotiation / mediation • Uncover concept of mediation

	<ul style="list-style-type: none"> • Distinguish between negotiation and mediation approaches. • Uncover concept of mediation and know how to facilitate a mediation process • Contrast the role, mandate and attitude of the mediator compared to negotiator
12.30 Lunch break	
13:30 The big canvas <ul style="list-style-type: none"> • Group exercise • Dealing with constituencies • Mandates • Positions, Interests, Needs 	
15.00 Coffee / tea break	
15.15 Bilateral negotiations <ul style="list-style-type: none"> • Exercise: bilateral distributive negotiations 	<ul style="list-style-type: none"> • Apply skills and competences in realistic crisis management situations • Order negotiations into positions, interests, needs and values • Sketch Best Alternative to a Negotiated Agreement & Zone of Possible Agreement • Chart various phases in any negotiation process, in particular the importance of preparation and information-gathering. • Deduce and appraise cultural differences in negotiation processes.
16.30 Exchange with practitioners	<ul style="list-style-type: none"> • List local and international capacities for mediation and mediation support • Recognise main practices in mediation by international crisis management organisations
17.00 Wrap-up Day one	

DAY 2		
TUESDAY 13 SEPTEMBER		
09.00	Introduction day 2 <ul style="list-style-type: none"> • Discussion: lessons learned so far 	Recap, check for unanswered questions or pick up on things that were parked previous day.
09.30	Integrative Negotiations <ul style="list-style-type: none"> • Interactive group exercise 	<ul style="list-style-type: none"> • Distinguish between negotiation approaches (distributive, integrative) and decide when to apply which competences, tactics and processes
11.00	Coffee / tea break	
11.15	Strategy and conflict handling modes <ul style="list-style-type: none"> • Interactive lecture: the Thomas-Kilmann model • The TK-Model as a strategic preparation tool • Self-assessment on traits • Exercises 	<ul style="list-style-type: none"> • Infer psychological processes in general relate these to negotiation and mediation situations • Use handling styles to different negotiation situations • Apply skills and competences in realistic crisis management situations • Discover and analyse different situations and apply strategies for facilitation of parties in mediation processes
12:30	Lunch break	
13.30	Making conscious choices in behavior: Thomas-Kilmann exercises <ul style="list-style-type: none"> • Interactive group exercises and role play 	
15:00	Coffee/tea break	
15.15	Negotiation & Mediation: Preparation <ul style="list-style-type: none"> • Insider Mediation example • Illustrations from dialogue processes in practice 	<ul style="list-style-type: none"> • Identify entry points for mediation support • Chart various phases in any mediation process <ul style="list-style-type: none"> - Discuss case studies (comparative)
16.45	End of day 2	

DAY 3		
THURSDAY 15 SEPTEMBER		
09.00	Introduction: Conflict Analysis – Relevance and Tools	
10:30	Conflict Analysis assignment in groups <ul style="list-style-type: none"> Participants work on case studies using CA tools 	Apply: stakeholder mapping tool, root-causes analysis ‘the tree’, the Clingendael conflict curve and the Galtung triangle
12.30	Lunch break	
13.30	Conflict Analysis assignment in groups <ul style="list-style-type: none"> Participants work on case studies using CA tools 	Apply: stakeholder mapping tool, root-causes analysis ‘the tree’, the Clingendael conflict curve and the Galtung triangle
15.00	Coffee / tea break	
15.15	Presentations of groups & Debrief <ul style="list-style-type: none"> Discuss tools applied and case study 	Deduce conclusions about the nature and causes of the conflict, the behavior of the actors, their inter-relationships, and the phase the conflict is in
16.30	Wrap up, final remarks and evaluation <ul style="list-style-type: none"> Debriefing: focus on tools learned during the past days 	Use these tools in the future and identify ways to integrate conflict analysis into planning and programming processes relevant for their work
17.00	End of the day	

DAY 4		
WEDNESDAY 14 SEPTEMBER		
09.30	Recap: Mediation tools (based on needs identified)	Recap, check for unanswered questions or pick up on things that were parked previous day.
10.00	Mediation & negotiation simulation <ul style="list-style-type: none"> • Introduction • Preparation in groups • Part I of the simulation 	<ul style="list-style-type: none"> • Contrast the role, mandate and attitude of the mediator compared to negotiator • Detect entry points for mediation/mediation support • Chart various phases in any mediation process • Deduce and appraise cultural differences in negotiation and mediation processes • Discover and analyse different situations and apply strategies for facilitation of parties in mediation processes • Apply variety of conflict-handling styles
12.30	Lunch break	
13.30	Mediation simulation (continued) <ul style="list-style-type: none"> • Part II of the simulation 	
15.15	Coffee / tea break	
15.30	Mediation simulation debrief <ul style="list-style-type: none"> • Reflect on tools and processes 	<ul style="list-style-type: none"> • Formulate general conclusions and lessons learned
16.45	End of the day	

DAY 5		
FRIDAY 16 SEPTEMBER		
09.30	<p>Conflict sensitivity</p> <ul style="list-style-type: none"> • Introduction, group exercise and reflection (incl. morning break) 	Take a conflict-sensitive approach by understanding the context in which it is operating, e.g. intergroup relations; the interactions between their own interventions and the context, to inform their decisions.
12.30	<p>Lunch break</p>	
13.30	<p>Applying to your daily work</p> <ul style="list-style-type: none"> • Discussion in groups 	Use these tools in the future and identify ways to integrate conflict analysis into planning and programming processes relevant for their work
14.30	<p>Coffee / tea break</p>	
14.45	<p>Wrap up, final remarks, reflection and evaluation</p> <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 <p>Reflect on course format and content</p>
15:45	<p>End of the training</p>	