



CONFLUXCENTER

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LOCAL AND  
INTERCOMMUNAL  
CONFLICT RESOLUTION  
AND MEDIATION  
*Tools, Skills & Techniques*

VIRTUAL TRAINING COURSE **PROGRAM**

*9 — 12 October 2023*

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Conflux Center for Intercultural Dialogue and Mediation

# *Speakers & Organizers*

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## *Senior Mentor:*

**Ambassador Miloš Strugar**  
*UN Senior Mediation Adviser*

## *Course Coordinator:*

**Emilija Marić**  
*Conflux Center*

## *Facilitators & Lecturers:*

**Issaka K. Souaré, PhD**  
*Senior Mediation Adviser*

## *Project Officer:*

**Mina Strugar**  
*Conflux Center*

**Miriam Coronel-Ferrer**  
*Professor, Department of Political Science,  
University of the Philippines (Ret.),  
Senior Mediation Adviser*

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# About the Course

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## *Overall Goal*

Local and intercommunal conflicts are a significant cause of violence at the sub-national level. They can take many forms, but the primary driver is always competition for power and resources. Effectively addressing local and intercommunal conflicts is critical to ensuring the protection of civilians as well as sustaining national political processes.

The objective of the course is to develop a deeper understanding of ways to prevent, mitigate and resolve local and intercommunal 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.

Particular attention will be paid to the aspect of culture, religion, ethnicity and identity, with a view to enhancing the necessary skills to establish and maintain an effective dialogue.

A special focus will be placed on ways of building rapport and engaging non-state armed groups and unarmed actors, as well as on internal and external coordination and cooperation.

## *Learning Objectives*

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

- Identify and understand various local and intercommunal conflict resolution mechanisms;
- Apply acquired skills in local and intercommunal conflict analysis, conflict monitoring and stakeholders mapping by using relevant tools and techniques;
- Better understand drivers, actors and dynamics of local and intercommunal conflict, 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 and meaningful participation 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.

# Course Program

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## DAY 1

9 October 2023

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9:00 – 09:30

*Opening & Introduction*

09:30 – 10:00

*Tour de Table & Expectations*

10:00 – 10:45

**SESSION 1:**

*“Defining & Understanding  
Local & Intercommunal Conflicts”*

**ISSAKA K. SOUARÉ**

10:45 – 11:00

COFFEE BREAK

11:00 – 12:30

**SESSION 2:**

*“Local & Intercommunal Conflict  
Analysis — Tools, Skills, Techniques”*

**MILOŠ STRUGAR**

12:30 – 13:30

LUNCH BREAK

13:30 – 14:00

**SESSION 3:**

*Case Study*

14:00 – 15:30

**EXERCISE 1:**

*“Local & Intercommunal  
Conflict Analysis”  
— Work in groups using a real-case  
scenario*

## DAY 2

10 October 2023

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09:00 – 10:00

*Presenting group work using a real-  
case scenario*

10:00 – 10:15

COFFEE BREAK

10:15 – 11:00

**SESSION 4:**

*“Local & Intercommunal Conflict  
Resolution Mechanisms”*

**MILOŠ STRUGAR**

11:00 – 11:15

COFFEE BREAK

11:15 – 12:00

**SESSION 5:**

*“Mediation Process Design”*

**ISSAKA K. SOUARÉ**

12:00 – 13:00

LUNCH BREAK

13:00 – 14:00

**SESSION 6:**

*“Designing a Mediation Strategy  
— Creating Alliances & Political  
Leverage”*

**ISSAKA K. SOUARÉ**

14:00 – 15:30

**EXERCISE 2:**

*“Mediation Process Design”  
— Work in groups using a real-case  
scenario*

# Course Program

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## DAY 3

11 October 2023

09:00 – 10:00

*Presenting group work using a real-case scenario*

10:00 – 10:15  
COFFEE BREAK

10:15 – 11:00  
SESSION 7:

*“Mediation & Intractable Local and Intercommunal Conflicts — Identity, Ethnic & Religious Conflicts”*

**MILOŠ STRUGAR**

11:00 – 11:15  
COFFEE BREAK

11:15 – 12:00  
SESSION 8:

*“Intercultural Dialogue — How to Mediate Local & Intercommunal Conflicts Across Cultures”*

**MILOŠ STRUGAR**

12:00 – 13:00  
LUNCH BREAK

13:00 – 13:45  
SESSION 9:

*“Mediation Skills & Techniques”*

**ISSAKA K. SOUARÉ**

13:45 – 14:30  
SESSION 10:

*“Analysis of Local Peace Agreements — Substance & Formulations, Issues & Compromises”*

**MIRIAM CORONEL-FERRER**

14:30 – 15:00  
EXERCISE 3:

*“Reframing”*

15:00 – 15:30  
EXERCISE 4:

*“Applying Mediation Skills” — Work in groups using a real-case scenario*

## DAY 4

12 October 2023

09:00 – 09:45  
SESSION 11:

*“Local & National Conflict Resolution Tracks — Relationship Between National & Local Conflict, Network Advocacy, Programs, Campaigns, Strategies”*

**MIRIAM CORONEL-FEERRER**

09:45 – 10:00  
COFFEE BREAK

10:00 – 12:00

*Role-play using a real-case scenario*

12:00 – 13:00  
LUNCH BREAK

13:00 – 13:45

*Feedback on role-play exercise from peers & senior mentor*

13:45 – 14:00  
COFFEE BREAK

14:00 – 15:30  
CASE STUDIES:

*“How to Address Political, Moral & Legal Dilemmas in Mediation of Local & Intercommunal Conflicts”*

**MILOŠ STRUGAR**

15:30 – 15:45

*Coffee Break & Evaluation*

15:45

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

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## NOTES:

All specified times are in accordance with CEST (Central European Summer Time) / UTC+2 (Coordinated Universal Time) time zone.

# *Additional Information*

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## *Content & Structure:*

The virtual course will take place over a period of four days, from **9 – 12 October 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.

## *Registration:*

Registration is open until **6 October 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 **25 September 2023** to [office@confluxcenter.org](mailto:office@confluxcenter.org).

<https://www.confluxcenter.org/events/>

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 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](mailto:office@confluxcenter.org) or **+381 63 130 89 97**

