



CONFLUXCENTER

HOW TO NEGOTIATE ACROSS CULTURES

VIRTUAL TRAINING COURSE **PROGRAM**

26 — 27 March 2024

Conflux Center for Intercultural Dialogue and Mediation

Facilitators & Organizers

Senior Mentor:

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UN Senior Mediation Adviser

Project Officer:

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Conflux Center

Course Director:

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Conflux Center



Course Program

DAY 1

26 March 2024

09:00 – 09:45

SESSION 1:

“The Role of Culture & A Set of Values in Interpreting Behavior & Actions, & in Meaning-Making”

09:45 – 10:30

EXERCISE 1:

*“Do We Still Have Universal Values?”
— Discussion in Plenary*

10:30 – 10:45

COFFEE BREAK

10:45 – 11:30

SESSION 2:

“Different Culture-Driven Negotiation Styles & Skills — Identifying & Addressing Cultural Differences”

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

EXERCISE 2:

*“How to Approach Intractable Religious & Identity Issues, & Create Common Ground for Intercultural & Interreligious Dialogue”
— Discussion in Plenary*

DAY 2

27 March 2024

09:00 – 09:45

SESSION 3:

“Strategies for Communicating with People from Different Cultures — Opening Channels & Creating Safe Spaces, Narratives & Storytelling, Metaphors, Empathic Listening...”

09:45 – 10:30

SESSION 4:

“Essential Skills & Techniques for Negotiating Across Cultures — Persuasion Strategies & Creating Trust”

10:30 – 10:45

COFFEE BREAK

10:45 – 11:30

SESSION 5:

“Can the Western Approach to Conflict Resolution be Applied in a Non-Western Context?”

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

EXERCISE 3:

*“How to Deal with Moral & Political Challenges in Negotiation Related to Cultural Differences”
— Case Studies*

