



CONFLUXCENTER



UNIVERSITY
OF ARTS
IN BELGRADE

RESOLUTION OF CROSS-CULTURAL CONFLICT THROUGH NEGOTIATION, FACILITATION AND MEDIATION

*How to Manage the Cultural Dimension
in Conflict Resolution*

VIRTUAL COURSE **PROGRAM**

29 November — 3 December 2021

Organized by:

Conflux Center for Intercultural Dialogue and Mediation
China Foreign Affairs University
University of Arts in Belgrade

Speakers & Organizers

Senior Mentors:

Professor Sun Jisheng PhD
Vice-President, China Foreign Affairs University

Professor Milena Dragičević-Šešić PhD
*Professor Emerita, University of Arts in Belgrade,
UNESCO Chair*

Ambassador Miloš Strugar
UN Senior Mediation Adviser

Chief Instructors & Coordinators:

Professor Ljiljana Rogač Mijatović PhD
University of Arts in Belgrade

Professor Ran Jijun PhD
*Dean, Department of English and International Studies,
China Foreign Affairs University*

Facilitators:

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

Ambassador Cynthia P. Schneider PHD
*Distinguished Professor in the Practice of Diplomacy,
Georgetown University*

Renata Avila
*International Human Rights Lawyer Co-Founder, Alliance
for Inclusive Algorithms*

Course Director:

Emilija Marić
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About the Course

Overall Goal

Conflicts of today are becoming increasingly complex, changing and correlating with identity and cultural issues. One of the crucial factors affecting negotiation and mediation is the awareness of the role of culture in conflict. Cross-cultural awareness refers to the ability to be regardful of people's perceptions relating to experiences, beliefs, values, concepts and expectations within a given cultural context as well as of their impact. Comprehending each other's cultures provides the necessary tools to address both current and potential conflicts.

The course will look into different ways of approaching intractable cross-cultural conflicts. While some assume that these conflicts are caused by the existence of cultural differences, others claim that the root causes stem from perceptions, difficulties in communicating and understanding each other, dictated by cultural frameworks. The course will focus on common ground for intercultural and interreligious dialogue, as well as on exploring various methods for resolving cross-cultural conflicts through dialogue and negotiations, or third-party facilitation and mediation. The course will also look into ways of improving the conflict resolution processes by cultural means and instruments.

Learning Objectives

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

- Define and understand cross-cultural conflict and its relations to identity, ethnicity and religion;
- Acquire insights into the role of culture in conflict, and into ways the concepts of culture are being framed in negotiation, mediation, conflict prevention and resolution;
- Apply acquired skills in cross-cultural conflict analysis, conflict monitoring and stakeholders mapping by using relevant tools and techniques;
- Better understand cross-cultural conflict drivers, actors and dynamics, and identify historic and structural causes of conflict;
- Understand the role of culture in interpreting behavior and actions, and in meaning-making, as well as the importance of a set of values, both overt and invisible;
- Develop mediation strategies and inclusive mediation processes in cross-cultural settings and use various modalities for a greater inclusion of women;
- Apply various methods and a range of skills, techniques and good practices for resolving cross-cultural conflicts through dialogue and negotiations, or third-party facilitation and mediation;
- Differentiate culture-driven negotiation styles and skills, and design negotiation strategy to tackle the cultural dimension in conflict resolution;
- Identify common ground for intercultural and interreligious dialogue;
- Apply essential skills for mediating cross-cultural conflict;
- Acquire and be able to apply communication skills and techniques in cross-cultural communication;
- Understand and apply ways of improving the conflict resolution processes by cultural means and instruments;
- Deal with moral and legal dilemmas which may arise in cross-cultural conflict resolution and mediation.

Course Program

DAY 1

29 November 2021

09:00 – 09:30

*Opening & Introduction —
Agenda & Program of Work*

09:30 – 10:00

Tour de Table & Expectations

10:00 – 10:45

SESSION 1:

*“The Meaning of Culture
& Cultural Differences”*

LJILJANA ROGAČ MIJATOVIĆ

10:45 – 11:00

COFFEE BREAK

11:00 – 11:45

SESSION 2:

*“Identifying & Addressing
Cultural Differences”*

RAN JIJUN

11:45 – 12:00

COFFEE BREAK

12:00 – 13:00

SESSION 3:

*“Culture & Identity,
Ethnic & Religious Conflict”*

MILOŠ STRUGAR

13:00 – 14:00

LUNCH BREAK

14:00 – 15:00

SESSION 4:

*“Cross-Cultural Conflict
Analysis Tools & Skills —
Positions, Interests, Norms,
Values & Perceptions”*

MILOŠ STRUGAR

15:00 – 15:30

Case Study

MILOŠ STRUGAR

15:30 – 16:30

EXERCISE 1:

*“Cross-Cultural
Conflict Analysis”
— Work in groups using a
real-case cross-cultural conflict
scenario*

DAY 2

30 November 2021

09:00 – 10:30

EXERCISE 1 CONT.:

*Role-play using a real-case
cross-cultural conflict scenario*

10:30 – 10:45

COFFEE BREAK

10:45 – 11:30

SESSION 5:

*“Is Culture a Source or
a Pretext for Conflict —
Geopolitics & Internal
Conflicts”*

MILENA DRAGIĆEVIĆ-ŠEŠIĆ

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

SESSION 6:

*“Creating Common Ground for
Intercultural & Interreligious
Dialogue — Case Studies”*

MIRIAM CORONEL-FERRER

12:30 – 13:30

LUNCH BREAK

13:30 – 14:15

SESSION 7:

*“Culture & Political
Negotiation —
Acknowledging Differences
in Peace Agreements”*

MIRIAM CORONEL-FERRER

14:15 – 14:30

COFFEE BREAK

14:30 – 15:30

SESSION 8:

*“Culture-Driven Negotiation
— Approaches, Styles, Skills
& Techniques”*

MILOŠ STRUGAR

15:30 – 16:30

EXERCISE 2:

*“Applying Negotiation
Skills & Techniques”
— Work in groups using a
real-case cross-cultural conflict
scenario*

DAY 3

1 December 2021

09:00 – 10:30

EXERCISE 2 CONT.:

*Role-play using a real-case
cross-cultural conflict scenario*

10:30 – 10:45

COFFEE BREAK

10:45 – 11:30

SESSION 9:

*“Culture in International
Politics”*

SUN JISHENG

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

SESSION 10:

*“Harnessing the Power of Arts
& Culture as a Tool in Conflict
Resolution & Mediation —
Ethical Dimensions of National
Cultural Policies & of Cultural
Work in Conflict Areas”*

MILENA DRAGIĆEVIĆ-ŠEŠIĆ

12:30 – 13:30

LUNCH BREAK

13:30 – 14:15

SESSION 11:

*“Communication Across
Cultures — Opening Channels
& Creating Safe Spaces,
Narratives & Story-Telling,
Metaphors, Empathic Listening,
Rumor Control...”*

CYNTHIA P. SCHNEIDER

14:15 – 14:30

COFFEE BREAK

14:30 – 15:30

SESSION 12:

*“Facilitation Across Cultures
— ‘Talks About Talks’:
Agreeing to Negotiate, Agenda,
Procedures...”*

MILOŠ STRUGAR

15:30 – 16:30

EXERCISE 3:

*“Facilitation Across Cultures”
— Work in groups using a
real-case cross-cultural conflict
scenario*

Course Program

DAY 4

2 December 2021

09:00 — 10:30

EXERCISE 3 CONT.:

Role-play using a real-case cross-cultural conflict scenario

10:30 — 10:45

COFFEE BREAK

10:45 — 11:30

SESSION 13:

“Mediation Process Design — When is a Conflict Ripe for Mediation?”

MILOŠ STRUGAR

11:30 — 11:45

COFFEE BREAK

11:45 — 12:30

SESSION 14:

“Essential Skills for Mediating Cross-Cultural Conflict”

MILOŠ STRUGAR

12:30 — 13:30

LUNCH BREAK

13:30 — 14:30

EXERCISE 4:

“When is a Cross-Cultural Conflict Ripe for Mediation” — Work in groups using a real-case scenario

MILOŠ STRUGAR

14:30 — 14:45

COFFEE BREAK

14:45 — 15:30

EXERCISE 5:

“Reframing, Empathic Listening” — Work in groups using a real-case scenario

MILOŠ STRUGAR

15:30 — 16:30

EXERCISE 6:

“Applying Mediation Skills & Techniques” — Work in groups using a real-case cross-cultural conflict scenario

DAY 5

3 December 2021

09:00 — 11:30

EXERCISE 6 CONT.:

Role-play using a real-case cross-cultural conflict scenario

11:30 — 11:45

COFFEE BREAK

11:45 — 12:30

SESSION 15:

“Tracking Influences of Media, Information & Communication Technologies, & Artificial Intelligence on Cross-Cultural Conflict”

RENATA AVILA

12:30 — 13:30

LUNCH BREAK

13:30 — 15:00

CASE STUDIES:

“How to Address Political, Legal & Moral Dilemmas in a Cross-Cultural Context?”

MILOŠ STRUGAR

15:00 — 15:15

Coffee Break & Evaluation

15:15

Course Wrap Up & Q&A with Senior Mentors

Course Details

Target Audience

This program is designed for senior and mid-level staff members working in international organizations headquarters and field operations (UN, AU, OSCE, EU, etc.), and those working in governments, non-governmental organizations, academic institutions, or preparing to serve in peace operations and in diplomatic service. The objective of the course is to enhance their specific knowledge and skills to manage the cultural dimension, as well as to enable them to develop a deeper understanding of ways to prevent, mitigate, and resolve cross-cultural conflicts.

Content and Structure

The virtual course will take place over a period of five days, from **29 November – 3 December 2021** 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.

Technical Requirements

In order to join the virtual training, all attendees should have access to the internet and a personal computer (laptop), with an operational camera and microphone (external or internal). A stable internet connection is essential in order to minimize the chances of stutter or disconnection. It is advisable that the participants download the Zoom application (free of charge). It is also possible to join a meeting directly from a web browser, but the meeting experience and available features are limited. The participants will receive all necessary information in the joining instructions prior to the start of the course.

Additional Information

Registration:

Registration is open until **26 November 2021** 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:

1,200 EUR (1,500 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 **19 November 2021** to office@confluxcenter.org.

Conflux Center will not provide refunds for customers 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 CET (Central European Summer Time) / UTC+1 (Coordinated Universal Time) time zone.

For further details about the course, please contact us at:

office@confluxcenter.org or **+381 63 130 89 97**



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