

# Conflict Management and Conflict Transformation (CMCT)

Trainer: Mr Dirk Sprenger

Duration: November 26 – December 7, 2018, 10 days

Course programme first week



In cooperation with  
**ENGAGEMENT GLOBAL**  
Service für Entwicklungsinitiativen



With funding from the  
Federal Ministry  
for Economic Cooperation  
and Development

Time	Monday, 26.11.2018	Tuesday, 27.11.2018	Wednesday, 28.11.2018	Thursday, 29.11.2018	Friday, 30.11.2018
9.00 - 10.30	<p>Registration (8.30 am)</p> <p><b>Welcome (9.00 am)</b></p> <p><b>Introduction to the training course</b></p> <ul style="list-style-type: none"> <li>The relevance of the topic for development cooperation</li> <li>Presentation of trainer and participants, getting to know who is here</li> </ul>	<p>Lead in: review of previous day objectives for the day, schedule</p> <p><b>Understanding the Dynamics of Conflict</b></p> <ul style="list-style-type: none"> <li>The nine stages of escalation according to F. Glasl</li> </ul>	<p>Lead in: review of previous day, objectives for the day, schedule</p> <p><b>Personal Conflict Management</b></p> <ul style="list-style-type: none"> <li>Conflict styles</li> </ul>	<p>Lead in: review of previous day, objectives for the day, schedule</p> <p><b>Personal Conflict Management</b></p> <ul style="list-style-type: none"> <li>Focus on needs, emotions, relationships, actions</li> </ul>	<p>Lead in: review of previous day, objectives for the day, schedule</p> <p><b>Third Party Interventions: facilitation and mediation processes</b></p> <ul style="list-style-type: none"> <li>Mediation processes: Exercises</li> </ul>
<b>Coffee break</b>					
11.00 - 12.30	<p><b>Objectives, personal expectations and agenda</b></p> <p><b>Ground Rules</b></p> <p><b>Basic terms and concepts</b></p> <ul style="list-style-type: none"> <li>Introduction to basic terms and concepts of conflict and conflict management</li> </ul>	<p><b>Understanding the Dynamics of Conflict</b></p> <ul style="list-style-type: none"> <li>The nine stages of escalation according to F. Glasl continued</li> </ul>	<p><b>Personal Conflict Management</b></p> <ul style="list-style-type: none"> <li>Conflict and communication</li> </ul>	<p><b>Excursions:</b></p> <p><b>Visits to institutions in Berlin</b></p> <p><b>CSSP – Berlin Center for Integrative Mediation, Berlin Police Communication Team, Mediationsbüro Mitte</b></p>	<p><b>Third Party Interventions: facilitation and mediation processes</b></p> <ul style="list-style-type: none"> <li>Mediation processes: Exercises</li> </ul>
<b>Lunch break</b>					
13.30 - 15.00	<p><b>Understanding the Dynamics of Conflict</b></p> <ul style="list-style-type: none"> <li>Personal experiences seen through systemic constellations</li> </ul>	<p><b>Understanding the Dynamics of Conflict</b></p> <ul style="list-style-type: none"> <li>The nine stages of escalation according to F. Glasl continued</li> </ul>	<p><b>Personal Conflict Management</b></p> <ul style="list-style-type: none"> <li>Focus on needs, emotions, relationships, actions</li> </ul>	<p><b>Evaluation of visits to institutions</b></p> <p><b>Third Party Interventions: Facilitation and mediation processes</b></p> <ul style="list-style-type: none"> <li>Mediation processes Exercises</li> </ul>	<p><b>Third Party Interventions: facilitation and mediation processes</b></p> <ul style="list-style-type: none"> <li>Mediation processes: Exercises</li> </ul>
<b>Coffee break</b>					
15.30 - 17.00	<p><b>Understanding the Dynamics of Conflict</b></p> <ul style="list-style-type: none"> <li>Personal experiences seen through systemic constellations</li> </ul> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>Understanding the Dynamics of Conflict</b></p> <ul style="list-style-type: none"> <li>The nine stages of escalation according to F. Glasl</li> </ul> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>Personal Conflict Management</b></p> <p>Focus on needs, emotions, relationships, actions</p> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>Third Party Interventions: Facilitation and mediation processes</b></p> <ul style="list-style-type: none"> <li>Mediation processes: Exercises</li> </ul> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>Third Party Interventions: facilitation and mediation processes</b></p> <ul style="list-style-type: none"> <li>Mediation processes: Exercises</li> </ul> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>

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Time	Monday, 03.12.2018	Tuesday, 04.12.2018	Wednesday, 05.12.2018	Thursday, 06.12.2018	Friday, 07.12.2018
9.00 - 10.30	<p>Lead in: review of previous day objectives for the day, schedule</p> <p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Setting the stage: Choosing case studies from the participants regions</li> </ul>	<p>Lead in: review of previous day objectives for the day, schedule</p> <p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Where to start with transformation processes? Perspectives/Needs/Entry Points</li> </ul>	<p>Lead in: review of previous day objectives for the day, schedule</p> <p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Designing intervention processes: Integrative, transforming interventions</li> </ul>	<p>Lead in: review of previous day objectives for the day, schedule</p> <p><b>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</b></p> <ul style="list-style-type: none"> <li>Introduction: The horns of the dilemma</li> <li>Work with a case study</li> </ul>	<p>Lead in: review of previous day objectives for the day, schedule</p> <p><b>Conflict Prevention &amp; Development Work: Conflict sensitivity in projects and programmes</b></p> <ul style="list-style-type: none"> <li>Work with a case study</li> <li>Plenary: results and lessons learned from the case study</li> </ul>
<b>Coffee break</b>					
11.00 - 12.30	<p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Situation analysis: context, actors, issues, functions, dynamics</li> </ul>	<p><b>Guest speaker</b> Dr. Anne Isabel Kraus (CPM) An academic view on international conflicts</p>	<p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Designing intervention processes: Integrative, transforming interventions</li> </ul> <p><i>Transfer to Pangea-Haus</i></p>	<p><b>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</b></p> <ul style="list-style-type: none"> <li>Work with a case study</li> </ul>	<p><b>What have we learned?</b></p> <ul style="list-style-type: none"> <li>Self-reflection on the course; what was learned and the links towards own professional background</li> </ul>
<b>Lunch break</b>					
13.30 - 15.00	<p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Situation analysis: context, actors, issues, functions, dynamics</li> </ul>	<p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Where to start with transformation processes? Perspectives/Needs/Entry Points</li> </ul>	<p><b>ENGAGEMENT GLOBAL</b> Dr. Christian Braun (EG) Introduction to the programmes of Engagement Global</p>	<p><b>Conflict prevention &amp; development work: conflict sensitivity in projects and programmes</b></p> <ul style="list-style-type: none"> <li>Work with case study</li> </ul>	<p><b>Final evaluation and closure</b></p> <ul style="list-style-type: none"> <li>Certificates (02:00 pm)</li> </ul>
<b>Coffee break</b>					
15.30 - 17.00	<p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Situation analysis: context, actors, issues, functions, dynamics</li> </ul> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>Conflict Transformation: strategies and processes</b></p> <ul style="list-style-type: none"> <li>Designing intervention processes: Integrative, transforming interventions</li> </ul> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>ENGAGEMENT GLOBAL</b> Dr. Christian Braun (EG) Introduction to the project "Development meets Security"</p> <p><b>Today's Outcome</b></p> <ul style="list-style-type: none"> <li>Reflection groups</li> <li>Learning journal</li> </ul>	<p><b>Individual consultation for interested participants</b></p>	<p style="text-align: center;"><b>Auf Wiedersehen! Good-Bye!</b></p>