



## INTERCULTURAL LEARNING & CONFLICT MANAGEMENT TRAINING APPROACH OF THE NGO TRAINING CENTRE FOR MANAGEMENT OF CONFLICTS – SKOPJE

**The approach that CMC facilitators use is based on these four principles:**

- *full participation and Interaction*
- *Theoretical input*
- *Experience based learning*
- *Socio-cultural benefit*

**Experience based learning** is principle that has its roots in the life wisdom and existing experiences and skills among participants. By experience sharing and providing the participants with insights and skilful guidance through the learning processes, facilitators open bigger learning space. This practically means that almost the whole learning process is dependable on the participants. It also means that the ownership on the event and responsibilities are transferred to the participants, as the ones that the event is for.

**Theoretical input** as a second principle has to do with insights that facilitators are coming up. The messages that the training aims to transfer are supported with theoretical basis and wisdom of eminent peace-workers all over the world. Selection of the themes depends on design of each end every event, available time frame, oldness and existing experience among participants, gender equality, needs of participants, etc. As knitting of the themes starts they build on each other, interlink with other principles, and in the end specific tailor is build for each training event.

**Interactive participation** is part of the whole process that facilitators build. This principle starts from a point where we highly value the existing experience among participants and do not present things what can come up from participants. With drawing out the existing potential from the participants we try avoid the long and boring theoretical presentations. In this way we give possibility to participants to strengthen their self-esteem by exploring themselves and others as well finding common ground.

**Socio-cultural benefit** is very much important part of every event. For the trainers of CMC this means that specific emphasis is given on breaking down the social and cultural barriers. By providing space and time facilitators do also lead the social part during the breaks and free time. This is not done only by doing what we preach, but also by initiating participants to consider this principle as a moment for learning and braking down barriers.

All these principles are interlinked and they interdependent. The actual social and political context has a big influence on these principles. We always try to search for common ground between the reality and fiction. Practically this means that we always link the reality and existing experiences with the whole training process, so we meet the needs of those involved.

The main criterion that we evaluate the trainings is the closeness of participants and their willingness to continue working on Peace.

**These are some of the most general objectives that we have on most of the seminars:**

- Contribution towards full understanding, dealing, managing & transforming conflicts by using the existing knowledge and theoretical input.
- Explore their concrete experience and further use it as starting point for deepening the subjects of the seminar;
- Have opportunity to raise their awareness on conflict transformation and directly experience the approach on dealing with it;
- Discuss and deepen their knowledge on issues that are directly connected to Peace such are: Peace building, communication & non-violent communication, perceptions, understanding conflicts and conflict analyses, dialogue, Mediation, negotiation, intercultural learning, leadership & decision making, human rights, gender, democracy, etc.
- Be educated to use the analyzing tools and deal with conflicts by using constructive approach to deal with it;
- Be able to moderate in conflicts as well as to tackle the various conflicts they face in their everyday life and work by developing and strengthening communication and dialogue skills;
- Link the topics with their previous experience and give opportunity to share it within the group and organization;
- Create atmosphere of equality in the group, mutual understanding and respect of difference;
- Once back from the workshops, participants will find the workshop useful in their daily work and will act as multipliers in their organizations and wider environment;

These are some of the themes that we address in most of training programme.

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- Communication skills: listening, using questions, giving and receiving feedback.
  - Non-violent communication, paraphrasing, mirroring, summarizing ...
  - Giraffe language (I - You and We speech)
- Perceptions of the parties in conflict: how parties see the conflict.
- Understanding Conflicts,
  - Stages and processes, types, outcomes,
  - Violence and Peace: Clarification of concepts.
- Finding common ground,
  - Dialogue as a tool to uncover fears and concerns,
  - Vision;
- Identity, stereotypes and prejudices;
- Human need and relation to Human rights;

- Conflict analysis tools: we will introduce some of the following conflict analysis tools to enable participants to understand and analyse conflict: Mapping, Stages, Time Line, the Conflict Tree and ABC triangles.
- Identifying suitable entry points for intervention or response.
- Personal Conflict styles: we will explore with participants their conflict resolution styles to increase the choices available when in a conflict situation.
- The concepts of positions needs and interests of the parties in a conflict situation.
- Introduction to Negotiation: Principles and practice
- Introduction to Mediation: Principles and practice. Workshops use, as far as possible, case studies based on the experience of participants
- Sustainable reconciliation
- Observing and Monitoring
- Core skills for mission preparation
- Developing strategies for action
- Exploring a conflict sensitive approach for working in a tense situation.
- Application of this training.

The topics that would be addressed in any particular training programme would depend on the objectives of the training programme, the length of the programme and the needs of participants.

The list above indicates some of the basic concepts and tools that we believe are essential when working and living in a conflict situation. There are a range of other specific areas that are not included in the above list.

All programmes are developed in consultation with the parties involved, and based on mutually agreed objectives.

Up to now seven professional trainers on Peace building are trained within the frames of our programme and they are part of the pool of trainers of CMC. If necessary we involve other trainers from other domain and foreign institutions that are working on the same area that we do.

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