Introduction to Conflict Management

TRAINING COURSE

5–7 SEPTEMBER 2018
CCR’s Introduction to Conflict Management is a 2½-day course aimed at building the knowledge and skills of participants to manage conflicts in their own environments in more positive and effective ways.

Through a series of modules that combine theoretical principles and practical exercises, the course will introduce participants to conflict management concepts and processes, including active listening and communication, negotiation, dialogue, and mediation skills. Role-play, facilitated discussion, and other interactive activities are key components of the course that will help participants to develop their own conflict management skills and styles, while gaining the confidence to use them in their individual contexts.

Who Is the Course For?

The course is suitable for anyone who wants to learn positive approaches to, and practical skills for, managing conflicts in their personal lives, workspaces, or communities. It will be of particular benefit to community workers, civil society and trade union activists, school teachers, university faculty, and students, as well as corporate executives, human resource consultants and managers, and government administrators.
Course Objectives

Participants will:
• Learn theoretical approaches to conflict management.
• Understand the relationship between conflict and human rights (individual and group).
• Learn about the processes of conflict management and conflict transformation.
• Gain and practise positive conflict management skills, including dialogue, negotiation, mediation, and communication.
• Share, and learn from, peer experiences.
• Explore and develop their own conflict management skills and styles.

Course Content

Module 1: Understanding Conflict and Conflict Management
• Peace and conflict: basic concepts, theories, tools, and methods
• Principles and methods of conflict analysis
• Skills and techniques for conflict resolution

Module 2: Conflict Management – The Theory and Practice of Alternative Dispute Resolution
• Conflict transformation: principles and practice
• Dialogue
• Negotiation
• Mediation
• Communication

Module 3: Human Rights and Conflict Management
• Human needs theory and conflict management
• Human rights frameworks and conflict management
• Human rights institutions, conflict management, and peacebuilding

Course Dates and Duration
5–7 September 2018
(2½ days, ending at 1 PM on Friday, 7 September)
Course Fee
Early-bird registration by 24 August 2018: R2,000 per person
Registration after 24 August 2018: R2,500 per person

The course fee is inclusive of VAT and includes:
• Daily morning and afternoon coffee/tea breaks
• Lunch on two days
• Workshop materials
• Certificate of attendance

About the Centre for Conflict Resolution

Established in 1968, the Centre for Conflict Resolution (CCR), Cape Town, South Africa, works on a pan-continental basis to strengthen the capacity of African civil society and grassroots organisations, as well as national governments and regional bodies, to address conflict constructively and build peace in their communities. CCR combines policy and practice. The Centre’s training workshops and manuals place particular emphasis on equipping key African actors – organisations as well as individuals – with the knowledge and skills to prevent, manage, and resolve conflicts through constructive, creative, and cooperative approaches in their own particular contexts.

To register, or for more information, please contact:
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CCR offers training for individuals and groups. If you represent an organisation and are interested in conflict management training for your staff, we encourage you to contact the Centre for a group booking and for more information on the course content, as well as the benefits of training. Affordable quotes for tailored courses are available upon request.