

Conflict Resolution and Mediation

SWAPO Party Women's Council:
Executive Committee and Regional Coordinators
30 March – 1 April 2007

Friday, 30 March

17:00 – 17:15 Welcoming Remarks:

- Mr Hubert René Schillinger, Resident Representative Friedrich-Ebert-Stiftung, Namibia Office
- Hon. Petrina Haingura, Deputy Minister for Health, SPWC – General Secretary,
- Prof. Dr. Angela Mickley, Facilitator: Potsdam/Germany

17:15 - 18:00 Dinner

18:00 - 18:30 **Presentation and input, questions and discussion:**

- In which areas of private, professional and political life can conflict resolution be used?
- How does it work?
- What results can it provide? Differentiation of regulations, agreements, solutions.
- How can people learn and apply it?

18:30 - 19:15 **Initial exercises** to get an impression of procedure and a feeling for the required constructive attitude of CR experts and mediators.

19:15 - 19:45 Break

19:45 - 21:00 **Input:** Which developments can be of use for Namibia?

Professional experiences and learning steps witnessed in application of Conflict Resolution in political conflicts in re-unified Germany, Northern Ireland, Moldova after war with Transnistria, South Korea after dictatorship and preparing for hoped re-unification with the North

21:00 End of Day 1

Saturday, 31 March

8:00 - 9.30 **Biography:** learning through life - many wounds and changes were never asked for, but helped us develop into present personality.
In conflicts past hurts tend to get reactivated and then confuse our vision of present situations: How much of the past can and should be addressed in conflict work?

9.45 - 13.00 **Learn and test methods of Conflict Resolution for problem solving, decision making and crises situations**

This will be prepared with various exercises and role-plays in small groups and the plenary, to give everybody a chance to try and practise the new methods and develop a working routine with them:

Deescalating aggressive or violent situations, efficient use of empathy, paraphrasing, brainstorming, negotiating, clarifying and identifying interests of

conflicting parties, reframing clients' negative accusations or destructive expressions

13:00 - 14:00 Lunch

14:00 - 18:00 **Use everyday conflict examples** for further practise sessions: Typical situations will be chosen which best reflect the most frequent challenges

Mediation as a transparent and effective process with a wide variety of applications.

Preparation and four steps: Setting, structural framework (legal, political, economic, social, ecological or individual) of conflict situation, interests of involved parties in the conflict itself and in the mediation: What result would they like to achieve after a successful session?

Order of steps in resolution process: Coordination of possible methods according to clients' needs, time frame and aspired results

18:00 - 19:00 Dinner

19:00 End of Day 2

Sunday, 1 April

08:00 - 10.30 **Work through whole mediation session** in small groups who choose an adequate conflict example and change roles during process to experience and make use of the different perspectives of client, mediator, co-mediator and observer.

10.30- 11:00 Evaluation: experiences, perspectives, next steps

11:00 End of Workshop

Facilitator:

Prof. Dr. Angela Mickley – mickley@fh-potsdam.de

Peace, Conflict & Ecology - Potsdam University of Applied Sciences / Germany

Co-Facilitators:

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