

## *Certificate in Conflict Resolution Skills*

8-22 September 2002

### **Background**

Dealing with conflict is something we all have to do in our daily lives, whether at the inter-personal, social or political levels. We are living in a world where conflict is an integral part of the human experience, yet who provides us with the skills to understand its dynamics, or alleviate its consequences? Wherever we live conflicts of various forms surround us in our professional and social interactions.

By offering this course, *The Richardson Institute* and the *Management Development Division* at Lancaster University in partnership with *Responding to Conflict (RTC)*, want to support people who are interested in making a practical contribution to their society and who want to become more effectively involved in alleviating or transforming conflicts at the inter-personal, national or international levels.

### **Aims and Objectives**

This certificate aims to provide a greater conceptual understanding of the causes of conflict and its dynamic forces. Crucially, we will provide a range of practical skills-based training in the handling of conflict situations.

The objectives of the certificate are:

- To develop skills in analysing and understanding conflict in context and within particular settings
- To develop and practise skills including communication, active listening, mediation, negotiation and strategy building.
- To develop the ability to work with others to sustain a long-term approach to changing the relationships which give rise to conflict
- To learn how to evaluate and assess the impact of such interventions.

### **Who Should Come**

- Are you a recent graduate who would like to work for an NGO in a region of conflict, but are without any practical experience or conflict handling skills?
- Are you a practitioner working in the field who would benefit from a renewed focus on the dynamics of conflict and a more formal analysis of the approaches that can be employed to deal with it?
- Are you a police officer or community worker dealing with racism and social exclusion?
- Are you a member of a statutory agency or an NGO facing conflict over organisational change within the workplace?

If the answer to any of these questions is yes, and if you want to gain a range of practical skills in understanding and dealing with conflict situations, then this Certificate in Conflict Resolution Skills is for you.

The course will particularly benefit people who are considering working in areas of conflict or with non-governmental or intergovernmental bodies working in areas experiencing conflict. It will also benefit people in statutory agencies and other organisations who deal with community conflict or organisational conflict as part of their work.

Typically, the certificate is undertaken by those new to the field as well as by more experienced individuals to enable them to work effectively in mediating and addressing the causes of social and political conflict.

Applicants should normally hold a good second class degree or its equivalent. However, applications from students with relevant professional qualifications and/or substantial experience will also be considered.

### **The Course**

The curriculum is designed to provide a rich cross-fertilisation within the student group, from those newly graduated who want to become involved in NGOs or statutory agencies dealing with conflict situations, either within Britain or abroad, to existing practitioners in conflict zones who wish to refresh and refocus their thinking and their activities in the field.

Students will work in learning sets that take advantage of their range of experience in different political, social, cultural and organisational contexts. The variety of experience and political backgrounds of participating students, will help to illustrate the generic features of conflict, both in terms of its causal factors and the techniques that can be used to alleviate its consequences.

The curriculum will introduce a range of skills, analytical tools and exercises based on understanding conflict and handling it effectively. The teaching method will be highly participative, with space for extensive student contribution and class discussion, in combination with more formal tutor input. A range of conflict situations will be discussed as case studies based on participants' own experience and interests. The curriculum is intended to encourage reflective learning, and to enable students to apply the skills they have learned to an organisational or situational context.

For a more detailed outline of the curriculum, please visit our course web-site.  
<http://www.lancs.ac.uk/depts/richinst/home/index.htm>

The Certificate will be taught as an intensive residential 14-day course at Lancaster University. Participants will receive a course pack six weeks before the course starts. There will be some preliminary preparation work, and support will be provided for reflective thinking and writing after the course to consolidate and apply insights to participants' particular situations and concerns.

In 2002-03<sup>1</sup> the course will run from 8-22 September 2002. Residential packages are available from Lancaster University on request.

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<sup>1</sup> Subject to availability.

**Staff**

The Project Director is Sally Watson, Senior Teaching Fellow within the Management Development Division of the Management School and a member of the Richardson Institute.

Simon Fisher, Director of RTC, will lead the teaching of the certificate.

The teaching team of tutors and practitioners bring a wide range of experience and expertise of conflict situations from the organisational to the international level.

**Course fee and application procedure**

The course fee in 2002-03 will be £1200 per person.

Applications and enquiries should be made to the Project Director, Ms Sally Watson, c/o Department of Politics and International Relations, Lancaster University, Lancaster, LA1 4YL. E-mail enquiries to [Sally.Watson@lancaster.ac.uk](mailto:Sally.Watson@lancaster.ac.uk)

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Please visit our course web site for further details.

<http://www.lancs.ac.uk/depts/richinst/home/index.htm>