Training course on Conflict Resolution and Mediation in Social Programs

Professional Development Training Course Outline

Category	Social Protection	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Conflict Resolution and Mediation in Social Programs is a critical and highly specialized discipline that equips practitioners with the essential skills to effectively identify, manage, and resolve disputes that inevitably arise within the context of social development initiatives. Social programs, by their very nature, often involve diverse stakeholders with competing interests, limited resources, and deeply held beliefs, leading to potential conflicts among beneficiaries, communities, implementing agencies, and government bodies. This course moves beyond theoretical concepts to provide advanced practical strategies for understanding conflict dynamics, facilitating constructive dialogue, and mediating disputes to achieve mutually beneficial and sustainable outcomes. It recognizes that effective conflict resolution and mediation are paramount for fostering social cohesion, ensuring equitable program delivery, and maximizing the positive impact of social investments. Training Course on Conflict Resolution and Mediation in Social Programs is meticulously designed to equip with the advanced theoretical insights and intensive practical tools necessary to excel in Conflict Resolution and Mediation in Social Programs. We will delve into the foundational concepts of conflict theory and communication, master the intricacies of various conflict resolution styles, and explore cutting-edge approaches to negotiation, mediation techniques, and building sustainable agreements. A significant focus will be placed on hands-on application through extensive role-playing, simulations, and analyzing real-world complex social program conflict scenarios. By integrating industry best practices, analyzing complex case studies, and engaging in intensive practical exercises, attendees will develop the strategic acumen to confidently lead and participate in conflict resolution and mediation processes, fostering unparalleled collaboration, consensus-building, and effective program delivery.

Programme Curriculum

Training Course on Conflict Resolution and Mediation in Social Programs

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Course Objectives

Upon completion of this course, participants will be able to:

1. Analyze the fundamental concepts of **conflict theory** and its manifestations in social programs.
2. Comprehend the principles of **effective communication** in conflict situations.
3. Master various **conflict resolution styles** and their appropriate application.
4. Develop expertise in the process of **negotiation for mutually beneficial outcomes**.
5. Formulate strategies for **preparing for and facilitating mediation processes**.
6. Understand the critical role of **active listening and empathy** in conflict resolution.
7. Implement robust approaches to **managing difficult emotions and power imbalances** in disputes.
8. Explore key strategies for **building trust and rapport** among conflicting parties.
9. Apply methodologies for **generating creative options and reaching sustainable agreements**.
10. Understand and address **ethical considerations** in mediation and conflict resolution.
11. Develop preliminary skills in **designing and implementing grievance redress mechanisms** in social programs.
12. Conduct a comprehensive **mediation simulation** for a social program conflict.
13. Examine **global best practices and lessons learned** in conflict resolution for social programs.

Target Audience

This course is essential for all professionals involved in the design, implementation, and oversight of social programs:

1. **Social Protection Program Managers & Coordinators:** Managing program-related disputes.
2. **Community Development Specialists:** Working with diverse community groups.
3. **Humanitarian Actors:** Responding to conflicts and tensions in crisis settings.

4. **Peacebuilders & Conflict Transformation Practitioners:** Integrating social dimensions into peace efforts.
5. **Government Officials:** In ministries dealing with social welfare, local governance, and public services.
6. **Development Practitioners:** From NGOs and international organizations, implementing social programs.
7. **Social Workers & Frontline Staff:** Directly engaging with beneficiaries and resolving issues.
8. **Consultants:** Providing conflict resolution and mediation services.

Course Duration: 10 Days

Course Modules

Module 1: Foundations of Conflict in Social Programs

- Define conflict and its various types (e.g., interpersonal, intergroup, structural).
- Discuss common sources of conflict in social programs (e.g., targeting, benefits, access, power).
- Understand the dynamics of conflict escalation and de-escalation.
- Explore the constructive and destructive potentials of conflict.
- Identify typical conflict scenarios in social protection and development programs.

Module 2: Effective Communication in Conflict Situations

- Comprehend the principles of effective communication in conflict.
- Learn about verbal and non-verbal communication in high-stakes situations.
- Discuss active listening, paraphrasing, and summarizing techniques.
- Understand the impact of language and tone on conflict dynamics.
- Practice communication skills through role-play.

Module 3: Conflict Resolution Styles

- Master various conflict resolution styles (e.g., competing, accommodating, avoiding, compromising, collaborating).
- Learn to assess your own conflict style and its impact.
- Discuss when each style is most appropriate for different situations.
- Understand how to adapt your style to the context and other parties.
- Practice applying different conflict styles in scenarios.

Module 4: Negotiation for Mutually Beneficial Outcomes

- Develop expertise in the process of negotiation for social programs.
- Revisit principles of principled negotiation (interests, options, criteria, BATNA).
- Learn strategies for preparing for negotiations with multiple stakeholders.
- Discuss how to identify underlying interests and generate creative options.
- Practice negotiation skills through simulations.

Module 5: Introduction to Mediation and its Principles

- Formulate strategies for understanding and preparing for mediation processes.
- Define mediation and its role as a facilitated negotiation.
- Discuss the core principles of mediation (e.g., neutrality, impartiality, self-determination).
- Understand the mediator's role and responsibilities.
- Explore the stages of a typical mediation process.

Module 6: Active Listening and Empathy in Mediation

- Understand the critical role of active listening and empathy in mediation.
- Learn advanced listening techniques to fully grasp parties' perspectives.
- Discuss how to demonstrate empathy without taking sides.
- Explore methods for building rapport and trust among conflicting parties.
- Practice active listening and empathetic responses in mediation exercises.

Module 7: Managing Difficult Emotions and Power Imbalances

- Implement robust approaches to managing difficult emotions and power imbalances.
- Learn techniques for de-escalating anger, frustration, and fear.
- Discuss strategies for addressing power differentials between parties.
- Understand how to create a safe and respectful environment for dialogue.
- Practice managing emotional outbursts and challenging behaviors.

Module 8: Generating Creative Options and Reaching Sustainable Agreements

- Explore key strategies for generating creative options and reaching sustainable agreements.
- Learn brainstorming techniques to expand the range of possible solutions.
- Discuss how to move from positions to interests to find common ground.
- Understand the importance of clear, specific, and implementable agreements.
- Practice drafting agreement terms in mediation simulations.

Module 9: Ethical Considerations in Mediation and Conflict Resolution

- Apply methodologies for understanding and addressing ethical considerations in mediation.
- Discuss principles of confidentiality, informed consent, and impartiality.
- Learn about potential conflicts of interest for mediators.
- Explore how to ensure fairness and prevent coercion in the process.
- Analyze ethical dilemmas in social program conflict resolution.

Module 10: Designing Grievance Redress Mechanisms (GRM)

- Understand the importance of formal Grievance Redress Mechanisms (GRM) in social programs.
- Learn about different GRM models and their components (e.g., intake, investigation, resolution).
- Discuss how GRMs can prevent conflicts from escalating and build trust.
- Explore strategies for making GRMs accessible and responsive to beneficiaries.
- Analyze case studies of effective GRMs in social protection.

Module 11: Cross-Cultural Conflict Resolution and Mediation

- Develop preliminary skills in cross-cultural conflict resolution and mediation.
- Learn about the impact of cultural norms on conflict expression and resolution.
- Discuss strategies for adapting mediation approaches to diverse cultural contexts.
- Explore the role of cultural interpreters and local customs.
- Practice cross-cultural mediation scenarios.

Module 12: Practical Application and Capstone Mediation Simulation

- Conduct a comprehensive, multi-party mediation simulation for a complex social program conflict.
- Apply all learned skills from preparation to agreement drafting.

- Receive detailed feedback on mediation techniques and effectiveness.
- Analyze real-world social program conflict case studies.
- Collaborate on a group project to design a conflict resolution strategy for a specific social program.

Training Methodology

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.
- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.
- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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