GOVERNANCE AND CONFLICT MANAGEMENT
Developing Effective Conflict Management Systems
as Instruments of Governance

This training module is one of four prepared on developing skills for conflict management in sub-Saharan Africa. The modules are intended to enhance Governments' capacities to anticipate and respond to conflicts and crises by formulating policies and strategies for the early mitigation and on-going management of conflicts before they become violent.

WORKSHOP THEME

Conflict is natural. It is an inevitable fact of life. It is found in all societies and communities at all stages of development. It occurs whenever people are confronted with perceived or real clashing interests, goals and values, or competing claims over scarce resources. One of the major challenges of governments and civil society is to develop effective approaches to managing social, political, economic, and ethnic conflicts. Managing competing interests and potential conflict in society is an integral part of good governance and is fundamental to sustainable peace.

Governance and public administration systems at the national, regional and international levels must have adequate capacity to integrate conflict management into their routine policies and practices. This involves the tasks of developing committed governmental and civil society leaders, as well as effective democratic institutional structures and procedures. It also calls for fair judicial and other dispute resolution processes, and effective conflict management procedures to prevent, manage and resolve conflicts.

This **governance and conflict management** training workshop presents effective procedures for developing new or enhancing current conflict management systems to improve governance**.** Participants will gain new knowledge about not only systems thinking, but also effective approaches for addressing and managing conflict and how to make their organizations more effective instruments in participatory governance. It is designed to be a practical problem-solving course.

Conflict management systems are institutionalized approaches that provide routine and predictable procedures to individuals, organizations, and governmental agencies and ministries, to manage differences and reach fair, equitable and broadly acceptable decisions on problems of mutual concern. Conflict management systems can address such issues as:

- Inter-ministerial or agency coordination or disagreements;
- Land or natural resource issue resolution or collaborative planning;
- Labour-management disputes;
- Civil and human rights issues;
- Mediation of inter-group tensions and interests in multi-ethic societies; and
- Implementation of local, regional or national peace accords.

OBJECTIVES

In the **governance and conflict management** workshop, participants will be enabled to:

- Identify and discuss characteristics of good governance, both contextual and conceptual;
- Analyse conflicts or disputes occurring in their country, sector, ministry, organization or group and how they relate to governance;
- Assess the effectiveness of existing conflict management approaches, whether "traditional" or "modern";
- Learn about systems approaches to conflict prevention and resolution in the context of good governance;
- Apply conflict management design to real problems; and
- Identify destructive conflicts to which conflict management systems design may be applied.

PARTICIPANTS AND DURATION

This course has been designed for senior governmental and civil society leaders and decision makers. Ministers, deputy ministers, agency heads, department heads, and civil society leaders will all benefit by participating and learning to apply the principles and procedures that will be presented. The training will be delivered over three days.

FOR MORE INFORMATION:

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