



UN Photo

EXECUTIVE ONLINE CERTIFICATE ON DISPUTE RESOLUTION

THE
AMBASSADOR
PARTNERSHIP



The online course will take place via Zoom from 1 June to 1 July 2021.



There will be two 4-hour sessions weekly from 12:00 – 16:00 GMT +1 / UTC +1.

Content

About the Course	2
Learning Objectives	2
Why The Ambassador Partnership?.....	2
Why UNITAR?.....	2
Speakers & Organisers	2
Course Information.....	2
TARGET AUDIENCE.....	2
TECHNICAL REQUIREMENTS.....	2
CONTENT AND STRUCTURE.....	2
COURSE FEE	2
HOW TO ENROL	2
Programme e-Workshops.....	2



About the Course

The ten consecutive e-Workshops, completion of which is recognised by an official Certificate of Participation, will enable participants to strengthen their professional skills in dispute resolution and to develop partnerships with other practitioners in negotiation, leadership, and dispute resolution.

The e-Workshops will deepen participants' knowledge of dispute resolution techniques, taking advantage of extensive real-world experience. The Ambassador Partnership and UNITAR will use their expertise to further develop participants' high-level negotiation, mediation, and meeting skills.

Learning Objectives

- Analyse complex problems and disputes taking into account the impact of history, politics and economics
.....
- Develop and apply essential principles of the art of negotiation and mediation
.....
- Identify characteristics of effective meetings and enhance participants' awareness of personal strengths and weaknesses in meeting skills
.....
- Familiarise with different approaches to leadership and develop a personal leadership style that assists dispute resolution

Why The Ambassador Partnership?



OVERVIEW

The Ambassador Partnership is a unique international consultancy of former Ambassadors with unrivalled networks of influence in some 100 countries and with access to many more.



EXPERTISE

The Ambassador Partnership's e-Workshops share the techniques and insights of successful leaders all of whom are former senior diplomats with a wealth of high-level experience.

Our e-Workshops are organised around bold presentations and realistic case studies and roleplays that encourage participants to analyse problems and issues in a deeper way.

WHAT OUR CLIENTS SAY ABOUT US

"A great effort, many thanks. It was appropriate that the course was designed for us. The roleplays helped a lot to imagine crisis management in the real world"

Crisis Management course for senior Foreign Ministry officials

"Thanks for one of the finest courses I've had the privilege of attending such challenging exercises and interactions. I find myself more prepared to negotiate confidently in the future."

International Atomic Energy Agency (IAEA): Negotiation Skills

"My instincts did not let me down when I decided to follow the entire programme - one of the highlights during my five years in charge of staff development"

United Nations Office at Geneva: Speechwriting Workshop



Why UNITAR?

About UNITAR

The United Nations Institute for Training and Research (UNITAR) is the principal training arm of the United Nations. UNITAR has developed extensive experience in designing and implementing professional training courses for the United Nations around the world.

UNITAR's Work on Multilateral Diplomacy

UNITAR is a leading training provider in global and strategic challenges for professionals within and outside the United Nations system. Through its Division for Multilateral Diplomacy, UNITAR works closely with the United Nations Members States and an increasing number of other partners to strengthen the capabilities of diplomats, government officials and other major actors, in view of actively supporting the overall efficiency of the multilateral system.



670+ TRAINING EVENTS EACH YEAR

We deliver more than 670 training events through face-to-face, e-learning and blended methodologies to over 133,421 participants per year.



OPPORTUNITY TO CONNECT

We bring together people from all professional areas facilitating the exchange of experiences and the creation of knowledge and networks.



TRAINING EXPERTISE

We have been at the forefront of the international arena for over 50 years and have developed extensive experience in designing and implementing professional training courses for decision-makers that shape our world today.



EXPERT FACULTY

Our courses are moderated by senior international experts and professionals working at intergovernmental and non-governmental organisations, universities, agencies in the UN system, government ministries and in the private sector.

Speakers & Organisers

Facilitators & Lecturers

John Buck

Former British Ambassador to Portugal

Jules Chappell OBE

Former British Ambassador to Guatemala, Honduras and El Salvador

Dr Peter Collecott CMG

Former British Ambassador to Brazil

Charles Crawford CMG

Communication Consultant and Former British Ambassador to Poland, Serbia and Bosnia and Herzegovina

Sir Stewart Eldon OBE KCMG

Former UK Permanent Representative to NATO, Ambassador to Ireland and Deputy Permanent Representative to the UN in New York

Cindy Hancock

OD-ETDP Facilitator, Assessor & Coach as well as a Training and Development Practitioner at Phlox Training

Jérôme L'Host

UNITAR's International Senior Consultant

Miloš Strugar

UN Senior Mediation Adviser

James Watt CVO

Former British Ambassador to Egypt, Jordan and Lebanon

Course Directors:

Richard Schiffer

Co-Chairman, The Ambassador Partnership

Amine Mesdoua

Division for Multilateral Diplomacy, UNITAR

Malcolm Olivieri

Division for Multilateral Diplomacy, UNITAR

Lea Kostler

Division for Multilateral Diplomacy, UNITAR

Tracey Stewart

Partnership Secretary, The Ambassador Partnership

tracey.stewart@ambassadorllp.com

Course Information

CONTENT AND STRUCTURE

The virtual course will take place over a period of five weeks from 1 June to 1 July 2021. There will be two 4-hour online sessions per week on Tuesday and Thursday from 1200 – 1600 UTC. The online training will consist of lectures and facilitated discussions by senior experts and practitioners in the field, as well as simulation exercises, role plays and case studies (approximately 50% of the course). There will be ample opportunities for group discussions and sharing of experience under the guidance of the facilitators.

The e-Workshops will take place via the online platform Zoom. The activities will be designed to be highly interactive, characterised by a similar format to that of face-to-face courses. Engagement will be assured through discussion, Q&A sessions, group work, and hands-on exercises and assignments.

TARGET AUDIENCE

The online course is designed for growth-oriented professionals whose work involves significant problem-solving. The skills taught are highly transferable but particularly relevant to those involved in bi- or multilateral diplomacy, as well as government relations.

TECHNICAL REQUIREMENTS

To join the virtual training, all attendees should have access to the internet and a personal computer (laptop), with an operational camera and microphone (external or internal). A stable internet connection is essential in order to minimise the chances of stutter or disconnection. It is advisable that the participants download the Zoom application (free of charge). The participants will receive all necessary information in the joining instructions prior to the start of the course.

COURSE FEE

USD 3500

Payable upon registration by PayPal, debit or credit card or bank transfer

HOW TO ENROL

Registration is open until Friday 14 May 2021 and can be done via the link below:

<https://ambassadorllp.com/registration.html>

For any queries relating to registration please contact Tracey Stewart, Partnership Secretary, The Ambassador Partnership
Tel: +44 (0) 7950 944 010
Email: tracey.stewart@ambassadorllp.com

Upon completion of the course, Certificates of participation will be issued in PDF, and a hard copy can be sent by post upon request.

This course is conducted in English.

Programme e-Workshops

Module 1

Tuesday 1 June 2021
1200 – 1600 GMT +1 / UTC +1

Understanding the Problem

- Positions, Interests, Needs
- Understanding different perspectives
- Bias – conscious and unconscious

Coffee Break

Exercise: ***Understanding a Dispute***

Participants to discuss and analyse a hypothetical dispute

Module 2

Thursday 3 June 2021
1200 – 1600 GMT +1 / UTC +1

The Impact of History, Politics & Economics

- The impact of history
- Subjective vs objective analysis
- Political imperatives

Coffee Break

Exercise: ***Case Studies***

Discussion of case studies (prepared in advance by selected participants) on selected international disputes

Module 3

Tuesday 8 June 2021
1200 – 1600 GMT +1 / UTC +1

Negotiation Skills

- The importance of preparation
- Identifying critical relationships and patterns
- Exploring a deal: what's important vs what matters
- Control

Coffee Break

Exercise: ***Negotiation Roleplay***

Participants in groups practice negotiation techniques in short roleplay based on hypothetical negotiation

Module 4

Thursday 10 June 2021
1200 – 1600 GMT +1 / UTC +1

Mediation Skills

- Mediation vs negotiation
- Active listening
- Influencing techniques
- Maintaining confidence in a mediation / mediator

Coffee Break

Exercise: ***Mediation Roleplay***

Participants in small groups practice basic mediation skills in short roleplay

Programme e-Workshops

Module 5

Tuesday 15 June 2021

1200 – 1600 GMT +1 / UTC +1

Effective Meetings

- Starting and ending meetings
- Effective chairing
- Being a good participant
- Effective questioning
- Meeting techniques

Coffee Break

Demonstration: ***Handling Meetings***

Facilitators demonstrate meeting skills

Module 6

Thursday 17 June 2021

1200 – 1600 GMT +1 / UTC +1

Meeting Skills

Participants in groups practise meeting skills

Coffee Break

Module 7

Tuesday 22 June 2021

1200 – 1600 GMT +1 / UTC +1

Leading the Team

- Direction and Strategy
- Developing and supporting the team
- Responsibility and credibility
- Developing key objectives
- Measuring success

Coffee Break

Exercise: ***Agreeing Priorities Roleplay***

Participants in small groups try to reach agreement on instructions to a negotiating team

Module 8

Thursday 24 June 2021

1200 – 1600 GMT +1 / UTC +1

Making an Impact

- Communicating for Impact
- Managing and motivating
- Taking responsibility
- Good followers
- Personal strengths and weaknesses

Coffee Break

Discussion: ***Making an Impact***

Leadership case studies presented by participants

Programme e-Workshops

Module 9

Tuesday 29 June 2021

1200 – 1600 GMT +1 / UTC +1

Managing Crises

- Crisis priorities: what's different
- Organising for crises
- Managing stakeholders
- Looking after the team

Coffee Break

Exercise: *Crisis Management Roleplay*

Participants in small groups discuss and agree arrangements for handling a crisis

Module 10

Thursday 1 July 2021

1200 – 1600 GMT +1 / UTC +1

Resolving a Dispute

Exercise: *A Wicked Problem*

Participants in small groups practice resolving a complex dispute

Coffee Break

Discussion: **Key learning points**

How to apply them in participants' current roles?



Registration is open until Friday 14 May 2021 and can be done via the link below:

<https://ambassadorllp.com/registration.html>

The Ambassador Partnership LLP

70 Fleet Street
London
EC4Y 1EU
United Kingdom

 +44 (0) 845 539 3837

 contact@ambassadorllp.com

 www.ambassadorllp.com

 www.ambassadorllp.com/apinsights

 @ambassadorllp

 @ambassadorllp

United Nations Institute for Training and Research (UNITAR)

7 bis, Avenue de la Paix
CH- 1202 Geneva 2
Switzerland

 +41 (0) 22 917 84 71

 diplomacy@unitar.org

 www.unitar.org

 www.unitar.org/newsletter

 @UNITARHQ

 @UNITAR

THE
AMBASSADOR
PARTNERSHIP

