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023: Arbitration, Mediation, and Conflict Resolution in Public Sector - 6.0 CEUs

CEU: 6.0 **Duration:** 18hours 10minutes **Tuition:** $5,700

Course Banner

Teachers:

- Dr. Cici Brown (President of AEMPIN)
- Glen Woods, Ph.D. (Dr. Glen Woods is the Global Initiative Director. He leads capacity building and consulting efforts at the Americas Empowerment Institute, focused on developing countries and emerging economies. He brings over 25 years of experience in the public sector, focusing on government regulations, public utilities, and telecommunications where he led the business development and relationship building across all infrastructure sectors, including power and energy. Mr. Woods brings with him an Intimate knowledge of public sector governance in the United States and Australia, innovative financing programs of the U.S. federal government, and an understanding of political decision making, inter- national project finance, economics, strategic planning, and business negotiations and communications. During his career, he has advised on numerous utilities in the U.S and Canada. He has a Master of Arts in International Economics from the Georgetown University, Washington, D.C, and a Doctor of Philosophy in Information Technology and International Relations from Stanford University.)

Course Topics:

- Public Service/Sector
- Conflict Resolution

Program Locations & Dates:

- Amsterdam, Netherland: Aug 10-14
- Paris, France: Sep 7-11

Program Tags:

- Crisis
- Conflict

About Course

This course in Arbitration, Mediation, and Conflict Resolution in the Public Sector is designed to help professionals develop essential negotiation, communication, and dispute-resolution skills tailored to public sector dynamics. Participants will learn how to identify sources of conflict, apply appropriate resolution techniques, and manage interpersonal and organizational tensions through principled negotiation and structured mediation.

Course Overview

Arbitration, negotiation and conflict resolution are central to public administration and service delivery. This course is designed to help participants understand the principles, strategies, and tactics that work best while developing their negotiation skills to resolve conflicts and influence others effectively.

This experiential and discussion-based course will examine conflict resolution approaches, conflict analysis and assessment, and practice listening and communication strategies that lead to sound decision-making and win-win outcomes.

Our goal is to provide participants with the learning tools and frameworks needed to manage conflict by managing emotions constructively and becoming more comfortable in developing the insight, intuition, and abilities for handling intense situations that result in effective resolutions.

We will do this by coaching participants to understand how, why, where, and when to apply conflict resolution and negotiation approaches as we analyze what strategies work best, and under what circumstances they are most effective.

Course Objectives

This course aims to equip participants with a strategic understanding of conflict resolution, enhance negotiation confidence, and strengthen their ability to mediate disputes with professionalism and fairness in the public sector.

- Develop effective arbitration and mediation techniques
- Enhance negotiation skills to influence and reach consensus
- Master communication strategies to address public sector challenges
- Analyze and apply conflict resolution frameworks
- Manage high-stress discussions and reduce stakeholder tensions
- Apply conflict resolution tools to real-world governance scenarios

Learning Outcomes

- Identify core causes and types of conflict in public institutions
- Demonstrate advanced negotiation skills through practice-based scenarios
- Apply communication techniques that de-escalate disputes
- Build consensus using facilitation and collaborative approaches
- Mediate real-life conflicts in teams, organizations, and governance structures

Target Audience

The course is intended for officers, deputy managers, senior leaders, directors and managers, team leaders, arbitrators, mediators, conflict managers, and other key administrators, board members, and industry leaders in the public and private sector, consumer groups, and government institutions.

Course Outline

- Negotiating Skills: Tactics and Strategies
- Experiential Exercise: What Kind of Negotiator are You?
- The Advantages of Active Listening
- Initiating and Responding to Conflict Resolution
- Maximizing Power and Influence
- Decision-Making and Problem-Solving
- Case Study: Conflict Resolution and Communication Styles Assessment

Why This Course Matters

Rajesh Sharma

Public Sector Mediator, India
"This course gave me clear insight into managing disputes in municipal governance. The negotiation framework was especially useful."

Maria Lopez
Conflict Resolution Advisor, Chile
"We applied the tools from this course during a stakeholder dispute in our social services ministry — the outcomes exceeded expectations."

Nura Ahmed
Local Government Officer, Nigeria
"A must-attend for anyone involved in policy or team leadership. I'm handling departmental conflicts far more confidently."

Course Content

Module 1: Foundations of Conflict Resolution
Gain an understanding of the fundamentals and evolution of conflict resolution in the public sector.

- **Introduction to arbitration, mediation, and negotiation**
- **Types of conflicts in the public sector**
- **Benefits and limitations of ADR methods**

Module 2: Negotiation Strategies and Influencing Skills
Learn practical strategies for resolving disputes through negotiation and persuasion.

- **Principles of negotiation in conflict resolution**
- **Influence and persuasion tactics**
- **Experiential exercise: Identifying your negotiation style**

Module 3: Mediation Framework and Processes
Explore mediation processes and how they can be effectively implemented in the public sector.

- **Steps in the mediation process**
- **Role of a mediator in resolving conflict**
- **Facilitating communication between disputing parties**

Module 4: Arbitration Techniques and Applications
Understand the structure, legalities, and execution of arbitration within public sector disputes.

- **Binding vs. non-binding arbitration**
- **Drafting arbitration clauses**
- **Case study: Arbitration in public-private disputes**

Module 5: Emotional Intelligence & Conflict Dynamics
Leverage emotional awareness and communication techniques to resolve disputes constructively.

- **Managing emotions in conflict situations**
- **Active listening and empathy in resolution**
- **Building trust and mutual understanding**

Module 6: Designing Sustainable Conflict Resolution Systems
Create long-term frameworks for resolving disputes and preventing escalation in public institutions.

- **Institutionalizing conflict resolution policies**
- **Monitoring and evaluating resolution outcomes**
- **Building a culture of collaborative problem-solving**

Target Audience

The course is intended for officers, deputy managers, Sr. leaders, directors and managers, team leaders, arbitrators, mediators, conflict managers, and other key administrators, board members, and Industry leaders in the public and private sector, consumer groups and government.

Certificate of Completion

Participants who successfully complete the Arbitration, Mediation, and Conflict Resolution in Public Sector course will receive a Certificate of Completion. This certificate confirms their readiness to lead with confidence in conflict resolution settings, utilizing practical tools, emotional intelligence, and formal dispute mechanisms to make sound, impactful decisions that support governance, accountability, and harmonious workplace and institutional relationships.

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