



## Mentoring in Civilian Crisis Management

# Mentoring in Civilian Crisis Management SAMPLE COURSE PROGRAM

### Day 1

**11:00 – 12:30** **Opening of the Course**

- Introductions
- Expectations
- Overview of the course

*12:30 – 13:30* *Lunch*

**13:30 – 14:30** **Mentoring in Peace Operations**

- Development of mentoring in Peace Operation Missions
- Challenges of mentoring in the mission environment

*14:30 – 14:45* *Coffee Break*

**14:45 – 16:00** **Definitions:**

- Monitoring
- Advising
- Coaching
- Mentoring

*16:00 – 16:15* *Coffee Break*

**16:15 – 18:00** **General Aspects of Mentoring**

- Mentoring guidelines
- Role & requirements of mentor & mentee

*19:00* *Dinner*

### Day 2

**9:00 – 10:30** **Communication Toolbox Part I**

- 4 sides of a message
- Active listening; giving & receiving feedback

*10:30 – 10:45* *Coffee Break*

**10:45 – 12:30** **Communication Toolbox Part II: Inter-cultural Communication**

- Verbal and non-verbal communication
- Helpful communication strategies

*12:30 – 13:30* *Lunch*

**13:30 – 15:00** **Mentoring in the Field – Perspective from the Police**

*15:00 – 15:15* *Coffee Break*

**15:15 – 17:30** **Communication with Interpreters**

- Challenges when working with interpreters
- Guidelines for working with interpreters

*19:00* *Dinner*

### Day 3

- 9:00 – 10:30 **Introduction to Negotiation Part I**
- Interest-based vs. position-based negotiation
  - Negotiation process

10:30 – 10:45 *Coffee Break*

- 10:45 – 12:30 **Introduction to Negotiation Part II**
- Developing Options
  - Analysing Alternatives (BATNA)

12:30 – 13:30 *Lunch*

- 13:30 – 15:00 **Coping with Resistance**
- Reasons for the occurrence of resistance
  - Symptoms of resistance & coping strategies

15:00 – 15:30 *Coffee Break*

- 15:30 – 17:00 **Coping with Resistance**
- Exercises
  - Lessons learned

### Day 4

- 9:00 – 10:30 **Mentoring in the Field - Rule of Law Perspective**

10:30 – 11:00 *Coffee Break*

- 11:00 – 12:30 **Bringing it all together: Mentoring in Practice, Part I**
- Role plays with feedback

12:30 – 13:30 *Lunch*

- 13:30 – 17:00 **Bringing it all together: Mentoring in Practice, Part II**
- Role plays with feedback, cont.

19:00 *Closing Dinner*

### Day 5

- 09:00 – 10:30 **Coordinating a Mentoring Programs – a Mission Perspective**
- Inter-component Mentoring
  - Integrating mentoring into the mission

10:30 – 11:00 *Coffee Break*

- 11:00 – 12:30 **Local Ownership in Mentoring**
- Concept of local ownership
  - Strategies of promoting local ownership

12:30 – 13:30 *Lunch*

- 13:30 – 15:00 **Reporting & Handover**
- Reporting on the mentoring process
  - Handover strategies

- 15:00 – 16:00 **Closing**
- Feedback
  - Certificates