
Professional Certificate in International Conflict Resolution

Mediation and Peacebuilding

Mediation and Peacebuilding Glossary

Mediation:

Mediation is a voluntary and structured negotiation process in which a neutral third party, the mediator, assists disputing parties in reaching a mutually acceptable agreement. The mediator facilitates communication, helps parties identify their interests, and guides them towards a resolution. Mediation is used to resolve conflicts in various settings, including family, workplace, community, and international relations.

Peacebuilding:

Peacebuilding refers to a comprehensive approach to preventing, managing, and resolving conflicts to build sustainable peace. It involves addressing the root causes of violence, promoting reconciliation, fostering social cohesion, and strengthening institutions. Peacebuilding focuses on creating conditions for lasting peace by addressing underlying grievances and promoting cooperation among conflicting parties.

ADR (Alternative Dispute Resolution):

Alternative Dispute Resolution (ADR) refers to a set of methods used to resolve conflicts outside of formal legal proceedings. ADR includes mediation, arbitration, negotiation, conciliation, and other non-adversarial approaches. ADR is often preferred for its speed, cost-effectiveness, and flexibility in addressing disputes.

Conflict Transformation:

Conflict transformation involves changing the nature of a conflict to create opportunities for constructive dialogue, relationship-building, and sustainable peace. It goes beyond resolving immediate issues to address underlying structural inequalities, power imbalances, and deep-rooted grievances. Conflict transformation aims to shift the dynamics of a conflict towards positive outcomes and long-term reconciliation.

Restorative Justice:

Restorative justice is a process that focuses on repairing harm caused by wrongdoing and restoring relationships between offenders, victims, and communities. It emphasizes accountability, empathy, and dialogue to address the needs of all parties involved. Restorative justice aims to promote healing, reconciliation, and a sense of closure for those affected by crime or conflict.

Track I Diplomacy:

Track I diplomacy refers to official, government-led efforts to resolve conflicts through formal negotiations, treaties, and agreements. It involves high-level diplomats, government officials, and international organizations working to address political, security, and economic issues. Track I diplomacy plays a crucial role in shaping official policies and resolving conflicts at the national and international levels.

Track II Diplomacy:

Track II diplomacy involves unofficial, non-governmental efforts to facilitate dialogue, build trust, and promote peace between conflicting parties. It includes civil society organizations, academics, religious leaders, and other non-state actors working to complement official diplomacy. Track II diplomacy often focuses on grassroots initiatives, people-to-people exchanges, and confidence-building measures.

Track III Diplomacy:

Track III diplomacy refers to grassroots, community-based efforts to address conflicts at the local level. It involves individuals, community leaders, and civil society organizations working to promote dialogue, reconciliation, and cooperation within communities affected by conflict. Track III diplomacy plays a crucial role in building trust, fostering social cohesion, and preventing violence at the grassroots level.

Negotiation:

Negotiation is a process in which parties with conflicting interests discuss, propose, and agree on solutions to resolve their differences. Negotiation can be conducted directly between the parties or facilitated by a mediator or negotiator. It involves exploring options, making trade-offs, and reaching a mutually acceptable agreement through communication and compromise.

Facilitation:

Facilitation is a process in which a neutral third party assists groups or individuals in achieving their objectives through structured discussions, decision-making, and problem-solving. A facilitator helps clarify goals, manage conflicts, and promote effective communication among participants. Facilitation is used in various settings, including meetings, workshops, and conflict resolution processes.

Conciliation:

Conciliation is a form of conflict resolution in which a neutral third party helps disputing parties communicate, understand each other's perspectives, and find common ground. Conciliation aims to repair relationships, build trust, and reach a mutually acceptable resolution. It involves promoting dialogue, empathy, and cooperation to resolve conflicts peacefully.

Arbitration:

Arbitration is a formal dispute resolution process in which a neutral third party, the arbitrator, evaluates evidence, hears arguments, and makes a binding decision on the outcome of a dispute. Arbitration is often used to resolve complex legal, commercial, and international disputes outside of court. It provides a more structured and formal process than mediation or negotiation.

Transformative Mediation:

Transformative mediation is a conflict resolution approach that focuses on empowering parties to communicate effectively, recognize each other's perspectives, and transform their relationship. The mediator encourages parties to express their needs, concerns, and emotions while promoting understanding and empathy. Transformative mediation aims to strengthen relationships, build trust, and create opportunities for personal growth and conflict resolution.

Multi-Track Diplomacy:

Multi-Track Diplomacy is an integrated approach to conflict resolution that combines official, unofficial, and grassroots efforts to address conflicts at multiple levels. It involves coordinating Track I, Track II, and Track III initiatives to promote dialogue, build trust, and create opportunities for peacebuilding. Multi-Track Diplomacy recognizes the importance of engaging diverse stakeholders in conflict resolution processes.

Power Dynamics:

Power dynamics refer to the distribution of influence, resources, and authority among individuals, groups, and institutions involved in a conflict. Power can be economic, political, social, or cultural and can impact the negotiation process, decision-making, and outcomes of conflicts. Understanding power dynamics is essential for mediators and peacebuilders to address inequalities, build trust, and promote inclusive conflict resolution.

Interfaith Dialogue:

Interfaith dialogue is a process of communication and cooperation between individuals of different religious traditions to promote understanding, respect, and peace. It involves exploring common values, beliefs, and practices while addressing differences and conflicts. Interfaith dialogue aims to build bridges, foster mutual respect, and create opportunities for collaboration among diverse religious communities.

Transitional Justice:

Transitional justice refers to a set of measures used to address past human rights abuses, atrocities, and injustices in transitioning societies. It includes mechanisms such as truth commissions, tribunals, reparations, and institutional reforms to promote accountability, reconciliation, and healing. Transitional justice aims to confront the legacies of conflict, promote social justice, and prevent future violence.

Rule of Law:

The rule of law is a principle that emphasizes the equal application of laws, accountability of government officials, and protection of human rights in a just and democratic society. It ensures that laws are transparent, consistent, and enforced impartially to uphold justice, order, and the rights of individuals. The rule of law is essential for promoting peace, stability, and respect for human rights.

Nonviolence:

Nonviolence is a philosophy and practice that rejects the use of physical force, aggression, and harm to achieve political, social, or personal goals. Nonviolence promotes peaceful resistance, dialogue, and constructive engagement to address conflicts and injustices. It emphasizes empathy, compassion, and nonviolent communication as tools for social change and conflict transformation.

Humanitarian Intervention:

Humanitarian intervention refers to the use of military force or other measures to protect civilians, prevent atrocities, and alleviate suffering in cases of severe human rights violations or conflicts. It involves international action to uphold humanitarian principles, human rights, and the responsibility to protect vulnerable populations. Humanitarian intervention is a controversial issue that raises questions about sovereignty, legality, and the use of force in international relations.

Gender Mainstreaming:

Gender mainstreaming is an approach that integrates gender perspectives, needs, and priorities into policies, programs, and projects to promote gender equality and women's empowerment. It aims to address inequalities, stereotypes, and discrimination based on gender to create more inclusive and equitable societies. Gender mainstreaming is essential for effective conflict resolution, peacebuilding, and sustainable development.

Cultural Sensitivity:

Cultural sensitivity refers to awareness, respect, and understanding of diverse cultural norms, values, and practices in interactions with individuals and communities. It involves recognizing and valuing differences in language, religion, traditions, and customs to promote effective communication and cooperation. Cultural sensitivity is crucial for mediators and peacebuilders to build trust, bridge divides, and promote inclusive conflict resolution.

Reconciliation:

Reconciliation is a process of healing, forgiveness, and rebuilding relationships between individuals, communities, or societies affected by conflict. It involves acknowledging past wrongs, addressing grievances, and promoting dialogue to move towards peace and understanding. Reconciliation aims to restore trust, foster unity, and create conditions for lasting peace after periods of violence and division.

Track IV Diplomacy:

Track IV diplomacy refers to informal, citizen-led initiatives to promote dialogue, reconciliation, and peacebuilding at the grassroots level. It involves individuals, community groups, and non-governmental organizations working to address conflicts through cultural exchanges, educational programs, and people-to-people interactions. Track IV diplomacy complements official and unofficial diplomatic efforts to build trust and promote peace.

Dialogue:

Dialogue is a process of communication, exchange of ideas, and negotiation between parties with differing perspectives or interests. It involves listening, understanding, and expressing viewpoints to find common ground, build relationships, and resolve conflicts. Dialogue can take place in various settings, including formal negotiations, informal conversations, and facilitated discussions, to promote understanding and cooperation.

Trust Building:

Trust building is a process of establishing credibility, reliability, and mutual confidence between parties involved in a conflict. It involves demonstrating honesty, transparency, and consistency in communication and actions to build trust. Trust building is essential for promoting cooperation, resolving disputes, and creating sustainable relationships based on respect and understanding.

Capacity Building:

Capacity building refers to strengthening the knowledge, skills, and resources of individuals, organizations, and communities to effectively address conflicts and promote peace. It involves training, mentoring, and support to enhance the capacity of stakeholders to engage in conflict resolution, mediation, and peacebuilding activities. Capacity building aims to empower individuals and institutions to address conflicts

and build sustainable peace.

Conflict Analysis:

Conflict analysis is a systematic process of examining the causes, dynamics, and impacts of conflicts to understand their underlying factors and complexities. It involves assessing the root causes, actors, interests, and power dynamics involved in a conflict to inform conflict resolution strategies. Conflict analysis helps mediators and peacebuilders develop targeted interventions and responses to address conflicts effectively.

Empowerment:

Empowerment is a process of enabling individuals, groups, and communities to assert their rights, make decisions, and take action to address conflicts and improve their lives. It involves providing opportunities, resources, and support to build confidence, autonomy, and self-determination. Empowerment is essential for promoting inclusivity, participation, and ownership in conflict resolution and peacebuilding processes.

Conflict Sensitivity:

Conflict sensitivity is an approach that considers the potential impact of interventions on conflict dynamics, risks, and opportunities in conflict-affected contexts. It involves analyzing the local context, understanding stakeholders' interests, and adapting programs to minimize harm and maximize positive outcomes. Conflict sensitivity aims to ensure that interventions do not exacerbate conflicts but contribute to peacebuilding and stability.

Dialogue Facilitation:

Dialogue facilitation is a skill set that involves guiding discussions, promoting active listening, and creating a safe space for participants to engage in constructive dialogue. It includes managing conflicts, encouraging diverse perspectives, and fostering mutual understanding to reach shared goals. Dialogue facilitation is essential for creating opportunities for communication, collaboration, and consensus-building in conflict resolution processes.

Mediation Skills:

Mediation skills are the abilities and techniques required to facilitate communication, manage conflicts, and guide parties towards mutually acceptable agreements in mediation processes. They include active listening, empathy, communication, negotiation, problem-solving, and creativity. Mediation skills are essential for mediators to build trust, promote understanding, and facilitate constructive dialogue to resolve conflicts effectively.

Peace Education:

Peace education is a process of promoting knowledge, skills, attitudes, and values that contribute to peace, nonviolence, and conflict resolution. It involves teaching about human rights, diversity, social justice, and intercultural understanding to empower individuals to become active agents of peace. Peace education aims to foster critical thinking, empathy, and respect for others to create a culture of peace and nonviolence.

Community Engagement:

Community engagement is a process of involving individuals, groups, and organizations in decision-making,

problem-solving, and conflict resolution processes that affect their lives. It includes dialogue, consultation, participation, and collaboration to ensure that community voices are heard and respected. Community engagement promotes inclusivity, ownership, and sustainability in peacebuilding and development initiatives.

Human Rights Advocacy:

Human rights advocacy is the promotion and protection of human rights through awareness-raising, lobbying, and campaigning to hold governments and institutions accountable for upholding human rights standards. It involves monitoring violations, providing legal support, and mobilizing public support to address injustices and promote accountability. Human rights advocacy aims to empower individuals, challenge discrimination, and advance social justice.

Reparations:

Reparations are measures taken to acknowledge, compensate, and redress harm caused by human rights abuses, violence, or injustices. They include financial compensation, restitution, rehabilitation, and symbolic gestures to victims and affected communities. Reparations aim to address the consequences of past wrongs, promote healing, and restore dignity to those who have suffered harm.

Truth and Reconciliation Commission:

A Truth and Reconciliation Commission (TRC) is a mechanism established to investigate, document, and address human rights abuses, atrocities, and injustices committed during periods of conflict or repression. TRCs provide a platform for victims to share their stories, seek truth, and promote reconciliation with perpetrators. TRCs aim to uncover the truth, acknowledge past wrongs, and prevent future violations through a process of healing and accountability.

Cross-Cultural Communication:

Cross-cultural communication is the exchange of information, ideas, and perspectives between individuals or groups from different cultural backgrounds. It involves understanding cultural norms, values, and communication styles to bridge cultural divides, build trust, and promote effective interactions. Cross-cultural communication is essential for mediators and peacebuilders to navigate cultural differences, prevent misunderstandings, and promote inclusive dialogue in conflict resolution processes.

Inclusive Decision-Making:

Inclusive decision-making is a process that involves involving diverse stakeholders, perspectives, and voices in making decisions that affect their lives and communities. It includes consultation, participation, and representation to ensure that all relevant groups have a say in shaping policies, programs, and initiatives. Inclusive decision-making promotes transparency, accountability, and legitimacy in conflict resolution and peacebuilding processes.

Transitional Governance:

Transitional governance refers to the management of political, social, and economic transitions in post-conflict or crisis situations to promote stability, reconciliation, and democracy. It involves establishing interim institutions, promoting rule of law, and fostering inclusive political processes to rebuild trust and confidence in governance. Transitional governance aims to address power imbalances, promote

accountability, and create conditions for sustainable peace and development.

Track V Diplomacy:

Track V diplomacy refers to global, transnational efforts to address interconnected challenges, such as climate change, migration, terrorism, and pandemics, that transcend national boundaries. It involves international cooperation, multilateral agreements, and global governance mechanisms to promote peace, security, and sustainable development. Track V diplomacy recognizes the importance of addressing global challenges through collective action and shared responsibility.

Psychosocial Support:

Psychosocial support is a form of assistance that addresses the emotional, social, and mental well-being of individuals affected by conflict, trauma, or crisis. It includes counseling, therapy, peer support, and community activities to promote healing, resilience, and recovery. Psychosocial support aims to address the psychological impacts of violence, loss, and displacement to help individuals cope with trauma and rebuild their lives.

Community Policing:

Community policing is a law enforcement strategy that focuses on building trust, collaboration, and partnerships between police officers and communities to prevent crime, resolve conflicts, and promote safety. It involves engaging community members, addressing local concerns, and working proactively to address underlying social issues. Community policing aims to create a sense of security, trust, and cooperation between law enforcement and the public.

Civil Society:

Civil society refers to the organized groups, associations, and networks of individuals outside of government and the private sector that work to promote social change, human rights, and public welfare. Civil society organizations play a crucial role in advocating for justice, accountability, and democratic governance. They provide spaces for citizen engagement, advocacy, and activism to address social issues, including conflict resolution and peacebuilding.

Track VI Diplomacy:

Track VI diplomacy refers to cultural, artistic, and creative initiatives that promote dialogue, understanding, and peacebuilding through arts, music, literature, and media. It involves using cultural expressions, storytelling, and creative activities to bridge divides, foster empathy, and promote reconciliation. Track VI diplomacy harnesses the power of culture and creativity to inspire positive change, build connections, and promote peace.

Conflict Prevention:

Conflict prevention refers to actions taken to address root causes, early warning signs, and risk factors that could lead to violence, instability, or conflict escalation. It involves identifying vulnerabilities, addressing grievances, and promoting dialogue to mitigate tensions and prevent conflicts from erupting. Conflict prevention aims to create conditions for sustainable peace, resilience, and social cohesion.

Gender-Based Violence:

Gender-based violence refers to harmful acts committed against individuals based on their gender, including physical, sexual, psychological, and economic abuse. It disproportionately affects women, girls, and marginalized communities and is often used as a tool of power, control, and discrimination. Gender-based violence is a human rights violation that undermines peace, security, and equality in societies.

Peacebuilding Programming:

Peacebuilding programming refers to a set of activities, initiatives, and interventions designed to address conflicts, promote reconciliation, and build sustainable peace in communities affected by violence or division. It includes capacity building, dialogue facilitation, trauma healing, and reconciliation efforts to address root causes, foster social cohesion, and prevent the recurrence of violence. Peacebuilding programming aims to create opportunities for dialogue, cooperation, and positive change.

Track VII Diplomacy:

Track VII diplomacy refers to spiritual, ethical, and moral initiatives that promote values of peace, justice, and compassion in conflict resolution processes. It involves engaging religious leaders, ethical thinkers, and moral authorities to inspire ethical behavior, promote reconciliation, and address conflicts from a values-based perspective. Track VII diplomacy recognizes the role of spirituality and ethics in fostering peace, healing wounds, and promoting human dignity.

International Humanitarian Law:

International Humanitarian Law (IHL), also known as the law of war or the law of armed conflict, is a set of rules that regulate the conduct of armed conflicts to protect civilians, prisoners of war, and combatants. It includes principles of distinction, proportionality, and humanity to minimize the impact of warfare on civilians and prevent unnecessary suffering. International Humanitarian Law aims