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CONFLICT MANAGEMENT, RESOLUTION, TRANSFORMATION & ALTERNATIVE
DISPUTE RESOLUTION IN THE REFUGEE & HOST COMMUNITIES IN ARIAZE,
RHINO CAMP SETTLEMENT, ARUA DISTRICT.

Facilitated by: Mr. Wani Emmanuel (District Speaker Maracha District
Local Government).

REPORT SUBMITTED TO: THE PROGRAM OFFICE, CONFLICT ZOA WEST NILE
PROTFOLIO.

INTRODUCTION

The armed conflict in South Sudan brought a refugee crisis, daily influx of South Sudanese refugees into Uganda particularly west Nile. West Nile has found itself hosting the biggest number of refugees in Uganda, Africa. The crisis has come with a lot of tensions in the settlements between the refugees, refugees & host communities due to social, religious, ethnic, cultural differences and struggle for resources, power, identity among other several factors.

ZOA West Nile is undertaking activities in Rhino Camp Settlement to reduce the risk of violent conflicts in the settlements. It is a component under the European Union Emergency Trust Fund project titled “Support to Support Program for Refugee Settlements and Host Communities in Northern Ugandan (SPRS-NU).” as a fulfillment its mandate to work with local partners, ZOA West Nile Portfolio contracted Community Empowerment Network Uganda (CENU) to undertake a four (4) days training for religious & opinion leaders, leaders of special interest groups in Ariaze drawing participation from both refugee and hosting communities on Conflict Management, Resolution, Transformation & Skills of Alternative Dispute Resolution.

Looking at the humanitarian context, there are numerous conflicts centered around the limited resources, livelihood opportunities, gender & power relations, cultural, ethnic & religious divides. These tensions / conflicts occur between refugees and refugees & host communities. It is inevitable that this training had to be undertaken for these key section of actors in the settlement in order to deescalate some of the tensions and promoting peaceful co-existence.

The religious leaders particularly are key instruments and actors on peace though at the same time religious divides are a potential source of conflict. This training was also to offer an opportunity for the religious leaders to realize that the needed to work jointly as leaders of different denominations and work with other peace actors in their communities.

TRAINING OBJECTIVES

General Objective:

The general objective of this training was to enhance the knowledge and understanding of these actors around issues of peace, peace building, conflict, violence and gain skills of alternative dispute for better community based resolution of conflicts.

Specific Objectives.

- 1) To share experiences & deepen participants understanding on peace building, conflict management, transformation, resolution and mitigation strategies, mechanisms of Alternative Dispute Resolution.
- 2) Equip the participants with knowledge & skills so that they can create awareness, educate & counsel individuals, communities for peaceful co-existence.
- 3) Clarify the roles of the religious leaders, opinion leaders in peace building, conflict resolution using alternative dispute resolution (ADR) mechanisms.
- 4) Come up with clear action points / plans that shall form their initiatives in their various communities to promote peace, resolve conflicts using alternative dispute resolution mechanisms.

PARTICIPANT EXPECTATIONS, FEARS & FEAR NOTS

They raised mixed expectations with some touching the training objectives and content while others were general expectations, fears & fearnots as outlined below:

Training related expectations

- I. One of the participants expected to deeply understand the issues around conflict & violence

- II. We would like the facilitator to tell us the best ways of promoting peace particularly for violent communities of South Sudan
- III. I expect to gain more knowledge on conflicts and more skills on how to better resolve conflicts in our communities.
- IV. I hope this training can build my capacity to undertake our responsibility of building peaceful communities better.

General expectations

- I. Most of the participants expected to be given certificates at the end of the training.
- II. They expected to be provided T-Shirts labeled with training subject.
- III. One of the participants complained that they are usually not given handouts to sustain the knowledge they have acquired.
- IV. They generally expected good facilitation from the facilitator

Fears

- I. We fear the ongoing distribution of food and nutrition products might interfere our training.
- II. The weather might also affect our training and the long distance of the participants from the training venue might delay arrival.

Fearnots

- I. We are sure we shall learn a lot from this training and be better at the end of the training.
- II. We are sure we shall cooperate with the facilitator for a smooth training.

TRAINING METHODOLOGY

- We undertook Participatory lectures and Brainstorming sessions to deliver training content, stimulate interest, build active participation, share experiences, demonstrate what they have learnt, create maximum training impact.
- Sessions of group discussion to generate participant's deeper understanding, reflections & self-analysis, offered an opportunity for deeper sharing of ideas, experiences on issues surrounding peace & conflict in the settlement.
- Exercises generated the level of understanding of the content delivered.
- Sharing of personal experiences presented an opportunity for the nationals to learn land related practices from South Sudan and vice Versa.
- Question and Answer sessions engaged the participants in active debate, probed understanding and was a useful tool of needs assessment throughout each stage of the training.
- Role plays & training game time activities kept the participants active, focused and concentrated throughout the training.

TRAINING OUTPUTS

Output summary

			Total
Category	Male	Female	
Refugee	13	5	18
National/host community	22	12	34
Total participants	35	17	52

Total number of participants expected were 52 of which 52 turned up.

Total number of participatory lectures were 09 and 09 participatory

lectures were delivered

TRAINING PROGRAM

The planned content of the training was delivered as guided by the program outlined below.

THE RELIGIOUS LEADERS CONFLICT & ADR TRAINING PROGRAM		
TIME	ACTIVITY	RESPONSIBLE
9:00am	Arrival and Registration	ZOA TEAM
9:30am	Welcome and Introductions	ZOA TEAM
9:35 - 9:40am	Official Opening Remarks	ZOA TEAM
9:40- 10:00 am	Expectations, Leadership, Objectives, Ground rules, Administrative issues.	Facilitator/ZOA

10:00 - 10:20am	HEALTH BREAK	
10:20- 10:40am	Definition of concepts (Conflict/Violence, Non-violence, Peace, Religion), Crosscutting issues of religion & peace	Facilitator
10:40 - 11:40am	Levels, Causes, Costs/Effects of Conflict	Facilitator
11:40 - 12:30pm	Group work and Presentations	Facilitator
12:30 - 1:00pm	Reflections and Sharing Experiences	Facilitator
1:00 - 2:00pm	LUNCH BREAK	
2: 00 - 2:30pm	Basic conflict Context Analysis	Facilitator
2: 30 - 3:00pm	Group work & Presentations	Facilitator
3:00 - 3:30pm	Reflections and Sharing Experiences	Facilitator
DAY TWO PROGRAM		
8:30am- 9:00am	Registration	ZOA TEAM
9:00 - 9:30am	Recap of day 1	Facilitator
9:30 - 10:00am	Basic Concepts of Alternative Dispute Resolution (ADR)	Facilitators

10:00 - 10:20am	HEALTH BREAK	ZOA/ Hotel
10:20 - 11:00am	Basics of Arbitration skills	FACILITATOR
11:00 - 11:40am	Basics of Negotiation skills	FACILITATOR
12:30 - 1:00pm	Group work and presentations	Facilitator
1:00 - 2:00pm	LUNCH BREAK	ZOA /HOTEL
2: 00 - 2:30pm	Basics on reconciliation Skills	Facilitator
3:00 - 3:30pm	The Role of religious & opinion leaders in Peace building, Conflict Resolution and community healing.	Facilitator
4:00- 4:30pm	Evaluation & Closure Day 2	ZOA TEAM
DAY 3 PROGRAM		
8:30am- 9:00am	Arrival and Registration	ZOA TEAM
9:00 - 9:30am	Recap of Previous Day	Facilitator
9:30 - 10:00am	Fundamental basic elements of Mediation Skills	Facilitators
10:00 -	HEALTH BREAK	ZOA /HOTEL

10:20am		
10:20- 11:00am	Stage 1: Introduction.	Facilitator
11:00 - 1:00pm	Stage 2: Description.	Facilitator
12:30 - 1:00pm	Group Reflections and Experience Sharing	Facilitator
1:00 - 2:00pm	LUNCH BREAK	ZOA/HOTEL
2: 00 - 2:30pm	Stage 3: Problem-solving.	Facilitator
2: 30 - 3:30pm	Stage 4: Agreement	Facilitator
3:00 - 3:30pm	Group Role plays and Experience Sharing	Facilitator
3:30 - 4:00pm	Communication Skills and Building trust and tolerance	Facilitator
4:00- 4:20pm	Group work on Listening Skills	Facilitator
4:20- 4:30pm	Evaluation of Day One and Closure	ZOA TEAM
	DAY FOUR PROGRAM	
8:30am- 9:00am	Arrival and Registration	ZOA TEAM
9:00 - 9:30am	Recap Day 3	Facilitator
9:30 - 10:00am	Resource Based conflicts - Situational perspective of the Refugee camps	Facilitator

10:00 - 10:20am	HEALTH BREAK	ZOA /HOTEL
10:20- 10:40am	Land conflicts and their impact on refugee and Host Community	Facilitator
11:40 - 12:30pm	Customary tenure Issues in Uganda.	Facilitator
12:30 - 1:00pm	Reflections and Sharing Experiences	Facilitator
1:00 - 2:00pm	LUNCH BREAK	ZOA /HOTEL
2: 00 - 2:30pm	Envisioning a peaceful and coexistent community and Action Planning	Facilitator
2: 30 - 3:00pm	Group Presentations	Facilitator
3:00 - 4:00pm	Evaluation, Closure and Logistics	Facilitator/ ZOA

KEY ISSUES NOTED

- The conflict in South Sudan has left deep wounds on tribal, ethnic and social lines. Religion and religious institutions were deeply dragged, embedded.It is painful for a religious leader to tell you that the moment we see a Dinka here, we shall all leave this training venue.....These tensions are real, at play and this was the level at which the facilitator got some of the participants.

- The magnitude of land disputes is very high between the refugees and in many cases between the refugees & host communities. The host communities also expressed their own land challenges they were going through.
- There are very high cases of SGBV. Domestic violence is on high magnitude. Child abuse. Violation of rights especially of vulnerable groups.
- There is no interfaith collaboration between the different religious denominations. All peace building efforts in the communities are adhoc and isolated. It therefore becomes difficult to sustain the peace building efforts in the communities and given the sensitive nature the positions these leaders hold in the communities, it is a serious oversight.
- The potential of these religious & opinion leaders and their institutions in building peaceful communities and promoting peaceful co-existence hasn't been fully tapped.
- The integration of the peace & conflict interventions to sustain efforts of building a peaceful settlement needs more attention.

KEY ACHIEVEMENTS

- Completion rate was 100% as 52 reported on day 1 and 52 completed on day 4 in both clusters.
- At the end of the four days, participants expressed total satisfaction with the training as evidenced by statements of the group leader and other members of the group. End of training

evaluation revealed that the participants were more enlightened, confident on peace & conflict issues and charged for action.

- There were action points at the end of the training by the participants on how to implement ideas gathered from the training. On the basis of these action plans, the team will be monitored to see the extent to which they are creating impact in terms of peace building, conflict management, transformation & resolution.

ACTION PLANS

- We shall organize a day next week to build our inter-religious council for Ariaze. We need to send out letters, build on involvement of more people to come up with a robust council that can deliver impact.
- We are going to undertake joint sensitization activities where we the leaders of the inter religious council will bring together all the leaders of the different denominations & faiths and divide ourselves into various teams containing religious leaders from the different denominations for a show of unity and team work towards peace building.
- We need to create counseling centers in our different places of worship because we have realized that we hold places that give peace to the soul and once the soul is at peace, the mind and the body will follow suit. These centers will undertake counseling services with the support of community persons who have counseling skills.

- As these trainings have been targeting all societal categories, we realized that youths, women, religious & opinion leaders, land actors are all on board but the age category (young adults) i.e. male & female transition, particularly the men have been left out as a target group. We need interventions that can target the men and the bridge.
- We have religious activity of visiting homes which we sometimes call team work. We have realized we need home visits. These shall be undertaken by a joint inter religious team targeting spreading of the peace message and showing solidarity with victims of conflict which we think has a serious impact on building peaceful communities.

TRAINING CHALLENGES

- Most of the participants were so elderly that coping with the pace of the training was a challenge for them and they had to cope with the pace of the younger ones.

Solution: The facilitator balanced the training pace and used participatory skills to bring involvement of all the participants.

- Disruptions of training by ongoing distribution as at a certain time attention shifted to it losing concentration at certain occasions.

Solution: The facilitator was always quick to identify these interruptions and created different activities to bring back concentration and attention of the participants.

KEY RECOMMENDATIONS

- Land based conflicts, GBV needs a special attention from ZOA.
- At the end of every training, ZOA needs to set targets for the key action points planned for envisioning peaceful communities. This tags these participants in a position of responsibility while puts ZOA in charge of the action points.
- ZOA needs to strengthen the community relationship further. Much as the community is generally very appreciative of ZOA's work, there is still a gap to be bridged.
- The potential of this particular category in building peaceful communities is bigger than the other categories, ZOA needs special focus on this category and bring on more integrative activities.
- These religious leaders are surely fired up for action. When trainings like this fire up positive energies for action, ZOA needs to take advantage of this through their program officers by undertaking keen follow-up and having a guided action of these

action points by giving good attention to some of these key recommendations.

EVALUATION

Oral evaluations through a plenary was done, it was clear that the participants appreciated the quality of facilitation and the relevance of the topics covered during the training.

A general question was thrown by the ZOA team leader about how the training went and one of the striking response was -----it was just wonderful-----by one of the participants and some of the sampled comments were--- it was very good---- Very nice-----

When the evaluation went on to give opportunity for the participants to evaluate the training, general comments showed that selection of topics, training methodologies and presentations were well undertaken. Participation was fully active, the participants actively made strong contributions, asked series of questions throughout the training, and actively came up with action points.

Conclusion

We thank ZOA for the partnership. We feel that we need more to do with ZOA for greater impact. We are open to undertake sensitization, dialogues and community outreaches for counseling and other activities.

APPENDICES

Activity photos



Figure 1: Shows very high level of concentration and attention as the facilitator was illustrating on the wall the neutrality of conflict where it can have both a positive and negative impact depending on the response of the actors.



Figure 2: The participants during one of the moments of group discussion



Figure 3: A photo taken during the end of training evaluation session by the team leader.



Figure 4: Wani Emmanuel the facilitator during one of the facilitation sessions of conflict analysis driving the participants to gain a deeper understanding of conflict.

Facilitator Acknowledgement

I-----acknowledge that this report is a true reflection of how the training transpired on ground, duly delivered under my guidance and direction. I undersign here below in confirmation.

Sign-----

Date-----