



018530 - SWITCH



Sustainable Water Management in the City of the Future

Integrated Project
Global Change and Ecosystems

D 6.1.4 A handbook of appraisal and communication tools to assist conflict resolution and minimize barriers to effective decision-making.

Organisation name of lead contractor for this deliverable: IRC International Water and Sanitation

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Revision [final]

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Dissemination Level		
PU	Public	PU
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium (including the Commission Services)	

SWITCH Briefing Note Training Manual Conflict Resolution	
Audience	The audience of the training manual are professionals that provide training to practitioners that are involved in urban water management or the facilitation of multi-stakeholder platforms.
Purpose	The purpose of the training manual is support the capacity development of practitioners that are involved in urban water management.
Background	Urban water management is a complex and wicked problem that easily gives rise to conflicts between groups of stakeholders. A better understanding of conflict resolution methods will support practitioners in their endeavour to come to well balanced and well negotiated solutions to these complex problems.
Potential Impact	The potential impact of this training manual is an improved capacity of urban water management practitioners to avoid or resolve conflicts between different stakeholder groups. The case study on urine diversion in Sweden has already been used to guide the design of a large-scale housing project with urine diversion toilets.
Issues	The main issue is that many practitioners involved in urban water management have a predominant technical background. In some cases, this might make it difficult to deal with underlying causes of conflicts between stakeholder groups.
Recommendations	The training manual needs to be considered as guide for future trainers who should adapt the training curriculum to the background of the trainees, their working environment, and duration of the training programme. The training manual can also be used as a tool for self-study.