



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

Period covered: from M1 to M60
Start date of project: 1 February 2006

Date of preparation: January 31, 2010
Duration: 60 months

Revision [final]

| Project co-funded by the European Commission within the Sixth Framework Programme (2002-2006) | | |
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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) | |

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| 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. |