



Telecommunication Development Bureau (BDT)

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Subject: **Workshop on "Conflict Resolution" for Portuguese and Spanish speaking countries in Africa, Praia, Cape Verde, 27-29 April 2011**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in the workshop on **"Conflict Resolution"** for Portuguese and Spanish speaking countries in Africa, to be held in **Praia, Cape Verde, from 27-29 April 2011**. The workshop will be hosted by the **Agência Nacional das Comunicações, ANAC**, under the aegis of the ITU Centres of Excellence Network for Portuguese and Spanish speaking countries in Africa.

The workshop aims at strengthening participants' skills and confidence in facing conflicts. It also endows participants with skills to make informed decisions from a range of choices when dealing with conflict resolution.

The workshop will cover a wide range of topics on conflict resolution, from concept and identification to post conflict issues. It will also cover communication tools that can be used in conflict resolution.

The following topics will be addressed:

- Concept, identification, sources, factors and characteristics of conflicts
- Parties in the conflict
- Telecommunications and related questions
- Type of conflicts in the telecommunications industry (conflicts of interest)
- Resolving conflicts, facing the regulators, operators and consumers
- Special approach to conflicts resolution facing two or more operators
- Conflict resolution framework and case studies

This workshop will target senior executives, sales people, human resources managers, law professionals, mediators, trainers and anyone involved with negotiations and conflict resolution. However, due to the fact that the course content is at a high level, a background in law is a relevant requirement.

In order to benefit from each other's experience, participants are invited to prepare and present case studies during the workshop.

If you wish to participate in this workshop, please complete the attached Registration Form (Annex 1) and return to the Project Coordinator (see contact details above) by **18 April 2011** at the latest.

A registration fee of USD 50 per participant is required to attend this workshop. Bank account details for payment of the fee will be sent to you with your confirmation of participation by ANAC.

A partial fellowship, covering only the daily subsistence allowance in Praia, will be granted to one participant of each eligible country at the request of the administration. However, countries are free to send more than one participant for this workshop, as long as they meet the cost of travel, accommodation and related expenses in Cape Verde.

If interested, please complete the attached Fellowship Application Form (Annex 2) and return it to bdtfellowships@itu.int, as indicated in the form, **no later than 18 April 2011**.

Additional information on this workshop, including the programme of the workshop as well as useful information can be found on the ITU Academy Portal at <http://academy.itu.int/index.php/events>.

Yours faithfully,



Brahima Sanou
Director

Annexes: 2

ITU Centres of Excellence

**Workshop on "Conflict Resolution"
for Portuguese and Spanish speaking countries in Africa**



Praia, Cape Verde, 27-29 April 2011

Registration Form

Please use **CAPITAL** letters.

Family Name:.....		
Given Name:.....		
Title/Function:.....		
Name of Organisation/Company:.....		
.....		
Office Address:.....		
.....		
Town:.....		Country:.....
Telephone Number(s):.....		
.....		
Fax Number(s):.....		
E-mail:.....		
Arrival: Date.....	Time	Flight No.
Departure: Date.....	Time	Flight No.

Please fax or email this form duly completed by **18 April 2011** to the following persons:

<p>Ms Marise Lima Executive Secretary of the Board of ANAC Agência Nacional das Comunicações Praia Cabo-Verde Tel: +238 260 4413 Fax: +238 261 3069 Email: marise.lima@anac.cv</p>	<p>Ms Ermelinda Mondlane Project Coordinator Instituto de Formação das Telecomunicações Maputo Mozambique Tel: +258 21 497 133 Fax: +258 21 490 079 Email : Ermelinda.Mondlane@itu.int</p>
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