



India's first Youth Conflict Management and Mediation Initiative

You Can Resolve It

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CONFLICT MANAGER COURSE

Gain Life Skills

Convert difficult conflicts into easy growth spaces

[APPLY NOW](#) for YCM's Conflict Management Certificate Course

In association with Khaitan & Co



Supporting Partners: CREK ODR



ZEUS Law

ZEUS

Presolv360



Warwick University Mediation Centre



About YCM:

YCM is India's First Youth Conflict Management and Mediation Initiative.

Conflicts are inevitable in your and everyone's life. You are not taught skills to deal with conflicts positively. There is no space to engage with conflicts constructively. Youth lives, careers and personal growth are adversely impacted, all are fatal side effects of unmanaged conflicts.

YCM fills exactly this gap of skills and space by:

Creating a youth culture of #AddressNotSuppress conflicts

Empowering youth with skills for the day-to-day resolution of fights and deadlocks, minor to major!

Building India's first network of trained youth conflict managers and mediators for collective impact

Setting up YCM chapters + addas across educational institutions and locations for youth growth spaces

Setting up youth-run centers where trained youth conflict managers and mediators will provide services

Our goal is to empower the youth with skills to be able to **REALISE-RESPOND-RESOLVE** fights and deadlocks in every domain of life. Conflict management skills are essential for every dispute resolution process.

Manage conflicts to save money, save time and save peace of mind!

YCM is India's First to bring youth and peer mediation for all to India based on a London model.

[Read Testimonials](#) from Professor Ajay Pandey, experts, and [trainees at Jindal Global University](#)



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BENEFITS FOR YOU on enrolling:

- ◆ Gain skills to deal with conflicts, disagreements in personal and professional life: prevent disputes or resolve unaddressed disputes.
- ◆ Test the basic skills you learn during the training sessions by applying them to your real-life cases.
- ◆ Learn from Experts and YCM Founder: [Kudrat Dev](#), Conflict Coach & Mediator accredited Civil Mediation Council, the U.K. who has worked with mediation organizations in London.
- ◆ Earn a Certificate of Completion.
- ◆ Join India's first and only network of Youth Conflict Managers.
- ◆ Avail Discounts on next training
- ◆ After 3 Levels of Conflict Management (30 hours) you become a YCM Certified Conflict Manager.
 - ✓ Top performers will be given [internship opportunities](#) at YCM or with Expert Friends of YCM.
- ◆ Top performers [qualify to apply to start a YCM Chapter](#) at their educational institution or location.

International Bonus: Participants will qualify to apply to the International Project by YCM-Warwick University. Kick-start your international conflict manager journey!

Internship Bonus: Top performers will be awarded internships at leading ODR and dispute resolution organizations namely Crek ODR, Samvad Partners, Zeus Law, Bridge Mediation, and YCM.

Eligibility Criteria:

- ◆ Everybody who is passionate about turning day-to-day conflicts into easy growth spaces in any field.
- ◆ Passionate to become a dispute prevention professional

Format: Interactive, fun, self-reflection, role-plays, and case-studies.

Course Dates: 3 September (Saturday), 4 September (Sunday), 10 September (Saturday) and 11 September (Sunday)

(6 hours per day + 6 hours self-work + 1 hour assessment)

Course Duration: 30 hours

Assessment Criteria:

- Quiz (20% weightage).
- Active Participation during the sessions (20% weightage).
- 1-hour Quiz (multiple choice question) and/or 1-hour roleplay (60% weightage)



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Assessors' Panel:

Select Expert Friends of YCM such as Senior Dispute Resolution Professionals, Senior Mediators, Former Judges, Experts in conflict management, citizen action and youth empowerment across the globe.

Expert Friends of YCM:

Expert Friends at YCM at recent events and trainings were: [Dr. Aman Hingorani](#), [Bode Adeloye](#), [Jawad A J](#), [Perna Kohli](#), [Chitra Narayan](#), [Uma Ramanathan](#), [Irene Grindell](#), [Brendan Schutte](#), [Jonathan Rodrigues](#), [Nathalia Berkowitz](#), [Namita Shah](#), [Chittu Nagarajan](#), [Jeevan Ballav Panda](#), [Satish Padhi](#), [Charlie Young](#), [Dr. Gitanjali Prabhu Shetty](#), [Prathamesh D Popat](#), [Ishani Sen](#), [Supriya Chawla](#), [Aditya Vardhan Dayal](#), [Chetna Singhania](#). Other Expert Friends work at prestigious organizations including: SOAS University London, Maharashtra National Law University, Praveen Gandhi College of Law, Agami, Camp Mediation.

Learning Fees per level:

INR 10,500 per student for all 3 levels totaling 30 hours.

Early Bird Discount till 19 August: Pay INR 9,000 (Save INR 1,500)

Lead Trainer and Course Designer:

[Kudrat Dev](#), Founder YCM | Mediator accredited by Civil Mediation Council U.K. Lawyer | Chevening Scholar | SOAS London LL.M. in Dispute Resolution & Linguistics | Conflict Coach.

Hear Testimonials from our July Trainees:

Bhavya Sehajpal: The course was the highlight of the day for me, it was fun and enriching. I have secured an internship at YCM after the course and also with Zeus Law through YCM. I will use these new age dispute prevention skills as a lawyer but also in my personal life.

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REALISE Level 1 Conflict Management 10 hours Learning Structure	
Session	Key Learning
1. What's Working and What's Not Working in the Way YOU can Resolve "It"?	What's working and what's not working in the way you and we resolve disputes at a macro and micro level? Learn existing values in our current dispute resolution system and satisfaction levels of the participants with the same based on their personal experiences and observations at an individual level.
2. The Game Changer: Conflict Management	What's the game-changer difference between conflict management and dispute resolution with its impact on the way we resolve disputes? Learn how conflict management is different from dispute resolution and if and how conflict management can impact the ownership-cum-responsibility of the parties.
3. Identify the Real Deal	What is the root cause behind conflicts and the link to universal human needs? Learn to identify the real deal underlying a conflict using YCM's Conflict Awareness Chain.
4. Empathy: The Trigger for Solutions	How can use of Empathy to self and others in a conflict trigger finding sustainable solutions? Learn how use of empathy can prevent escalation of issues and empower both the parties in a conflict to find a solution.
5. Real World Connect: Be Your Own Coach (BYOC)	Find the impact of your new skills on ongoing conflicts in your lives. Apply your skills to real-life conflicts through role-plays and receive peer and trainer's feedback.

[APPLY NOW!](#) Email at connect@ycmindia.org with subject line: 'Interested | Conflict Manager



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RESPOND Level 2 Conflict Management 10 hours Learning Structure	
Session	Key Learning
6. Communication Skills based on Empathy	What's the difference between feeling vs. no feeling and need vs. strategy, does it matter? Learn and explore the link between one's feelings and needs and practice non-violent communication as developed by Marshall Rosenberg.
7. Techniques for Solution-oriented Conversations	What triggers a solution-oriented conversation and what blocks it? Learn how one communicates (i.e., expression and listening) using demands, the threat of consequences and judgments and the impact of such communication on the listener.
8. Techniques for Navigating Violent Communication	How do types of violence used in how one communicates (i.e., expression and listening) with others and self, impact the conflict? Learn to convert violent communication into non-violent and respond in a non-violent way.
9 & 10. Real World Connect: Be Your Own Coach (BYOC)	Find the impact of your new skills on ongoing conflicts in your lives. Apply your skills to real-life conflicts through role-plays and receive peer and trainer's feedback.



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RESOLVE Level 3 Conflict Management 10 hours Learning Structure	
Session	Key Learning
11. Sustainable Solutions: How to Develop them?	Facilitate drafting of a sustainable agreement.
12. Conflict Manager's Toolkit for Self-Part 1	Learn how to effectively conduct a conflict management process for self and measure your strengths and improvement areas.
13. Conflict Manager's Toolkit for Service Part 2	Learn how to effectively conduct a conflict management process for service and measure your strengths and improvement areas.
14. Demo and Mock Assessment	
15. Final Assessment by Expert Assessors' Panel (1 hour 30 minutes for this session)	

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[Watch](#) this three-minute video created by students to express their growth and learning journey at YCM, with a youngster's twist!

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