

# PEACESYSTEMS



Prevent Manage Resolve

PeaceSystems is a registered civil society organisation which supports the development of sustainable institutions and systems to prevent, manage and resolve conflict in developing countries.

Based in Cape Town, PeaceSystems collaborates with local and international partners and donor organisations in Africa, Asia, South America and Europe.



## Why PeaceSystems?

#### Every organisation and community faces conflict at some point

Conflict resolution is often a 'last resort', once conflict is about to escalate or has already led to disruptions and even violence. Reactive interventions bring short-term solutions, leaving the underlying issues unaddressed and likely to re-occur.

Conflicts put government revenue and development at risk. They put a company's operational compliance and reputation at risk. They put investors' financial and social goals at risk. They put civil society's agenda for good governance and human rights at risk. Conflicts, most directly, put communities' health, security and sustainable development at risk.

#### Empowering organisations and communities to find and build peace

PeaceSystems was conceptualised and established by a group of international Appropriate Dispute Resolution (ADR) experts who saw a new way of dealing with conflicts which is both proactive and sustainable.

Collaboration lies at the core of PeaceSystems' ethos. We work closely with business member organisations, local and national governments, community organisations and the international donor community to systemically address conflict in order to optimise sustainable growth and social upliftment.

#### Typical systems design components

- 1 Analyse the conflict, context and systems
- 2 Develop strategy, policy & regulation
- 3 Design the rules, process & systems
- 4 Develop the skills & capacity of people
- 5 Process automation & data management
- 6 Conflict culture development & transformation
- 7 Monitor performance, evaluate & improve

## What PeaceSystems can offer your organisation

#### Capacity building

We improve skills and capacity to enable people in government, business and communities to be more effective at preventing, managing and resolving conflict in their sphere of operations and within their communities.

Our offering for government departments, businesses and communities includes:

- · Conflict risk analysis and training
- Conflict strategy and training
- Mediation and mediation training
- Negotiation training
- · Dispute systems design and training
- Dispute management and training
- Conflict awareness & culture development training
- · Conflict and diversity training
- · Mediation advocacy training

#### Applied research

We do qualitative research on improving systems for preventing, managing and resolving conflict. We also do quantitative research to evaluate the effectiveness of conflict management systems.

Our work ranges from academic to practice research. Where appropriate we work with selected academic partner institutions in Africa, Europe and America.

We publish our work through a range of publications, and through workshops, training events and conferences.

#### Advocacy

We advocate with governments, businesses and communities to invest more pro-actively in institutions and systems that prevent, manage and resolve conflict.

#### This includes:

- Doing more regular analysis of the conflict risk in their institution, systems and environment
- Developing a detailed conflict management strategy and plan for their organisation
- Developing appropriate skills and capacity within their organisation to identify and respond to conflict
- Enhancing their operational and business processes to be more conflict sensitive
- Enhancing systems and institutions to enable greater access to rights enforcement & justice
- Enhancing systems and institutions to integrate and collaborate across boundaries
- Growing their organisational culture to be more tolerant and collaborative
- Investing in programs and strategies that build long term stable relationships between them and the communities within they operate

### Specialised interventions

We design, develop and implement specialised mediation interventions for communities, local government, civil society and private sector organisations. PeaceSystems works with a carefully selected group of specialised mediators who have extensive experience in mediating in complex conflict environments. We work closely with all stakeholders to ensure outcomes which not only resolve the immediate conflict, but lay the foundations for long-term, sustainable relationships.











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