



FINAL REPORT

Summit Lab: Conflict Resolution and Consensus Building for Civil Society Organizations and Social Actors of the Americas

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1. Introduction

This report provides an overview of the Capacity Building Workshop "Conflict Resolution and Consensus Building" intended for Civil Society Organizations and Social Actors that are engaged or interested in the Summit of the Americas Process. This workshop organized by the Summit of the Americas Secretariat (SAS) in collaboration with the International Republican Institute (IRI) and held from September 18-26, 2023.

This workshop is part of a series of initiatives that the Summits of the Americas Secretariat is undertaking in collaboration with the current Chair of the Summit Process, the government of the United States, in support of strengthening the participation of civil society organizations and social actors in the IX Summit of the Americas Process.

The objective of this event was to strengthen and/or build the capacity of civil society organizations and social actors from across the region to facilitate dialogue, effectively communicate, actively listen, and understand conflict resolution strategies.

The capacity building workshop was designed under a 3-session format that included a 1.5-hour theoretical session followed by a 1.5-hour thematic practice session aimed at providing participants with hands-on experience in reaching consensus on issues related to the five themes of the IX Summit of Americas (Health, Green Future & Clean Energy, Digital Transformation, Democratic Governance). The sessions were facilitated in English and Spanish and held through Zoom. The

last session was the closing of the workshop where participants were able to present their experiences and lessons learned from the two previous sessions (theoretical and practice sessions), as well as proposed suggestions to improve civil society's participation in the Summits Process.

The trainers for this workshop were **Mr. Jim Tull**, Partner with CMPartners and a globally recognized leader in the fields of negotiation, communication, and conflict management, and **Ms. Janet Murdock**, UN Peace and Development Advisor to Guyana and Suriname and an accomplished conflict resolution practitioner with broad government and international experience. Mr. Tull instructed the sessions in Spanish and Janet in English.

2. Summary of the Theoretical session and Methodology of the case study sessions

In order to build the capacity of a large/diverse group, within a short amount of time, it is always critically important to start with three assumptions:

- Everyone within the group will likely have dramatically different skill-sets and levels of experience; and all participants have some real-life skills that they can draw upon to accelerate learning.
- A helpful goal is to start by building a common vocabulary of tools and skills that will be useful as they begin to work together.
- In addition to sharing the theory and vocabulary, the skills will not become fully developed unless the group can practice their new skills together immediately following the theoretical session.

In this case, therefore, we introduced the theory during a 90-minute session on Monday morning. The practice sessions followed immediately on Tuesday through Friday in four separate sessions organized around four thematic case studies.

a. Theoretical Session

The 90-minute session on theory was offered over Zoom and designed to be fairly interactive. After introductions of our training objectives and theoretical background, we broke the theory down into three sections:

- What is "Consensus" and how do we typically think about Conflict Management?
- Three "Mental Models" that can be useful while seeking consensus-based group decisions (see attached slides):
 - Interest-based Methodology
 - Quaker 5-Finger Method of Consensus
 - Emphasis on the value of listening for different perspectives.
- Practice and Commentary on a "generic" case
 - Before diving into a Case Study built around their professional experiences, we offered them a short generic Consensus challenge called the Menu Exercise. Their task was to agree among their group of 5-6 people on the details of a 4-course meal, within a very short time-frame.
 - The reason we start with a generic case is that people often have a hard time applying a new framework to an issue they already know, particularly when the issue has multiple complexities attached to it.

b. Practice Session:

After practicing the skills on the generic case during the theoretical session, we broke the overall group into 4 sub-groups for 90-minute sessions in English and Spanish that required them to apply their new tools to a more realistic case based on their real-life backgrounds:

- Health Sector
- Sustainable Green Energy Sector
- Digital Transformation
- Democratic Governance

Using an adapted role-play methodology, participants were able to engage in a simulated negotiation exercise based on one of the five themes of the IX Summit of the Americas. Each participant was asked to play one of 4 separate roles, plus an observer. Their shared task in each of the role-play exercises was to reach consensus on several priorities that had been presented to them in a somewhat positional and vague manner by their leadership. Each role came to the table with different priorities and opinions on the thematic issue.

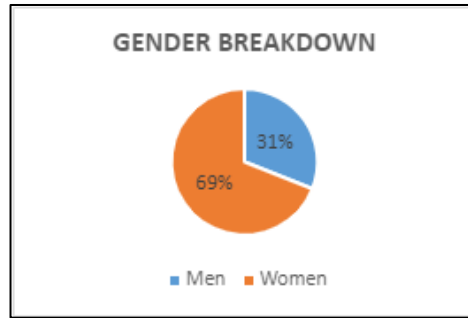
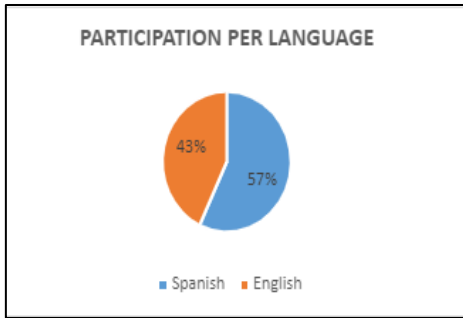
This approach gave participants an opportunity to take on a fictitious role to practice various skills for building consensus, like listening for the difference between positions and interests. These and other concepts were introduced during the theoretical session and then reinforced in a learn-by-doing environment.

This experiential approach provides a very realistic and yet safe space for the group to make mistakes and reflect on the effectiveness of different techniques and strategies for influencing others. This methodology also encourages participants to use their voice in a rational and cogent manner and exercise critical leadership skills. In addition, by adapting the actions plans from the IX Summit of the Americas, participants were afforded an opportunity to learn more about the substantive outcomes of the IX Summit and critically analyze them from diverse civil society perspectives.

3. Outcomes of the Summit Lab

a. Statistics

The total number of participants in the capacity-building workshop was 82 people, where 57% corresponded to participants from Spanish-speaking countries, and 43% to participants from English-speaking countries. With respect to the gender breakdown, men corresponded to 31 % and women to 69 %.



b. Social media promotion:

Twitter: The promotion of the publication on Twitter reached a total of 1,922 people in both Spanish and English pages, who viewed the publication at least once. This translated into a total of 194 interactions, including link clicks and likes.

Social media account in Spanish: @CumbreAmericas

Tweet activity ✕

<p>Cumbre Américas OEA @CumbreAmericas Te invitamos a este #SummitLab: Capacitación sobre Resolución de Conflictos y Búsqueda de Consensos. 📅 Fecha límite de registro: 11 de septiembre 📍 Regístrate aquí: https://bit.ly/3sFXqWN 📄 Formato de la capacitación: https://bit.ly/3PoDwc5 pic.twitter.com/utRHIPrThs</p>	<table border="0"> <tr> <td>Impressions</td> <td style="text-align: right;">1,630</td> </tr> <tr> <td>Total engagements</td> <td style="text-align: right;">164</td> </tr> <tr> <td>Detail expands</td> <td style="text-align: right;">71</td> </tr> <tr> <td>Link clicks</td> <td style="text-align: right;">46</td> </tr> <tr> <td>Media engagements</td> <td style="text-align: right;">16</td> </tr> <tr> <td>Likes</td> <td style="text-align: right;">13</td> </tr> <tr> <td>Retweets</td> <td style="text-align: right;">7</td> </tr> <tr> <td>Profile clicks</td> <td style="text-align: right;">6</td> </tr> <tr> <td>Replies</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Hashtag clicks</td> <td style="text-align: right;">2</td> </tr> </table>	Impressions	1,630	Total engagements	164	Detail expands	71	Link clicks	46	Media engagements	16	Likes	13	Retweets	7	Profile clicks	6	Replies	3	Hashtag clicks	2
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Social media account in English: @SummitAmericas

Tweet activity ✕

<p>Summit Americas OAS @SummitAmericas We invite you to this #SummitLab: Conflict Resolution and Consensus Building. 📅 Registration deadline: September 11th 📍 Register here: https://bit.ly/45QYrcV 📄 Training format: https://bit.ly/47YswZX pic.twitter.com/8Sewgtfu3e</p>	<table border="0"> <tr> <td>Impressions</td> <td style="text-align: right;">292</td> </tr> <tr> <td>Total engagements</td> <td style="text-align: right;">30</td> </tr> <tr> <td>Link clicks</td> <td style="text-align: right;">17</td> </tr> <tr> <td>Likes</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Detail expands</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Media engagements</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Profile clicks</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Retweets</td> <td style="text-align: right;">1</td> </tr> </table>	Impressions	292	Total engagements	30	Link clicks	17	Likes	4	Detail expands	4	Media engagements	2	Profile clicks	2	Retweets	1
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Likes	4																
Detail expands	4																
Media engagements	2																
Profile clicks	2																
Retweets	1																

Facebook: The promotion of the publication on Facebook reached a total of 1061 people on both English and Spanish pages, who viewed the publication at least once. This translated into a total of 60 interactions, including link clicks and likes.

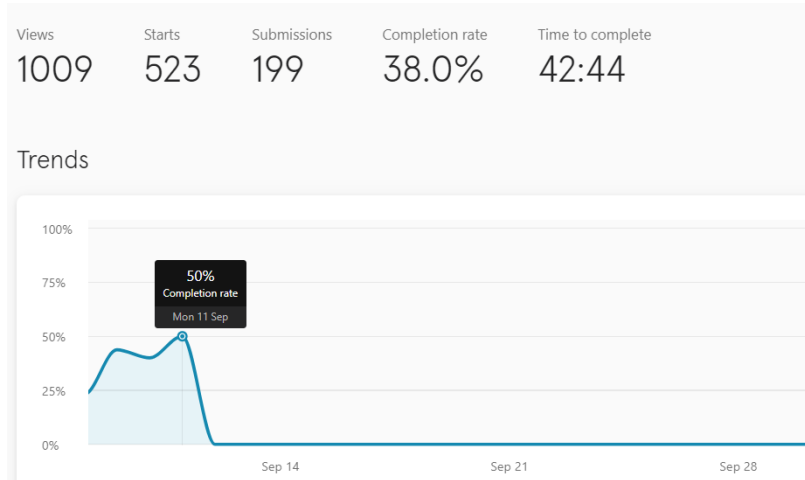


Instagram: The promotion of the event on SAS' Instagram account obtained a reach of 471 accounts, a higher-than-normal reach on this social network.

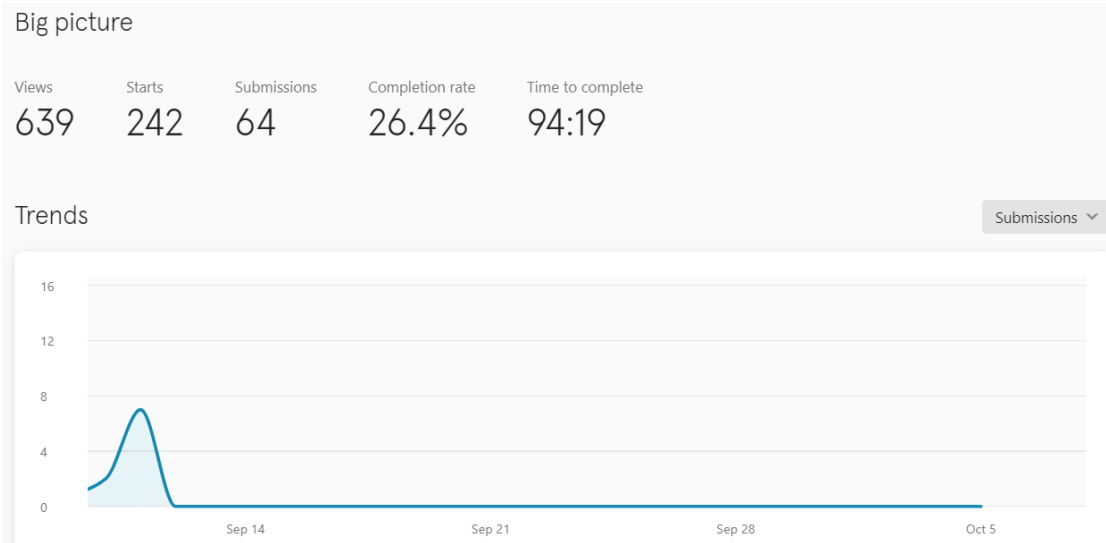


Online Registration through Typeform:

Metrics for the Spanish registration from:



Metrics for the English registration from:



The link to the registration form, which was used for participants' registration for the event and promoted on our social media networks, received a total of 1,648 visits. From this number, we obtained 263 registrations in total (199 in Spanish and 66 in English), which translated into a completion rate of 38% for Spanish registrations and 26.4% for English registrations.

In conclusion, the Secretariat's social media networks play an important role in the promotion of this workshop and allow reaching a wider number of civil society representatives and social actors.

c. General observations by participants

Participants highlighted that the workshops had a positive impact on their lives in that the lessons learned from this workshop are applicable not only to the Summits Process but to their daily lives as well.

It was emphasized that the learning process was dynamic and had content with quality that allowed participants to deepen their understanding of the topic and develop skills, such as active listening, development of clear ideas, persuasion, creativity, empathy, validation of ideas, and the ability to work together with respect in a multicultural and diverse environment. Participants also noted the importance of understanding the difference between interests and positions and how relevant that skill is in both their family and work lives.

Particularly, it was highlighted that the workshop provided participants with an opportunity to interact and connect with others, appreciating the diversity of interests and perspectives present and the ability to find common ground to build a stronger voice in a deliberation processes, which is critical to reaching consensus in a collaborative manner, especially considering the diversity of our region.

The importance of continuing to facilitate training opportunities and dialogues with experts was addressed to say that more of such opportunities would permit greater learning and the exchange of knowledge on issues relevant to the region, as well as to develop skills that will ensure effective participation in the Summits Process and in their daily work. Civil society and social actors also took the floor to encourage their peers to continue to be active and committed to this learning process to maximize civil society and social actors' level of preparation, which is key to effective engagement in the Summit Process.

Conclusively, they underscored the importance of including new civil society organizations and social actors in the process seeing that these new actors could bring innovative ideas and exercise greater influence in the Summit Process in order to join efforts to achieve real change in the Hemisphere.

d. Results of the survey

The survey was carried out with the objective of identifying the level of satisfaction of participants in relation to various aspects of the workshop, which includes: (a) quality of content and supporting material, (b) workshop format and duration, (c) level of knowledge of participants, (d) teaching methodology by instructors, among others. In addition, participants also had the opportunity to share suggestions for improving future capacity-building workshops and their participation in the Summits Process.

The survey was sent out to a total of 30 participants who attended three sessions of the workshop: theoretical, practical, and closing sessions. Out of the 30 participants, 11 responded to the survey (6 from Spanish-speaking countries and 5 from English-speaking countries), which represents 37%.

Data analysis and interpretation

Twelve questions were included in the survey: six closed questions and six open questions.

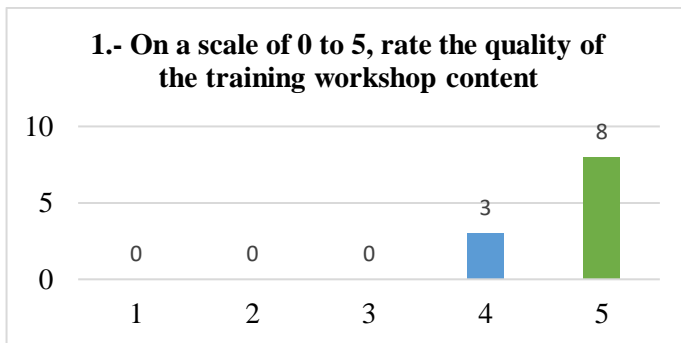
Questions:

1. On a scale of 0 to 5, rate the quality of the training workshop content. (Where 0 is deficient, and 5 is very Good).

Table 1 Quality of the training workshop content

Variable	Frequency
1	0
2	0
3	0
4	3
5	8

Graphic 1. Quality of the training workshop content

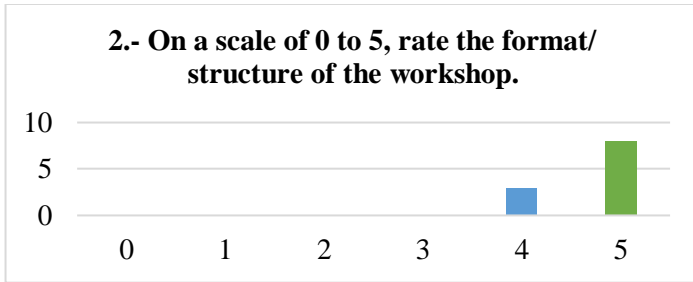


2. On a scale of 0 to 5, rate the format/ structure of the workshop. (Where 0 is deficient, and 5 is very Good).

Table 2. Format /structure of the workshop

Variable	Frequency
0	0
1	0
2	0
3	0
4	3
5	8

Graphic 2. Format /structure of the workshop

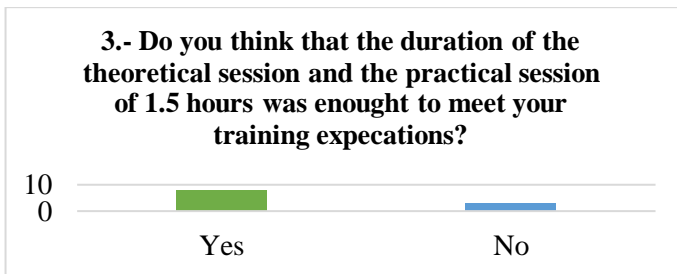


3. Do you think that the duration of the theoretical and the practical sessions (1.5 hours) was sufficient to meet your training expectations?

Table 3. Duration of the theoretical and practical sessions

Variable	Frequency
Yes	8
No	3

Graphic 3. Duration of the theoretical and the practical sessions

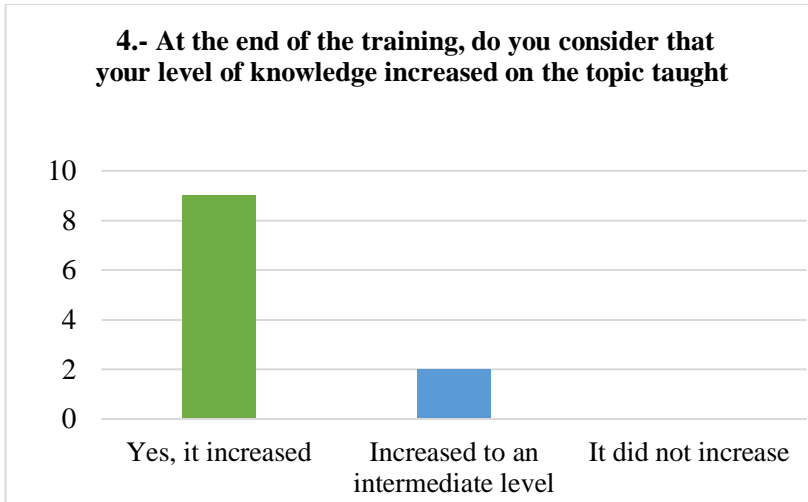


4. At the end of the training, do you consider that your level of knowledge increased on the topic taught?

Table 4 Increase in the level of Knowledge

Variable	Frequency
Yes, it increased	9
Increased to an intermediate level	2
It did not increase	0

Graphic 4 Increase in the level of knowledge

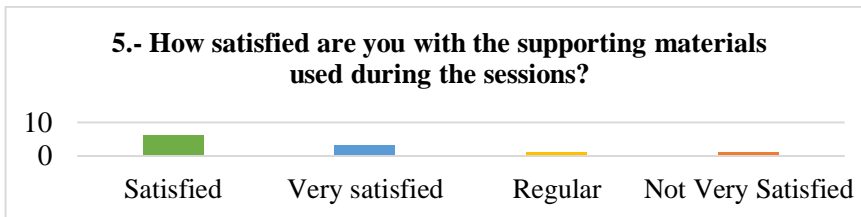


5. How satisfied are you with the supporting materials used during the sessions?

Table 5. Supporting Materials

Variable	Frequency
Satisfied	6
Very satisfied	3
Regular	1
Not Very Satisfied	1

Graphic 5. Supporting Materials

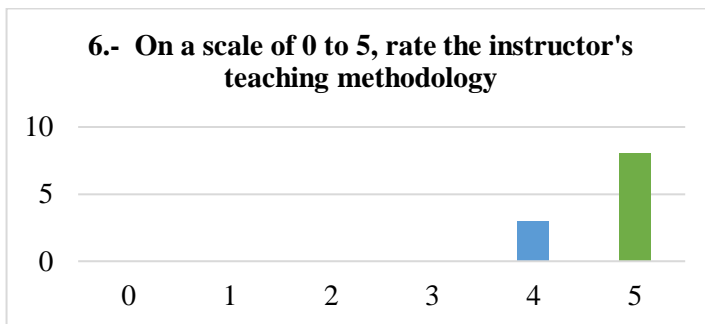


6. On a scale of 0 to 5, rate the instructor's teaching methodology. (Where 0 is deficient, and 5 is very Good).

Table 6. Instructor methodology

Variable	Frequency
0	0
1	0
2	0
3	0
4	3
5	8

Graphic 6. Instructor methodology

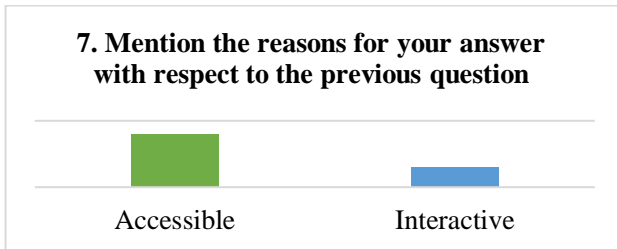


7. Mention the reasons for your answer with respect to the previous question:

Table 7. Reasons with respect to the previous question

Variable	Frequency
Accessible	8
Interactive	3

Graphic 7. Reasons with respect to the previous question



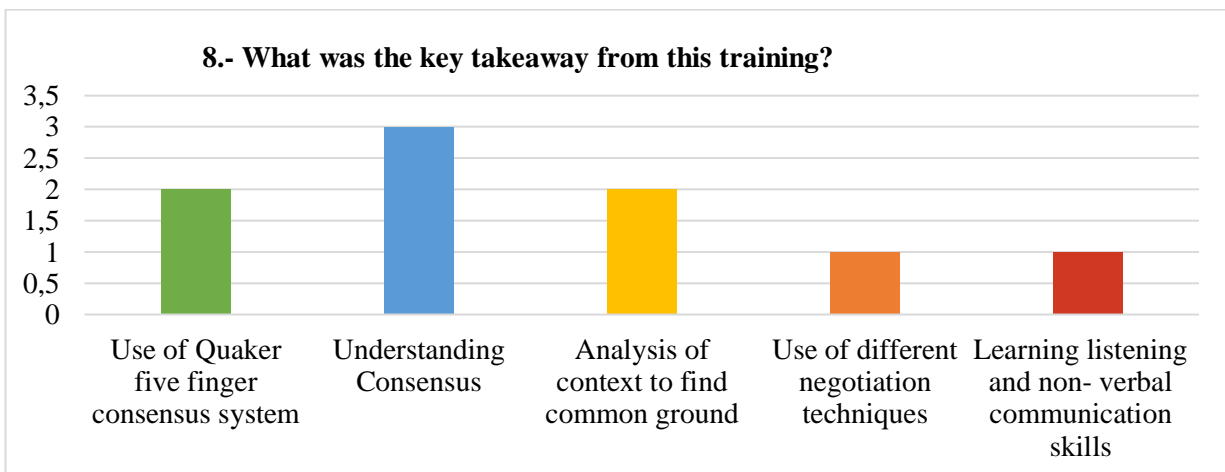
Participants stated that the instructor's teaching methodology was accessible and interactive; allowing the topic to be easier to understand. The expertise of the instructors, and the use of techniques, such as work in small group sessions and the role-playing method, provided a space for greater interaction and exchange of opinions.

8. What was the key takeaway from this training?

Table 8. Key takeaway from the training

Variable	Frequency
Use of Quaker five finger consensus system	2
Understanding Consensus	3
Analysis of context to find common ground	2
Use of different negotiation techniques	1
Learning listening and non- verbal communication skills	1

Graphic 8. Key takeaway from the training



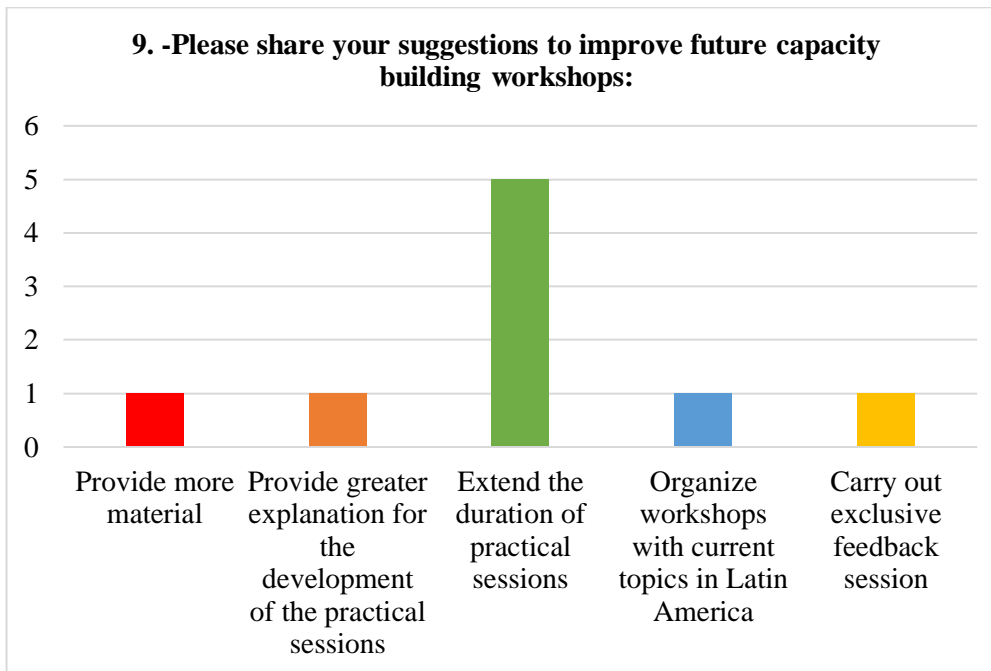
Participants stated that the most important lessons learned were i) learning the Quaker five finger consensus system, which proposes the use of a voting system that simplifies and speeds up the decision-making process through the use of the fingers to reach consensus, ii) understanding the definition of consensus and how to reach it, and the analysis of the context in order to find commonalities, iii) obtaining knowledge about different negotiation techniques to achieve a satisfactory result, and iv) development of listening skills to promote dialogue and incorporate diverse perspectives, and non-verbal communication skills, which included the use of gestures and other body language that allow for openness in dialogue.

9. Please share your suggestions to improve future capacity building workshops:

Table 9. Suggestions to improve future capacity building workshops

Variable	Frequency
Provide more material	1
Provide greater explanation for the development of the practical sessions	1
Extend the duration of practical sessions	5
Organize workshops with current topics in Latin America	1
Carry out exclusive feedback session	1

Graphic 9. Suggestions to improve future capacity building workshops

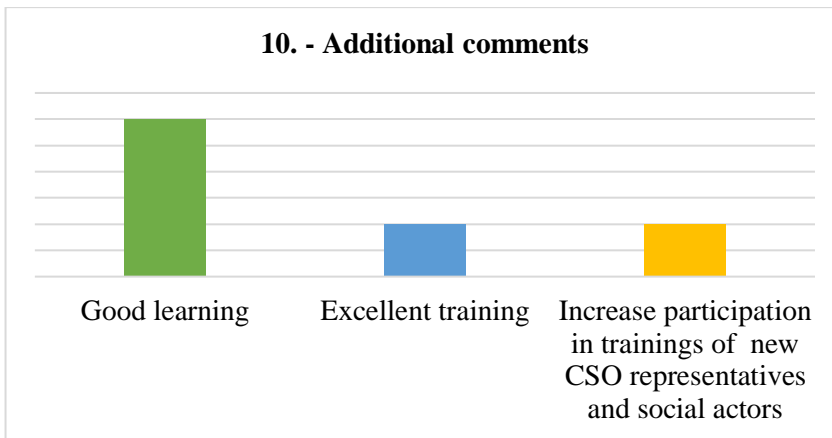


10. Additional comments

Table 10. Additional comments

Variable	Frequency
Good learning	3
Excellent training	1
Increase participation in trainings of new CSO representatives and social actors	1

Graphic 10. Additional comments

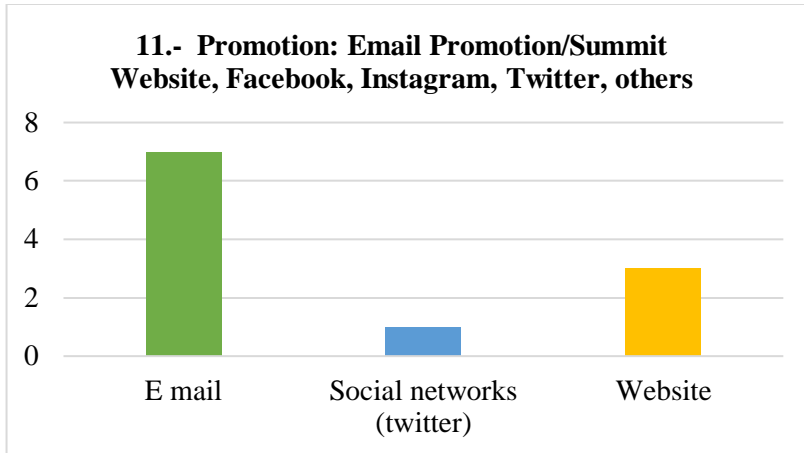


11. How did you hear about the program? Email Promotion, Summit Website, Facebook, Instagram, Twitter, others

Table 11. Promotion

Variable	Frequency
E mail	7
Social networks (Twitter)	1
Website	3

Graphic 11. Promotion



12. What topics would you like to receive training on at upcoming Summit Labs?

Table 12. Suggested topics for the upcoming Summit Labs

Variable	Frequency
Political negotiation	1
Human rights	1
Current issues in Latin America.(Dictatorships, Drug Trafficking, Health and Socialism)	1
Topics related to the Summits Process	1
Leadership and conflict resolution	1
Women rights	1
How to build women's movements and organizations	1
Democratic Governance: The role of women's organizations	1
Green future	1
Indigenous rights	1
Elections	1
Training for IACHR sessions	1
Time management	1

Conclusions

The data obtained through the survey demonstrated that participants of the Capacity Building were satisfied with the quality of the content and format of the workshop, and that the level of knowledge on the topic increased. Participants highlighted that the material used during the training facilitated their learning process through the acquisition of concepts, attitudes and skills, and that the teaching methodology used by instructors allowed them to have a better understanding of the topics discussed, developed their emotional intelligence, as well as increased their interest to learn through cooperative learning method.

Furthermore, the consensus building techniques such as the Quaker five finger consensus system, as well as the assimilation of analysis, negotiations, and non-verbal communication skills that will positively impact their work was one of the solid takeaways of the capacity building workshop.

Among the suggestions to improve future capacity building workshops, participants emphasized the need to provide additional information on the topic of the training and a more detailed explanation on the development of the practical sessions. In addition, it was expressed the need for extra time for the practical sessions, and the possibility to including a session to share feedback and express opinions on the learning process, allowing their personal and professional development and recognizing their strengths and weaknesses.

Participants recognized that the training was an enriching experience, and therefore the Summits Secretariat should continue implementing more capacity building workshops, in order to provide tools and knowledge on relevant topics to more CSOs and social actors.

Finally, they expressed that the role-playing method allowed them to analyze situations from different perspectives, allowing them to develop empathy, critical thinking, analysis, teamwork, listening and negotiation skills, and identified that the workshop was designed to effectively address participants needs. They were grateful for the opportunity to participate in this kind of space.

e. Photographic Gallery



Post



Cumbre Américas OEA
@CumbreAmericas

Hoy dimos inicio al [#SummitLab](#): Capacitación sobre Resolución de Conflictos y Búsqueda de Consensos. Este evento reúne a la [#SociedadCivil](#) en un espacio de aprendizaje y colaboración donde conocerán de expertos/as estrategias para abordar conflictos y lograr consensos efectivos 🙌

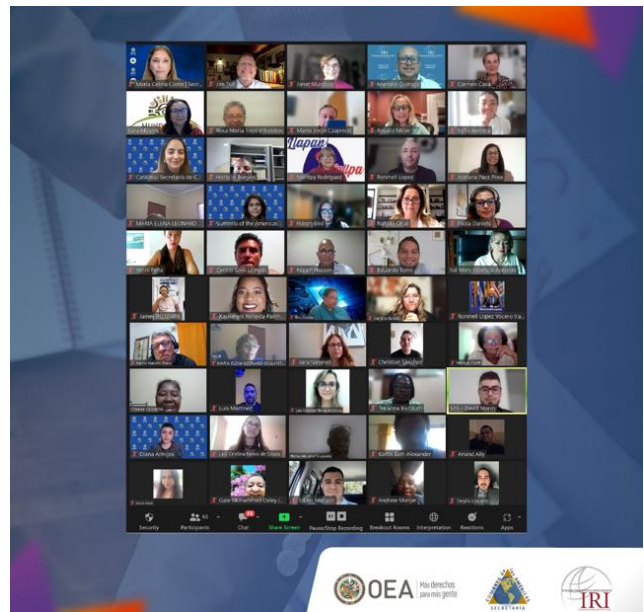
[Translate post](#)



4:01 PM · 9/18/23 from Earth · 262 Views

[View analytics](#)

2 Reposts 1 Quote 3 Likes



4. Conclusion

Recognizing that civil society and social actors may have a disadvantage with unequal power in persuasion/negotiation, this workshop was implemented with the objective to contribute in achieving a more balanced negotiating table in the context of the Summit Process by providing CSOs and social actors with an opportunity to develop skills that will empower these actors in the Summits Process, and strengthen their ability to use consensus methods for presenting effective, diverse and inclusive recommendations. In this manner, civil society will be able to unite their voices in order to have more power of influence in the decision-making processes at the local, national, and regional levels.


This workshop approached conflict as an opportunity to improve a given situation with a change of perspective. Therefore, participants understood the importance of having a positive point of view while facing conflict and that consensus-building processes can be more organized, conciliatory, and framed within respect for others' opinions. Participants were also able to appreciate the difference between constructive approaches to conflict and coercive methods and to better understand the importance of finding truly sustainable solutions to collective problems.

Analyzing the situation from different perspectives, seeking common objectives, practicing active listening, empathy, a collaborative and creative mindset, and emotional balance are essential elements that participants learned during the training through the learn-by-doing methodology. In addition, the role-playing technique sought to provide a more dynamic learning process that allowed the consideration of different interests and reaching consensus for the benefit of the group.

Through this type of initiative, the Summits Secretariat seeks to provide civil society and social actors with knowledge and skills to foster the construction of an initiative-taking society, a unified front towards a diverse and inclusive hemispheric agenda, as well as strengthening the engagement of these stakeholders in the Summits Process.

5. Annexes
Annex I – Presentation

Annex II - Summary of the Book “Getting to Yes”



The slide features the OAS logo on the left and the Summit of the Americas Secretariat logo on the right. The title "Summit Lab Conflict Resolution & Consensus-Building" is centered. Below the title is a horizontal strip with three images: a globe, two people shaking hands, and a textured surface. The date "September 26, 2023" is at the bottom.

Consensus Defined

- Consensus is a form of agreement that emphasizes cooperation and the **search for the most advantageous solution possible** for all under the prevailing circumstances.
- **Consensus is not the same as voting (where there are winners and losers)**
- Consensus is reached through the exchange of information and perspectives, group discussion, persuasion, and synthesis of ideas.

Clarify your **INTERESTS**, not Positions



In order to uncover their INTERESTS, you can...

1. Ask:
 - Why?
 - Why not?
2. Share some of your interests
3. Put an option on the table

MPartners

QUAKER FIVE FINGER CONSENSUS SYSTEM



5 fingers mean you really like the idea and will work to see it implemented



4 fingers that you like the idea but cannot help with implementation



3 fingers signify that you are ambivalent

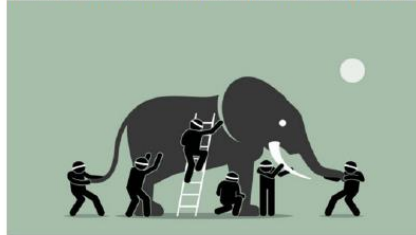


2 = You have serious objections and need much more deliberation



1 = You oppose the idea and will work actively to block its implementation

We all have our individual perceptions = Stay curious!



Adopt the mindset of **“And...”**

“The type of thinking that created the problem is not the type of thinking that will solve the problem.”

- Albert Einstein

*Getting to Yes: Negotiating Agreement Without Giving In*¹

Roger Fisher, William Ury, and Bruce Patton

Roger Fisher, William Ury, and Bruce Patton present a four-step method for interest-based negotiation in *Getting to Yes: Negotiating Agreement without Giving In*. Their step-by-step strategy creates win-win situations that allow the negotiating parties to create mutually acceptable agreements. The authors understand that some people are more powerful than others and that some negotiators will resort to “dirty” tricks in order to win or to create a beneficial outcome. They present four fundamental principles of negotiation and offer some suggestions on how to overcome some of these obstacles to negotiation:

Separate the people from the problem: Fisher, Ury, and Patton argue that negotiators need to distinguish between people problems and substantive issues. People problems or relationship issues include misperceptions, emotions, and communication issues; they are most easily overcome if the parties recognize that people interpret reality differently. These problems can lead to a breakdown in negotiations even if there is room for agreement on substantive issues, demonstrating the importance of recognizing the other side’s perceptions and interests in order to overcome the people problems.

Focus on interests, not positions: Often in negotiation, people take extreme positions in order to counter the argument of their opponent. A position is something already decided at the beginning of a negotiation, whereas an interest is the need, hope, fear, motivation that underlies the position. A negotiation that focuses on interests gives parties an opportunity to create value at the table and leads to more durable solution. If one side takes the other parties’ interests into account, the other side will be more motivated to do the same.

Invent options for mutual gain: By inventing options for mutual gain, the negotiators commit to satisfying the interests of all parties in the best way possible. Multiple options that allow both sides to benefit will result in an outcome that is less likely to break down. Fighting over original positions assumes that there must be a winner and a loser in the process of negotiation. Creating options for mutual gain will ensure that parties’ interests are met and a larger pie is created, which can be divided between the parties.

Insist on objective criteria: Objective criteria give both sides more guidance as to what is a fair outcome from the negotiation. For example, objective criteria could include the market value of a product or a scientific judgment that provides guidance for the reasonable outcomes from negotiation.

In addition to these principles, Fisher, Ury, and Patton argue that negotiators should always understand their alternatives. Parties should never accept an agreement that is worse than the one they might have gotten or that may make them worse off than before negotiation. The authors stress the importance of knowing the BATNA, or the Best Alternative To a Negotiated Agreement. Understanding the alternative to a negotiated settlement allows the parties to manage more effectively differences in power and to understand that they are negotiating to produce something better than that alternative.

As a process, parties should begin with an analysis of the problem, the other party’s interests and perceptions, and the existing options. The parties should plan ways of responding to the situation and discuss the problem in order to find a solution on which they can agree. The method

¹ Fisher, Ury and Patton, *Getting to Yes: Negotiating Agreement without Giving In*, © 1981

of principled negotiation put forth by Fisher, Ury, and Patton enables fairness and mutual gain and maintains relationships by allowing parties to focus on interests.

Annex III -Agendas of the sessions

Theoretical Session Agenda

10:00 am

- Welcome and Introductions
- What is Conflict?
- How we typically learn to manage conflict.
- Introduction to Interest-based methodology
- Quaker 5-Finger Method

11:00 am

- A Consensus Exercise
- Q & A and Next Steps

11:30 am

- Closing Session

Practice Session Agenda (sample)

Case Study: Inter-American Action Plan on Democratic Governance

10:00 a.m. Welcome & Introductions

10:10 a.m. Introduction of Role Play

10:20 a.m. Break-Out Session: Role Play

11:02 a.m. Role Play Debrief in Plenary

11:25 a.m. Closing

Agenda for Closing Session

1. Welcome remarks by Maria Celina Conte, Director, Summit of the Americas Secretariat, Organization of American States (OAS)
2. Recap of the Summit Lab “**Conflict Resolution and Consensus Building**”
 - Presentation on Theoretical Session, Jim Tull
 - Presentation on Role-play Methodology, Janet Murdock
3. Key messages by Maria Celina Conte, Director, Summit of the Americas Secretariat, OAS
4. Observations from thematic groups (*moderated by instructors*)
 - What did you hear participants say or do that helped them learn more about the interests of other members?
 - Was one person particularly persuasive? if so, what did they do that seemed to persuade others?
 - What gave the group difficulty (e.g., clinging to positions, not listening, etc.), and what helped them overcome those difficulties?
 - What is the key takeaway from this workshop?

5. Dialogue on recommendations on how to improve the participation of civil society and social actors in the Summit Process
6. Closing remarks by Marcelo Salas, Regional Program Director for the Caribbean, International Republican Institute (IRI)
7. Closing remarks by Maria Celina Conte, Director, Summit of the Americas Secretariat, OAS

Annex IV – Material for Case Study session

ROLE PLAY INSTRUCTIONS

Role plays training workshops are a useful way to help people learn about the techniques, skills, and processes used to reach consensus. Role plays are designed to simulate conflict scenarios or other types of real situations as closely as possible. They enable participants to experience what it is like to be in different kinds of roles. Experiencing events from the perspective of those who have lived those events

is especially valuable: it can give the participant the opportunity to experience the impact of the process, techniques, and skills of participants on other characters' actions, perceptions, and emotions.

GUIDELINES FOR DISPUTANTS

1. Be true to your role as written. Each role is written in a very brief form. Therefore, you will need to elaborate on your role and make up facts that are congruent with the information provided in your script.
2. It will be important for you to stay in a role throughout the role play. Breaking role interrupts the momentum and makes the drama less realistic.
3. Play your role as realistically as possible. The more realistic, the better it will serve as a tool for learning.
4. Do not try to outsmart or overplay your role. The focus needs to be on learning the process, techniques, and skills. It is not about how good an actor you are! Also, do not be too easygoing on the other participants. Give them something challenging to work on.

ROLE PLAY: DEMOCRATIC GOVERNANCE

GENERAL INFORMATION FOR ALL PARTICIPANTS

Everyone in the room today is a representative of a Civil Society Organization (CSO), a recognized social activist, or an observer organization from the Americas attending an important 9th Summit of the Americas follow-up meeting at the OAS headquarters in Washington, DC.

At the Ninth Summit of the Americas in June 2022, in Los Angeles, the Heads of State and Government adopted an action plan aimed at upholding national commitments to democracy, effectiveness and transparent democratic governance, as well as to strengthening democratic institutions of our States for the protection and promotion of all human rights of all citizens.

With the INTER-AMERICAN ACTION PLAN ON DEMOCRATIC GOVERNANCE in mind, the goal of this meeting is to reach consensus on the top Democratic Governance priority issues of concern to all CSOs. All CSO Representatives are of the opinion that the Heads of States' action plan lacks some clear shorter-term priorities for immediate action.

Based on the results of the IX Summit and a series of National and Regional Consultations with CSO and Social Actors during the Preparatory and Follow up Phase, the OAS's Summits of the Americas Secretariat distilled the following priority issues that are believed to be among the top concerns for CSOs:

- Priority 1: Re-commit to the provisions of the Inter-American Democratic Charter to address several challenges to democracy in the region.
- Priority 2: Strengthen - through national legislation - all relevant independent national institutions that have mandates to defend and promote human rights. Ensure the protection of press freedom and the full exercise of all civil rights in keeping with international human rights treaties.
- Priority 3: Strengthen support for free and fair elections by ensuring effective independent, impartial and autonomous electoral bodies that facilitate the participation of all eligible voters by ensuring the transparency of funding of political parties and electoral campaigns.

Priority 4. Intensifying implementation of the Sustainable Development Goals with accountable monitoring and reporting mechanisms.

Priority 5: Strengthen measures to combat corruption at all levels and hold transgressors accountable.

Your task today is to ensure consensus on a set of specific priorities for immediate action. The group can revise the existing priorities and add key issues of keen importance to CSOs. The goal is to leave the room with a priority list that reflects the group's consensus.

YOUR ROLE PLAY FOR THIS CASE STUDY IS AS FOLLOWS:

PRIVATE INFORMATION FOR ROLE #2: Toshao, Benjamin Apuraqui, Head of the Coalition of Tribal Associations of Latin America

You support the President's Action Plan on Democratic Governance, but you want more specific and immediate actions to be prioritized. You are amenable to a modified list of priorities, so long as the changes or additions that other CSOs propose are reasonable and well justified.

You want national legislation that will enable greater respect for the rights of Indigenous and tribal peoples. For example, you want more inclusive development planning processes that respect protocols for Free, Prior, and Informed Consent (FPIC).

You want to see the adoption of public policies that prioritize the empowerment, inclusion, participation and representation of historically marginalized persons. You therefore support the youth proposal for a 33% set aside for youth in national parliaments, but also believe that these bodies should more accurately reflect the diverse demographics of each country.

You also support anti-corruption proposals, especially efforts to criminalize the solicitation and acceptance of bribes by public officials at all levels. For example, you think domestic legislation should do more to compensate victims of corruption and to enable the recovery of stolen assets.

As your group builds consensus on modifications, please capture those modifications below - in order from highest priority to lowest.

a)

Annex V - List of participants

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