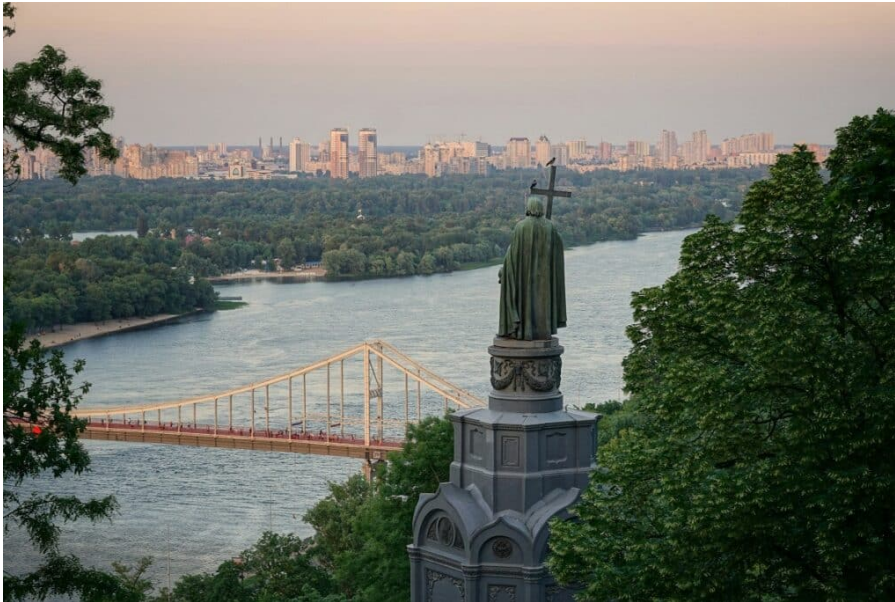


# OSCE Enhances Conflict Management Skills of Ukrainian Public Servants

September 12, 2024



**The Organization for Security and Cooperation in Europe (OSCE) has successfully concluded a training program aimed at equipping Ukrainian civil servants and local self-government officials with essential conflict management skills.**

The program, developed by the National Agency of Ukraine on Civil Service and the High School of Public Governance with OSCE support, involved an intensive online course and a three-day on-site practical training exercise.

A total of 206 public officials from various governmental offices across Ukraine participated in the program this year. The training focused on conflict assessment, mapping, and intervention techniques, enabling participants to identify and address conflicts within their teams and institutions.

The OSCE and the National Agency of Ukraine on Civil Service plan to continue building conflict management skills among Ukrainian public servants in the coming year.

The training program is based on methodological tools and instruments previously developed with OSCE support, including the Guidebook “Conflict Management for the Needs of Public Service.”

The project, “Building Dialogue and Mediation Capacity for Conflict Prevention and Conflict Resolution,” is implemented with the support of OSCE participating States and partners.

This initiative aligns with the OSCE’s commitment to promoting peace, security, and cooperation in Ukraine. By enhancing the conflict management skills of public servants, the OSCE aims to contribute to a

more stable and resilient society.