Audit & Governance · AG327

Intergovernmental Communication and Conflict Resolution

Kuala Lumpur · 7 - 11 Dec 2026

Date	Venue	Duration
7 - 11 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**AG327**	**English**

Introduction

In complex governance systems, effective communication and collaboration between different levels and branches of government are essential to ensure coherent policymaking and public service delivery. However, misalignment, overlapping mandates, and political differences often lead to tension or conflict. This course provides tools and frameworks for enhancing intergovernmental dialogue, promoting collaborative problem-solving, and resolving conflicts constructively within the public sector.

Course Objectives of Intergovernmental Communication and Conflict Resolution

Upon completing this program, participants will be able to:

- Understand the dynamics of intergovernmental relations and communication.
- Identify sources of conflict and misalignment in multi-level governance.
- Apply structured communication and negotiation techniques.
- Manage interagency and intergovernmental disputes effectively.
- Foster a culture of collaboration and shared accountability.

Course Methodology of Intergovernmental Communication and Conflict Resolution

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyze real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organizational Impact of Intergovernmental Communication

and Conflict Resolution

This training program will have a positive impact on organizations by:

- Improved alignment and coordination between agencies and departments.
- Reduced intergovernmental conflicts that hinder service delivery.
- Stronger partnerships across ministries, regions, and municipalities.
- Increased efficiency in joint planning and implementation.
- Enhanced organizational resilience through collaborative frameworks.

Personal Impact of Intergovernmental Communication and Conflict Resolution

Participants will experience personal growth and development, including:

- Advanced skills in mediation and conflict resolution.
- Stronger interpersonal communication across diverse stakeholders.
- Greater confidence in facilitating intergovernmental dialogue.
- Improved leadership in navigating complex political or institutional dynamics.

Who Should Attend

This training program is ideal for:

- Senior government officials at national, regional, or municipal levels
- Interagency coordinators and policy advisors
- Public sector negotiators and liaison officers
- Directors of departments that interact across institutions
- Legal and governance professionals involved in dispute resolution

Course Outlines

Day 1

Understanding Intergovernmental Dynamics

- Structures of intergovernmental relations (central, regional, local)
- Constitutional and legal frameworks
- Common sources of intergovernmental tension
- Case studies of cooperation and breakdowns in communication

Day 2

Principles and Tools for Effective Communication

- Strategic communication in the public sector
- Active listening, empathy, and clarity in multi-agency contexts
- Communication protocols and channels between institutions
- Diagnosing communication gaps

Day 3

Conflict Analysis in Government Settings

- Typologies and causes of intergovernmental conflict

- Power dynamics and overlapping authority
- Stakeholder mapping and conflict impact assessment
- Tools for early detection and de-escalation

Day 4

Conflict Resolution Mechanisms and Mediation

- Interest-based negotiation in public governance
- Mediation techniques for interagency disputes
- Legal and non-legal resolution options
- Facilitating a multi-party dialogue

Day 5

Building a Culture of Collaboration and Trust

- Institutionalizing intergovernmental coordination bodies
- Collaborative leadership and trust-building techniques
- Joint planning, budgeting, and decision-making processes
- Developing a conflict-sensitive communication strategy

Register or ask about this course online
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