



**Conflicts at work and interpersonal mediation in
EU diplomatic services: Inaugural workshop
EEAS premises, Brussels, 28 November 2024**

Draft annotated agenda

- From 9:00** **Arrival at the EEAS entrance**
Address: 9A Schumanplein/Rond-point Schuman 9A, Brussels
Please count around 10' for registry and security.
- As of 9:15** **Transfer to Protocol room 1, coffee and networking**
You will be accompanied to the meeting space.
- 10:00** **Keynote speech by EEAS Secretary-General Stefano Sannino**
- 10:15** **Opening remarks by EEAS Mediator Loïc Lallemand Zeller**
- 10:40** **Introduction of participants**
Short "tour de table" during which you will be asked to indicate your country, name and function.
- 11:00** **Group exchanges on Member States' different set-ups for conflict solving**
You will join a subgroup moderated by a member of the EEAS Mediation Service. Please be prepared to explain briefly how your service handles conflict at work (approach, good practices, challenges etc.), and possibly to volunteer as your group rapporteur.
- 12:00** **Plenary: Presentations of group exchanges, questions and answers**
Rapporteurs will present the main conclusions of group discussions.
- 13:00** **Buffet lunch and networking** *in the Protocol area.*
- 14:10** **Group photo** *in the Protocol area.*
- 14:15** **Training/discussion on conflict resolution in an intercultural context**
Elaine Hepburn, external mediator and trainer (UK), will introduce the session, which will also revolve around real cases. You will be invited to share your views and experience, and ask any questions.
- 15:30** **Coffee break** *in the Protocol area.*
- 15:45** **Plenary: Discussion of next steps, framework for future**
Discussions of possible follow-up actions to the workshop (incl. future meetings), depending on Member States' interests and needs.
- 16:45** **End of day**