

## **ORDER OF PROCEEDINGS**

### **CONFLICT RESOLUTION AND MANAGEMENT**

**Tuesday, 2 November 2021 (10AM SA) GMT+2**

#### **Welcome Address (UKZN) (3-5 mins)**

Professor Brian McArthur - Deputy Vice-Chancellor and Head (Acting)  
College of Law and Management Studies  
University of KwaZulu-Natal (**UKZN**)

#### **Welcome Address (AOMA) (3-5 mins)**

Advocate Busisiwe Mkhwebane - Public Protector, South Africa,  
President of **AOMA** and Chairperson of the **AORC** Board

#### **Facilitator (3-5 mins)**

Hon. Lala Ratsirahonana  
Ombudsman  
**Madagascar**

#### **Speaker 1 (15 mins) - 'Facilitators and inhibitors of communication'**

Adv. Arlene Brock  
Former Director of AORC  
**Harvard University - USA**

#### **Speaker 2 (15 mins) - Dealing with resistance and difficult people'**

Hon. Abimbola Ayo-Yusuf  
Ombudsman  
**Nigeria**

#### **Speaker 3 (15 mins) - 'Dealing with volatile interviews'**

Dr. Roger Oppong Koranteng  
Head, Public Sector Governance  
Commonwealth Secretariat  
**London, UK**

#### **Questions and Answers (20 mins)**

Facilitated by Hon. Lala Ratsirahonana

#### **Wrap up - Facilitator (3-5 mins)**

Hon. Hon. Lala Ratsirahonana

#### **Thank you (AOMA) (3-5 mins)**

Advocate Busisiwe Mkhwebane