



Insight Collaborative is dedicated to resolving conflict and improving relationships around the world. Through conflict management education and dispute resolution services, we maximize the ability of individuals and organizations to promote peace, operate more efficiently, and to effect positive change.

Overview

As a 501(c)3 non-profit organization, Insight Collaborative works to fulfill its mission through a blend of direct services, special initiatives in global peacemaking, and strategic partnerships, providing essential conflict management services to governments, intergovernmental organizations, nonprofit organizations, educational institutions, foundations, and other underserved populations throughout the world. Our approach to conflict management is based on ideas developed at Harvard University's Program on Negotiation, and our consultants hold related teaching positions at Harvard and other academic institutions. Insight Collaborative works closely with its sister company, Insight Partners, which provides conflict management training and consulting services to the private sector. This cross-pollination enables Insight Collaborative to draw upon cutting-edge theory from academia and best practices from the corporate sector to benefit governments and mission-driven organizations.

We magnify the effectiveness of the individuals, agencies and organizations we serve by:

- Providing exceptional conflict management education, training, consulting, and mediation services
- Serving as the global partner of choice for fiscal sponsorship and service delivery collaborations
- Promoting and producing world-class research and development regarding negotiation, communication, and mediation
- Providing exceptional learning opportunities for present and future conflict management professionals and academics.

What We Do

Insight Collaborative works to fulfill its mission through a blend of direct services, special initiatives in global peacemaking, and strategic partnerships.

Capacity Building and Advisory Services in Conflict Management and Collaboration

Insight Collaborative delivers world-class conflict management training and advisory services to governments, intergovernmental organizations, nonprofits, educational institutions and foundations. Our workshops are designed to rapidly equip staff with skills to better manage conflict and improve working relationships. These training programs are intensive, interactive, and customized to address the unique challenges organizations face. Our proven pedagogy includes a dynamic blend of interactive learning modules, case studies, role playing, and personal coaching.

We offer a range of standard courses and frequently develop customized curricula depending on client needs. Standard courses include: Negotiation, Effective Communication, Mediation, and Strategic Relationship Management. Our range of conflict management services assist with the full spectrum of dispute resolution or relationship management problems confronting organizations. Insight Collaborative can also help prevent conflicts and optimize collaboration efforts with others. Our advisory engagements are highly customized and draw upon the following core services to craft a solution fitting your specific needs.

- **Agenda Setting, Meeting Design and Facilitation:** Our expert facilitation keeps challenging meetings and crucial collaborative engagements on track. We can shepherd a collaborative process to help design and effectively run meetings with internal or external stakeholders.
- **Consulting:** Our consultants help diagnose problems and implement comprehensive solutions, whether the problem is a breakdown in team dynamics, the need for an improved dispute resolution system or trouble with external stakeholders.
- **Content Support, Program Design & Implementation:** We leverage Insight Collaborative's expertise in conflict management theory and practice to help governments, intergovernmental organizations, nonprofit organizations and educational institutions design and implement conflict management programs. Additionally, we can provide support in producing educational materials, reports or other customized content.
- **Coaching:** Our coaches help professionals at every level of the organization handle difficult communication challenges, negotiations, and internal or external conflicts. Coaching provides structured guidance, facilitated problem solving, and custom-designed support, which can be used to navigate a particular challenge, support ongoing efforts at organizational change, or help propel leaders to the next level of effectiveness.
- **Mediation:** Our skilled mediators use an interest-based approach to resolve conflicts and reach agreements. The creative strategies and calming presence of Insight Collaborative mediators helps resolve conflicts, whether internal or external. Mediation can prevent legal disputes from arising and can be used to de-escalate matters where lawyers have already become involved.

Special Initiatives in Global Peacemaking

Insight Collaborative directly engages in peacemaking initiatives in volatile regions throughout the world. Our current efforts operate through two main programs, the Peace Education Program and the Insight Fellowship Program.

- **Peace Education Program:** Insight Collaborative is pioneering a program to provide conflict resolution skills to children world-wide, starting with the regions most vulnerable to a breakout or resurgence of armed conflict. We are currently preparing to launch a pilot project in Uganda that will integrate conflict resolution skills into primary school curriculum to encourage a culture of peace.
- **Insight Fellowship Program:** The Insight Fellowship Program prepares the next generation of leaders in peacemaking to more effectively contribute to the global community and provides essential conflict management support to vulnerable regions throughout the world. The Fellowship begins with three months of intensive conflict management training at Insight Collaborative's headquarters in Boston. Fellows then leverage their newly acquired skills for global impact through a series of three-month service placements in vulnerable regions throughout the world.

Strategic Partnerships

We work with like-minded organizations to effect positive change. The following list includes a few of the primary ways we have formed strategic partnerships with others.

- **Joint Special Initiatives:** We are partnering with a variety of domestic and international nongovernmental organizations, academic institutions and businesses in our Peace Education Program. We currently seek additional partners where our conflict management expertise can be leveraged for positive social impact.
- **Fellowship Placements:** Each year, Insight Fellows are placed with organizations throughout the world. Fellows support existing programs, spearhead new initiatives, and provide key conflict management training and advisory services to organizations or the populations they serve.
- **Joint Marketing and Fundraising:** We engage in joint marketing and fundraising campaigns where shared networks and combined resources can result in increased awareness and financial sustainability.
- **Fiscal Sponsorship:** As an independent nonprofit organization with 501(c)(3) status, Insight Collaborative provides fiscal sponsorships and strategy support to select organizations whose missions are aligned with our own.



Sample Client Engagements

International Criminal Court at The Hague: Consulting, coaching, and training

Insight Collaborative served as Special Negotiation Advisor to Lead Prosecutor at the International Criminal Court in the Hague. In this role, Insight Collaborative provided negotiation and effective communication advice and training to Lead Prosecutor Luis Moreno Ocampo and his staff. Insight Collaborative has also worked closely with the Chief Prosecutor to improve the Court's overall organizational effectiveness, and help the Court manage its role in prosecuting war crimes in Africa.

Childs Soldiers Initiative: Meeting design and facilitation

The Child Soldiers Initiative was founded by Lt. General Romeo Dallaire in the wake of the Rwandan genocide. The organization seeks to eradicate the use of child soldiers worldwide. In 2008, Insight Collaborative was brought in to help organize and facilitate a conversation among practitioners and academics working to alleviate intractable conflicts and ongoing violence. The purpose of this stakeholder engagement was to produce actionable guidance for UN operatives and others who are grappling with the appropriate role for the military in dealing with child soldiers.

Iraqi Parliament: Capacity building, training in negotiation and effective problem solving

In 2006, the National Democratic Institute for International Affairs (NDI) invited Insight Collaborative to Baghdad to train members of the Iraqi Parliament and others in negotiation and problem solving skills. Insight Collaborative designed and delivered two weeks of trainings, including separate sessions for Shia, Sunni, secular, and various other groups, as well as a two-day multiparty training combining participants from a range of political perspectives.

Habitat for Humanity: Capacity building, negotiation training

Habitat for Humanity is an international nonprofit organization that builds and rehabilitates homes for underserved populations worldwide. In 2004, Insight Collaborative provided comprehensive negotiation training for staff members in Habitat for Humanity's Toronto, Canada branch.

Montagna Symposium: Meeting design and facilitation, training in dialogue facilitation

The Montagna Symposium was started over 50 years ago to bring together researchers and clinicians to discuss advances in dermatology. In 2006 and 2007, Insight Collaborative helped structure the Symposium and train facilitators to lead participants in a structured problem-solving process. New ideas generated through this facilitation have been published in leading medical journals and have contributed to the advancement of the field.

United Nations Development Programme (UNDP): Content support for the Cambodian Access to Justice Project

The United Nations Development Programme (UNDP) is partnering with the Cambodian government to bring alternative dispute resolution services (ADR) to rural communities that lack adequate access to the justice system. In 2008 and 2009, Insight Collaborative worked closely with UNDP Cambodia to develop customized training materials for local mediators. These materials are culturally appropriate and designed to address the unique dispute resolution needs of the target population, including tools for effectively mediating divorce and land use cases in the context of rural Cambodia.

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