



# CALL EXPRESSION OF INTEREST: GLOBAL ROSTER OF CONFLICT RESOLUTION PRACTITIONERS

## BACKGROUND

### SUMMARY

Amnesty International recently launched its Conflict Resolution Process for the Movement<sup>1</sup>. The process was developed in close consultation with the Movement, as well as input from peer organisations and conflict resolution experts. The creation and roll-out of the Conflict Resolution Process is part of Amnesty's commitment to organisational health and healthy conflict culture. The Conflict Resolution Process aims to contribute to a more inclusive, equitable and healthy organisational culture and increase the Movement's capacity to work with differences and disagreements in ways that support belonging, connectedness, and well-being and further enable human rights impact and the implementation of Amnesty's valuable work.

Following an inclusive design process, the Conflict Resolution Process has been developed as a step-by-step guide to help Amnesty staff and Boards address conflicts in a fair, timely, and constructive way from initial communication through to resolution and closure. The process can be used to address internal conflicts within entities, and conflicts between different parts of the Movement.

The Conflict Resolution Process includes:

- An emphasis on early, informal, and relational means to resolve conflict.
- Flexibility and adaptability to allow for contextually specific and culturally diverse approaches to conflict resolution.
- A trauma-informed approach which is attentive to well-being.
- Continuous improvement based on feedback and outcomes.

To support and enable the Conflict Resolution Process to be used within the Movement, Amnesty is seeking to establish a roster of third-party conflict resolution practitioners. In particular, we are seeking conflict resolution practitioners who can offer the following services:

- Conflict coaching and conflict management advice for managers, board members, or staff;
- Direct support to manage and resolve conflicts through relational approaches including (but not limited to) dialogue facilitation, mediation, consensus building;
- Training for staff and boards in conflict resolution techniques.

These services may be provided ad hoc to individual leaders/ managers, teams, or groups of individuals from across the Movement. As a member of Amnesty's roster, you may be called upon to facilitate conflict resolution processes between parties, and/or to provide training, coaching, and capacity building. You will work in alignment with and reference to Amnesty's internal policies and procedures, including Amnesty's internal [conflict resolution process](#).

## ESSENTIAL REQUIREMENTS

We are looking for consultants or organisations who meet the following criteria to join our global roster:

- Experience and expertise in conflict resolution. Practical experience in conflict resolution, mediation, dialogue facilitation, and restorative practices within complex organisations and/or global Movements.

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<sup>1</sup> The 'Movement' refers to all Amnesty entities globally.

- Demonstrated ability to handle complex and sensitive issues with neutrality and professionalism.
- Excellent communication and interpersonal skills.
- Flexibility and agility, with willingness to work in diverse environments and with diverse stakeholders, sometimes at short notice.
- Qualification and/or accreditation in conflict resolution, mediation, dialogue facilitation, or restorative practices.

## DESIRABLE REQUIREMENTS

Proficiency in multiple languages is highly desirable. English, French and Spanish are Amnesty's main working languages, however providers with other language skills are highly encouraged to apply.

## YOUR QUOTE

Please provide us with:

- Information addressing all of the Essential Requirements above, including examples of previous work;
- Information about whether you can meet our Desirable Requirements;
- Detailed costings for the services listed, including daily rates for ad hoc services. We welcome multiple tiers of costings where applicable;
- Details of and costs for any relevant additional services that you can offer above and beyond what we have listed as requirements;
- References or testimonials.

## TIMELINE

Please submit your application to [movementbuilding@amnesty.org](mailto:movementbuilding@amnesty.org) by **16<sup>th</sup> August 2024**.

Applications will be reviewed on a rolling basis. Applicants who meet the criteria will be invited to a video interview. Successful interviewees will be invited to sign a Framework Agreement with Amnesty International and to join the global roster.

Given the international and ad hoc nature of conflict resolution requirements, joining the roster does not guarantee that you will be called upon to provide your services to Amnesty International. Members of the roster are not Amnesty International employees.

Please direct any questions about this Request For Quotation to Caroline Brooks, Senior Advisor on Organisational Development and Conflict Management, via [movementbuilding@amnesty.org](mailto:movementbuilding@amnesty.org)