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# 3-MONTH REPORT

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*Centar za nenasilnu akciju (Centre for Nonviolent Action) is a non-governmental and non-profit organisation whose basic goals are peace building, the development of civil society, cross-border cooperation and promotion of nonviolence.*

*Our main activity is to organise and implement trainings (seminars) in nonviolent conflict transformation and to support groups and individuals who wish to do this kind of work. Through training in nonviolent conflict transformation we are aiming to develop political awareness of the training participants, and to pass on skills in nonviolent dealing with conflict. At our trainings CNA gathers people from all parts of Bosnia and Herzegovina, Croatia, Yugoslavia and Macedonia, hence giving special focus on networking, and communication between people from different areas, whose communication has been interrupted through war and supporting the process of prejudice reduction and trust building.*

*CNA started with its work in 1997 with Sarajevo office. Office in Belgrade started in 2001. CNA is an external branch of KURVE Wustrow.*

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# 1. INTRODUCTION

Dear friends,

This is our new three-month report about the activities of CNA office in Sarajevo.

During this trimester, we implemented only one basic training in Kiseljak, as a part of our so-called "basic activities". It had been the last training for Iva Zenzerovic, before she left CNA, and, at the same time, the first basic training and first trainer experience in CNA team for our new team member Tamara Šmidling.

Fewer activities of this kind made it possible to focus more on other aspects of our work we found equally important and also a part of our mission. Two joint staff meetings of both our offices from Sarajevo and Belgrade, were used as a chance for reflection in order to: get ideas on how to improve quality of our work, make this year's work plan, prepare ourselves better especially for "office" duties, exchange of detailed information between two offices, and finally to have some time for ourselves, which was hardly ever the case.

Members of CNA visited England, Northern Ireland, Switzerland and Croatia. During these visits, they were presenting the work of CNA and got in touch with people who either already supported our work or wanted to do it, as well as with individuals and organizations with whom we perceived possible cooperation.

We had a chance to welcome many people, like our friends, colleagues and people whose work we highly appreciated: Diana Francis, Martina Fischer and Astrid Fischer.

One of the most important current events is the beginning of Slobodan Milošević trial in the Hague Tribunal. It was already called "the trial of the century" and the biggest trial after the Nuernberg. Judging by the continuous TV coverage and listening to many reactions to the trial, it is difficult not to notice that the prosecution case is weak, and that both sides are using it to score political points. No matter what the outcome will be, the question remains whether the opportunity will be used to contribute to trust building and establishing of sustainable peace in this region or not, which is the declared goal of this trial.

Recently, SFOR troops made an unsuccessful attempt to arrest Radovan Karadžić, one the two most wanted suspects for war crimes from the region of former Yugoslavia. Since the operation has failed, speculations start about the reasons for this failure and the goal of this action. The fact that officials, media and the population of Bosnia and Herzegovina have strongly opposed opinions and perceptions of the whole matter results in additional tension, which is very worrying. We can only guess what would have happened if the attempt was successful.

Recently elected Prime Minister of Kosovo, Bajram Redžepi, has denied his liberal reputation after some of his initial statements. He announced he was opposed to the plan of former UN administrator for Kosovo Hans Hakerup and Vice-president of Serbian government Nebojša Covic, for organized return of non-Albanians who were expelled from Kosovo. He also declared he wouldn't recognize Border agreement between FR Yugoslavia and Macedonia, which may be interpreted as an opening of territorial claims towards Macedonia.

We were looking forward to the first sunny days of spring in Sarajevo, but the news we received from Macedonia about the escalation of violence were making us very worried.

### 1.1. About Slobodan Milošević Trial

The «great trial» to Slobodan Milošević, ex-president of Serbia and Yugoslavia, has started on February 12<sup>th</sup> 2002, almost eleven years since the beginning of the wars in the region of former SFRY, wars whose consequences are still present for all the people from this region. In all the countries which were formed after the disintegration of Yugoslavia, the attention of the public was focused on the beginning of this trial, but with rather different expectations.

For people who work on peace building, this trial, just like any other trial for war crimes is a chance for dealing with crimes committed in the name of their own nation, in the name of millions of Serbs, Croats, Bosniaks and Albanians (either inside or outside of war activities) in the name of unclear mythical ideas and values, rarely re-examined, and too often used to mobilize "US" against "THEM". More than any other recent trial in the Hague Tribunal, this one is perceived as a possible key factor for creating an atmosphere in which it is truly possible to talk about responsibility and guilt, to deal with one's own responsibility and awake the need to create durable and sustainable peace in this region.

Without concrete information about the crimes and personalizing the people who either committed or gave orders for those crimes, big words like "guilt", "responsibility" or "reconciliation" echo hollowly and make no sense in the situation where attention is drawn almost exclusively to the crimes committed by the "other side".

This is a chance for the citizens of Serbia and Yugoslavia, to find out about the crimes committed by Serbian army, police and paramilitary forces in Croatia, Bosnia and Herzegovina and Kosovo, firsthand through witnesses' testimonies, and to release from the pressure that the whole Serbian nation is being on trial in the Hague Tribunal.

The trial is an opportunity for the citizens of Croatia, Bosnia and Herzegovina and Kosovo to open many painful issues and start a dialogue with those they were once in war with, about victims, refugees, returnees, minorities and majorities. There is a potential for creating space to re-examine "war activities" of one's own armed forces.

In the context of peace and trust building, there is an important expectation (demand) to have fair trials, not only fair to the accused, but also fair to thousands of people of all nations who watch these trials on TV in their homes. With respect to the Slobodan Milošević trial, having a fair trial means avoiding to make him a martyr and a hero. Therefore, The Tribunal would establish credibility for the future trials, which is now rather questionable.

After a month since the trial to Slobodan Milošević has begun, one gets the impression few of these expectations are fulfilled. There are many reasons for this and they are quite complicated, so in my opinion one should stay away from speculations and assumptions while giving an evaluation of the whole trial. Judging from what we have seen at the beginning of this trial, The Tribunal being a legal institution is unable to distance itself from the policy of the countries that like to call themselves "the international community". Little is done by the officials/spokespersons of the Hague Tribunal to distance themselves from the actors of "antiterrorism" and the mission of the trial which is supposed to process ALL the crimes committed in the region of former Yugoslavia. Unwillingness to re-examine the NATO policy and its role in the spiral of violence in this region (and elsewhere), which continues for years, is now taking its toll. Slobodan Milošević has based his defence on criticism of NATO countries' policy and justifying of his own crimes with the crimes committed by the "other side". This does not come as a surprise and certainly doesn't amnest him. It is surprising however, that the prosecution hasn't

find a right way to respond to such an approach. It seems like Milošević is the one to determine the course of the trial with his attempts to present himself as the uncompromising fighter against both terrorism and "new world order" at the same time, and with his cynical attitude towards the victims of crimes committed while he was in power.

This way, there's plenty of political speeches and philosophising, while the crimes - what this trial should be all about somehow remain in the background. It is important to remark that none of the witnesses so far were able to testify how Milošević directly took part in giving orders to commit crimes, since none of his associates or accomplices appeared on the trial. But, hopefully there's time for that, especially since we've heard that the trial may last for two years. Relevant witnesses and solid evidence against the accused will ensure that this trial fulfils its purpose - that people deal with the crimes ordered by those who were once called "fathers of the nation". It might also be the chance to put evidence back where it supposedly belongs, in a judicial system of democratic society, which was not always the case after the September 11<sup>th</sup>, 2001.

The absence of the factors mentioned above, in Slobodan Milošević trial leaves people on all sides, unsatisfied - average citizen of Yugoslavia thinks that the process is not prepared thoroughly enough and weak, while the non-Serbian citizen of Bosnia and Herzegovina may get the impression there is not a bit of respect for the victims of crimes committed by Serbian forces. This kind of "balance of dissatisfaction" established after the four weeks of trial, adds up to already tense atmosphere of the political and social life in the region. Thus, passing a law on Hague cooperation in FRY, becomes a key political problem which may cause serious government crisis and instability of the whole region.

From the standpoint of someone who works on peacebuilding, this situation is dangerous because it leaves no space for prevailing national solidarity to be replaced with common human solidarity, when the human suffering, no matter what nation or religion people belong to, determines the reaction to the crime. Until we have this empathy, each word of criticism will be judged by the name of the one who's expressing it, and by their presumed ethnic origin. Even if the conditions were absolutely perfect this trial could not create such an atmosphere, but could start the big wheel who all of us are responsible to keep turning.

Responsibility refers also to insisting on punishing all the individuals and institutions who took part in committing crimes, but one should not forget to re-examine and criticize institution that organize these trials. Critique of The Hague Tribunal should not be equal to denial of crimes, but should aim towards establishing conditions within society to enable trials like this to be organized in the countries of former Yugoslavia.

Tamara Šmidling  
Sarajevo, March 2002

## 1.2. Shortcuts from CNA Sarajevo by Iva Zenzerovic

It is difficult to capture a year of working and living which were almost completely overlapping one another in an one-dimensional article. Multi-dimensional hypertext would be much appropriate form. Anyway, although I was often thinking about the moment I was going to write this article, I never kept neither work nor personal diary. I will try to sketch some moments and share few impressions about my stay in CNA Sarajevo.

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The year I spent in CNA was special in many ways. The team has grown for almost 100% - we had two new female and two new male members. We have opened up an office in Belgrade and completed exploratory missions in Macedonia and Serbia. I often look at the year I spent in CNA as my study year, where I learnt so many things relevant for the trainer's work on nonviolence.

If I try to articulate it, I may say I've primarily improved my knowledge and skills in training work, but also in organizational and financial functioning of organization. Besides thorough training work, while staying in CNA I've gained wide experience in organizational and logistic preparation of training events as well as preparing financial reports.

I was particularly impressed with the way work got done and distributed. In my opinion, distributing work in such a way that everyone has an insight in what is going on and the duties are rotated, is how NGO teams should operate. Of course, the strong focus on regular activities -training events and the fact that all CNA team members are trainers as well, makes it easier to distribute work in such a way.

Some of the things I write about, exist in CNA as an idea, some of them we really got close to, and to others we aspired. There were moments, it seemed we were far away from what we imagined the distribution of work and responsibility should have been, nevertheless we never gave up the idea of rotating duties and responsibilities. I perceive this to be an exceptional value of CNA, and I welcome all the team members to persist in desired job distribution. Method of work according to which everybody has a chance to take over responsibility at a certain moment, gives an extraordinary chance for an insight into complete functioning of the organization. It seems to me, that this way it's harder to switch responsibility for unfulfilled duties. Still, this happens occasionally.

Right after my arrival, I faced big responsibility in a situation where it wasn't quite clear to me how the organization was operating. There were two of us-new team members left there with unrealistic expectations, or perhaps with hope of the others that we might manage. Luckily, there were fewer activities than, so we were able to train ourselves. Feelings I had on the first training with 4 new and inexperienced team members were similar.

Preparing for trainings in CNA gives you especially good feeling. Time well planned enables you to enjoy the preparations for the training which provides for the thoroughness and success of it. Although, sometimes meticulous and thorough training preparation contributed to developing of unrealistic expectations from the group, it definitely made me less tolerant to carelessness and hastiness in implementation of workshops. I think it pays off to invest in high standards. When I talk about high standards, I don't for a moment think about elitism.

It wasn't always easy. Working in CNA, was also an exercise in assertiveness. In this year, more than ever before I've realized that nonviolence doesn't equal passiveness and how difficult it is to expect understanding from others without clear and articulate expressing of your own needs and demands. At the beginning I felt I wasn't getting enough support. If, however I go back from feeling uneasy and misunderstood

to analyse my own behaviour, it certainly gives me an opportunity for great personal growth and development. The questions remains open: what does define the thin line between the feeling of discomfort, qualm and violence on one hand and support that one act or behaviour can cause, on the other? In this case, with CNA, I think it's the warm family atmosphere and a lot of time spent together what help the team members to accept the differences and respect each other.

Such a family atmosphere enables dedication and focus on work on training and organization. I see only one potential danger in this, and that is uniformity of opinions and styles of the team members that may come in time.

Having in mind my activist background, it was really hard for me not to act politically on daily basis. However, in a situation where I'm not "at home", in Bosnia where civil initiatives come mostly from the international community and less as the result of an emancipated need to react to social problems, it is difficult to find a way to respond actively. CNA's work on regional level is in favour of that because it gives a whole new dimension to the local needs. Having in mind high sensitisation and capacities of CNA team members I think CNA should invest some energy to become more visible in Bosnia and Herzegovina.

I highly appreciate cautiousness when getting into a partnership or cooperation, I've seen at CNA. For me it means to value one's own work. I might see a difficulty with unclear criteria. It might be explained with personal preferences which is on the contrary from cooperation, solidarity and support amongst regional civil initiatives. In this year, not counting participants of the training events I've met only few local organizations.

Although I've often wanted CNA's work to be more open, visible and available to people, I think the way CNA's going is condemned to success, because it's long-term and close to the people involved in it.

In my opinion, work of CNA is very valuable because of its long-term results and investing in people, future colleagues and members of trainers network. CNA training events are nurseries of people of quality, sensitised, skilled and capable for committed work on nonviolence and peacebuilding.

I am glad I've been with you.

## 2. MAIN ACTIVITIES

### 2.1. Basic Training in Nonviolent Conflict Transformation

*Kiseljak, Bosnia and Herzegovina, December 7<sup>th</sup> - 17<sup>th</sup>, 2001*

CNA Sarajevo organized and implemented the training in Basics of Nonviolent Conflict Transformation in Kiseljak, Bosnia and Herzegovina, from December 7<sup>th</sup> to 17<sup>th</sup>, 2001. The training was initiated and financially supported by Gesellschaft für technische Zusammenarbeit (GTZ) Sarajevo. They wanted to do training for people from organizations they support or those with whom they have mutual cooperation. There were 17 participants, 7 male and 10 female, aged 18 to 31, from two regions of ex-Yugoslavia: Kosovo and Bosnia and Herzegovina.

Participants came from the following organizations: Udruženje mladih (Youth Alliance) - Zvornik, O.C. IPAK - Simin Han, H.O. IPAK - Tuzla, Stay Free - Novi Grad, HUG, zemlja djece (Children's Land) - Tuzla, Biro za ljudska prava (Bureau for Human Rights) - Bijeljina, Bosnia and Herzegovina and OSCE Gnjilane, OSCE Mitrovica, OSCE Priština, OSCE Prizren, Kosovo.

Applications were sent to the organizations GTZ either gave support or achieved cooperation, but also through CNA contacts. Such an unbalanced selection of participants made by both organizations, resulted in an additional difficulty - participants' motivation varied. In the course of the training, it turned out some of the participants didn't know what kind of training they were going to attend, and in some case other people had filled in applications for them, without their knowing.

Training team was made of members from both of our offices, in Sarajevo and Belgrade: Tamara Šmidling, Iva Zenzerovic, Milan Colic, and Helena Rill, with Adnan Hasanbegovic as a guest-trainer. This was the first time Tamara Šmidling participated in such a training as a trainer in CNA team. For other team members, it was another chance to do a basic training together. Training programme/concept came as a flexible combination of different experiences, views and needs of the training team: themes were defined, as well as the proximate schedule and work method, while some blocks were left open. However, in the course of the training this concept was changing. It became more open, which created more space for further work with adjusting to the needs of the group.

On the other hand, such a concept was too difficult for group to handle and this was a problem. The training team wanted to deepen some issues, while the group needed more support and therefore it turned out that the work on the safe space was crucial during the training. Participants came from the areas affected by the war, and were carrying heavy burden of experiences and traumas. Some of them still aren't safe in their own environment. These feelings of insecurity and mistrust were present throughout the whole training, and it took a long time to build up a group. Work on the safe space referred to the following questions: Why is my safe space important to me? What can I do to make it for myself? Why is the safe space important on the training? What can I do to create it for myself on this training? What do I expect others should do to make a safe space? The work also included empowering participants and discussion about their town /region/community.

This influenced the further course of the training, which was obvious during evaluation circles in workshop on violence/nonviolence, differences, gender roles in



society, identity. The training team was under the impression that participants had more space to express their own opinion in those workshops. The other important themes covered on the training were: prejudice (although it could have been treated more thoroughly), perception, power. The issue of power was particularly important for this group because of the awakening of their own power to take action in the society, and empowering in regard to that. During the evaluation of the day, looking back to the subject of »power«, following statements were given:

- *I've realized I am the one who can change things.*
- *It's important to me to because I've summoned up my courage.*
- *I have the power.*
- *I have realized the importance of power in a wider sense. I didn't know I was the one with power.*
- *It was very good for me, especially power. I was in the middle of the barometer. Later on, I asked myself why. I wasn't sure what would I do if I had power. This was a real test for me. I didn't know what was power, and what power I had.*
- *For me, power had negative connotation. I've seen a lot of abuse and violence. It is important to me to know I have power.*
- *For me it was interesting «I will ... and I need ...» I've heard about other people's visions. I had a chance to analyse how to use my power.*

Other subjects were also covered: nonviolent communication, teamwork, decision-making, understanding of conflict, national identity, and creative conflict transformation.

The training kept a balance between work on certain themes and their deepening on one side, and trust building and creating safe space within the group on the other. In the beginning, we've paid attention to trust building and creating of safe space as a precondition for further work, while in the second part of the training more attention was paid to content/themes. The training itself and its content/concept were different and specific in comparison to the training events organized entirely by CNA, because there had been less chance to examine participants' motivation and the expectations they had had. Group of participants was made of people from only two regions of ex-Yugoslavia, who had little things in common and also different expectations/motivation, which proved to be difficult. The question remains how much motivation there was for this training since this concept and work on nonviolence and conflict transformation may be difficult for those who aren't motivated to deal with their own reactions and actions. In the opinion of the training team the unwillingness to accept one's own responsibility was partly due to the lack of safe space within the group.

Additional difficulty occurred since that the training was held during the Ramadan fasting Lent, and therewith the great Muslim holiday of Bairam was on the last day of the training, on Sunday, December 16<sup>th</sup>, 2001. With respect to the fact that most of the participants celebrated it, the suggestion was made to have a break from work. Therefore the training team decided to make a joint decision with the group, suitable for everyone, which was »decision making« in practice. Finally, it was agreed to finish work till mid-day on Bairam Sunday, and to have an afternoon off. Most of the participants were going to return to their homes on the following day. Three participants left the day before, so they could spend the holiday with their families.

There was a big unbalance within the group when it comes to participants' age, region they were coming from, gender, although it didn't affect the workshops. The division between participants was obvious especially during the time off. In the

course of the training there wasn't enough willingness for confrontation and openness during the working process. On the other hand, the training team believes that some of the participants left the training empowered, and that there were some who can continue to work on conflict transformation (through Training for Trainers programme). Language barrier was one of the reasons for difficulties in communication within the group. The training team considers it to be their own mistake not to have opened this issue more explicitly and thus enable building of safe space in the group.

This training was an exception, because people didn't socialise in the evening. Actually, there were two groups: one, much younger from Bosnia and the other, older from Kosovo. They gathered at different places. Reasons for this were: bad heating in the hotel, group's inconsistency, lack of teambuilding and of safe space. On the last evening, the whole group got together and had a party.

Although the team wasn't gender-balanced (three women and one man), it didn't affect the group. There was enough support, good atmosphere, interaction, relaxation, within the team with a lot of space for everyone, for different issues, and expressing oneself. The team was able to deal with problems, because the communication was good and this gave good results. The attitude towards the concept of the training was flexible and it felt good.

The reason it took longer time for trust building within the group was the team's unbalance concerning where trainers were from: three of them were from FRY (from Belgrade, south-east Serbia and Vojvodina) and one from Croatia, while on the other hand the group was mostly made of Albanians and Bosniaks. The majority of the training team came from the region (FRY) perceived as »aggressor« by some participants although it wasn't expressed in an explicit way, and didn't have any firsthand war experiences. The guest-trainer, Bosniak from Sarajevo, has contributed to team's trustworthiness and helped trust building because of his Bosniak nationality, and his experience of a soldier in Bosnian Army. In relation to this, work on national identity might have been much more productive if the guest-trainer had facilitated it, because with his war experience he had been able to motivate participants to re-examine their role of the victim and responsibility.

There was a verbal and written evaluation of the training. Here are some of the participant's statements to the questions: How satisfied am I with myself, the group, the team? What's changed? Do I notice any change? How satisfied am I with myself, the group, the team?

- *Some things in life I take too lightly. I've seen what I don't know, and how much I don't know. I'm satisfied with the group and teamwork, as well as with the team because we were able to talk with them about many issues.*
- *I am satisfied with myself because I've opened myself to others. I've found out many things - how to transform the conflict, how to communicate. It was better to work in small groups. The trainers were very good, open. I think they were more open to us, than we were to them.*
- *I wasn't always satisfied with myself, especially at the beginning. Even though I knew there weren't any right or wrong answers, I often wondered how people would react to my answer. I liked the openness of the training team; you encouraged us to express our opinions. Nevertheless, I felt safer during informal discussions.*
- *I've established a different approach both to myself and to others. I've started to think in a different way. The trainers were open; they acted friendly, informal.*
- *I am pleased in some way, because I've managed to express myself. I might have acted differently sometimes, and I realized it later. I'm satisfied with work in the*

*group, but it was better in small groups; we could joke without being observed. This seminar is about 15 years late for this region, it should have happened earlier.*

*What's changed? Do I notice any change?*

- I didn't take much part in discussions, before. I was afraid. Now, it seems this fear is reduced to a minimum.*
- It's not changed very much, but all those things aren't so narrow. I really needed this training.*
- I think I've learned a lot, how to get in touch with conflicts ...*
- It is important to me that we've spent more time talking. The training has calmed me and given me a sense of direction.*
- My motivation for work in conflict area has become stronger, and I've realized how important the trust is.*
- We've learned all kinds of things. I need time to calm down. The most important for me was the conversation about safe space. It is important for everyone's life and work, to know they have the right to a safe space.*
- I don't know what exactly has changed inside of me, but it was interesting to hear other opinions. I-messages are something new to me, and also how important it is to speak for yourself, without generalizations.*
- I should not sit around and engage in wishful thinking, but work actively and find out more about it...*
- Everyone's perception and ability of acceptance are different.*
- We are the ones who can change things.*

During the team evaluation, the training team talked about the following: plan of the training, concept, group, nice/hard/new experiences, learning points and team's expectations from the group/training and re-examination of those expectations. Here are some of the learning points mentioned: in the beginning of work discuss more about methods, workshops; have more thorough discussions about expectations from the training/group because it doesn't go without saying; no more trainings in Kiseljak, because the hotel management didn't supply hot water and heating; make organizational plan at the beginning, and those related to documentation at the end of the training (some evaluation questionnaires got lost, and that had to be done twice); compose the team in accordance to the group (regional and gender balanced), although it was impossible this time, because the other CNA members had other duties; pay attention to religious and other holidays; avoid selecting participants together with some other organization, because of their possible various motivation levels.

During the evaluation, the training team also discussed goals and setting goals and expectations from the group. The fact that this training was different than the others because there were people from only two regions with uneven motivation levels was taken into consideration and therefore the goals were set accordingly. During the training, the training team paid special attentions to empowering of participants and understanding of power which is the preconditions for changes within the society. One of the goals that has not been completely fulfilled regards to better understanding of emotions, and their acceptance, which made work more difficult. Having in mind all the difficulties, the training team is satisfied with what was done in general.

The documentation from this training contains 69 pages. It's titled "Ma, nek' je nama dobro, ba!" and will be available on CNA's website: [www.nenasilje.org](http://www.nenasilje.org).

### 3. OTHER ACTIVITIES

#### 3.1. Training in Nonviolent Communication in Jahorina

*Jahorina, Bosnia and Herzegovina, January 26th to 30th, 2002*

From January 26<sup>th</sup> to 30<sup>th</sup>, 2002, a training in nonviolent communication was implemented in The «Košuta» Hotel in Jahorina, Bosnia and Herzegovina. It was organized by Norwegian People's Aid in cooperation with Center for Nonviolent Action Sarajevo, aiming to offer a short training for members of Postpesimists' Network of Bosnia and Herzegovina.

There were 20 participants, aged 18 - 22, coming from different parts of Bosnia and Herzegovina (Sarajevo, Mostar, Banja Luka, Olovo and Blagaj).

Training team was made of two members of CNA Sarajevo - Tamara Šmidling and Nedžad Horozovic, together with two participants of our last year's Training for Trainers Programme, from Kolašin, Montenegro - Dragana Šcepanovic and Dimitrovgrad, Serbia - Rozeta Aleksov. We think that this kind of cooperation is a chance to offer support and encouragement for further work to the participants of previous Training for Trainers, as well as to empower informal trainers structure in the region.

The training was prepared with the basic idea to put an emphasis on learning skills of nonviolent communication, sensitising for violence and understanding of conflict. In regard to the fact that the group was very young, with little activist experience and unbalanced motivation, the training team tried to prepare a flexible concept in order to leave enough space to respond to the needs of the group. Besides the issues we've already mentioned, other themes were also covered: team work, perception, prejudice, differences and power.

Judging by the group's interest and activity, and by the number and the contents of topics discussed, the key issue of this training was violence, in an attempt to perceive the types of violence occurring in our society. While we were working on this subject, some serious conflicts within the group emerged, which most of the participants weren't ready to deal with. The training was extremely hard and exhausting. There were several reasons for it: some of the participants had bad experience from the war and post-war situation in Bosnia and Herzegovina, the training was short and the training team had some different approaches concerning the ways to deal with the difficulties. It seemed the prepared concept was too emotionally demanding for this group of participants, but still there was a strong demand for this type of work, especially in regard to the situation in Bosnia and Herzegovina and the absence of communication on a deeper level, between young people of different ethnic origin.

Some additional difficulties on this training came as a result of mistakes in organization: workshops were held in a hotel room with rather bad working conditions (not enough space for 24 people, bad lighting, etc.). The training was held on Jahorina Mountain in the middle of skiing season, which also complicated the working process. It took a lot of energy to achieve an acceptable rhythm between workshops and breaks.

Training team's opinion is that the training was successful because it showed possible constructive attitude towards violence and conflicts, as well as created a potential in

some of the participants to continue further work on these issues. It failed to cover one very important point: empowering. One of the important learning points for the future concerns the need for more empowering concept in order to give a chance to the participants to receive more support in dealing with some “painful” issues and problems in their communities.

### **3.2. CNA’s Visit to England and Northern Ireland**

Two CNA tem members Ivana Franovic from Belgrade office and Adnan Hasanbegovic from Sarajevo office, visited England and Northern Ireland to an invitation from CCTS (Committee for Conflict Transformation Support) from London, in February 17 - 24, 2002.

The idea about this visit was to get to know local organizations, colleagues and peace groups close to CNA; present our work and the peace work in the Balkans, with an aim to exchange experiences.

During the first three days we had meetings in London and Birmingham, and the rest of the time we spent in Portadown and Belfast in Northern Ireland.

The visit was organized by our friends and colleagues, who also welcomed us, Celia McKeon from London, former activist of QPSW office in Sarajevo, now working for Conciliation Resources (CR) and Cara Gibney from Belfast, ex-member of CNA team. The visit was financially supported by CCTS (Committee for Conflict Transformation Support). We use this opportunity to thank them.

Besides CCTS and Conciliation Resources from London, we also visited Friends House - Quaker Center and Westminster Foundation and attended the regular meeting of CCTS where we had a chance to meet people from Bradford University, War Resisters, etc. CCTS is a network of peace organizations such as CR, Quaker Peace and Social Witness, War Resisters International, Responding to Conflict and others. Our friends from QPSW organized a short panel discussion in Friends House. In Birmingham, we visited Quaker Study Centre and Responding to Conflict.

The series of meetings we had, was useful because it gave us a chance to get a more precise insight into the work of organizations mentioned above, to get to know different approaches to peace building and to compare CNA’s action and work strategy with programs of those organizations. We had discussions about potential mutual cooperation in the region of former Yugoslavia and exchanged materials and reports on projects up to date. We were pleasantly surprised with the presentation of several activities of Quakers, focused on local community, such as work with minority groups, which are numerous in England, and work on prejudice towards minorities. We were especially happy to see that QSC (Quaker Study Centre) has a project dealing with the attitude towards Islamic groups and Islam in general, with respect to the consequences of terrorist attacks in USA, on September 11, 2001. We had a chance to visit some of the mosques in London and Birmingham.

The first impression one gets of London is the size of the city and many different people from all over the world living there. It’s not at least surprising to hear people on the street speaking your own language. The city seems somehow familiar, even though it’s your first time there, so you quickly start to recognize streets and neighbourhood.

On the third day of our visit, we went to Belfast where we met Cara Gibney. We stayed with her friends, volunteers for local organizations, where we had a chance for some informal conversations about their experiences and life in Northern Ireland.

During this short visit to Northern Ireland, we met several people from organizations dealing with local communities. We met representatives of Community Dialogue Centre and Voluntary services in the small town of Armagh, near Portadown, in the northern part of the country. In Belfast, we had a chance to talk to activists of Concorde Community Centre and Community Relation Council.

Apart from the usual exchange of experiences and material, and presentation of work and activities to each other, we discussed similarities and differences of current political situation in Northern Ireland and the region of former Yugoslavia and types of violence and social conflicts existing in the past and present day. It appears there's a need for peace groups from both regions to get to know each other better, primarily because the patterns of present conflicts are similar in both regions. Both conflicts and their conflict-parties have syndromes of guilt and victimisation present within. Furthermore comparisons of both conflicts fuelled by general understandings of religious, cultural and ethnic differences, could provide insights useful for transformations of existing conflicts. With respect to that, it would be interesting to try and implement concept of peace education CNA and other groups from former Yugoslavia are practicing with mixed groups from Northern Ireland, because none of those groups had an approach similar to ours. We primarily refer to the intensity of work on our trainings, where individuals face their own responsibility and go through catharsis and sensitising to violence committed in the name of the religious group they belong to. Probably due to different cultural pattern, it's more difficult for people in Northern Ireland to go through it or they show it in a different way. For example, unlike Bosnia and Herzegovina, it is very unusual for two common people from Belfast with different ethnic background, to talk about conflict and violence or political situation in an open way. There is one important similarity between the two regions: not enough younger (adult) activists (perhaps we simply never met any) skilled and empowered enough to deal openly with present conflicts, and to work transparently on their transformation, on a medium level (groups of activists, teachers, journalists, etc). The type of project implemented in Northern Ireland is either on the local level (rarely involving people from «different and opposed sides») or on the top political level.

Having some time to talk to people with different national/religious identities that live in Belfast is particularly valuable experience, and so was going to the party with some local people and foreigners working in Belfast.

We had the chance to go to some parts of Belfast where violence occurred, with areas divided into Catholic and Protestant, decorated with flags, symbols and graffiti of different paramilitary groups. From the window of the house where we had stayed, we watched something called «Lollipop patrol». Ten-year old kids from the Catholic part of town were making noise, cursing and throwing rocks and empty bottles to police vehicles. Similar thing happens in Protestant areas, too.

After returning to London from Northern Ireland, we enjoyed being tourists for a day.

This visit to England and Northern Ireland was a valuable experience, although 7 days is certainly too short time for an exchange of experiences in peace building. Still, it was a unique opportunity for members of CNA to look at similar social problems from a position of an outsider.

It is certainly necessary to empower local peace activism all over the world, and work on experience exchange on a wider scale, between peace groups within certain regions and on a global level as well, because the world has become "smaller" in the last several years.

### **3.3. Evaluation Meeting of CNA Staff**

*Sarajevo, December, 19<sup>th</sup>-20<sup>th</sup>, 2001*

At the end of December (19<sup>th</sup> and 20<sup>th</sup>) of last year, all of our members (except for one, who was at the USA at the time) from both of our offices gathered in Sarajevo. This meeting was a chance to exchange our views and impressions about the work of CNA in the last year, and at the same time an opportunity to ask some questions concerning the future direction of our work.

During those two days, many views, dilemmas, questions were heard, mostly in regard to our activities in 2001, difficulties we encountered and learning points useful for future work. This was an excellent chance to clarify different aspects of work with an «inside view», as well as to hear each other out in some sort of emotional internal evaluation.

Special emphasis was put to the fact that there was high motivation to work on peace building, with understanding of all the efforts and the amount of energy it required. With respect to this, we especially discussed the importance of support within the team for enduring in this kind of work.

Some difficulties were mentioned, mostly regarding to the strenuous work schedule and uneven distribution of responsibilities in both offices, which made some people totally exhausted. While preparing the activity plan for this year, we had in mind detailed and well balanced schedule of duties in order to let all the team members do different kind of jobs necessary for running the office. The feeling of an important contributing to CNA mission was not neglected, while preparing and implementing of training events and doing usual office jobs, less popular but equally important.

All of us were in the special mood because one of our members was leaving (Iva Zenzerovic) back to Zagreb, and the other one was joining us (Tamara Šmidling) in CNA Sarajevo. However, Iva's return is a chance for even closer cooperation with organisations from Croatia with whom we were already close, which may substantially strengthen regional approach CNA aspires to.

Martina Fischer from Berghof Research Center for Constructive Conflict Management interviewed all the team members. This has given as a chance for even deeper perception of CNA's work, up to date and in the future. Interviews were done for the evaluation of the project supported financially by German Foreign Ministry - Auswärtiges Amt. Questions were focused on individual perception of different segments of CNA's work. This enabled an intensive self-reflection with some space for perception of one's own role and contribution to the work of the organization, but also for more articulated definition of needs of all the members in work on peace building. Interviews also pointed to some possibilities and methods of action for the future.

We had a visit from Petra Rueger, an official from German Embassy in Sarajevo. It was a chance to look back once again to all the activities of CNA in the last year, and especially those financially supported by German Ministry of Foreign Affairs (Auswärtiges Amt).

### **3.4. Internal Training for CNA staff**

*Sarajevo, February 1<sup>st</sup> to 4<sup>th</sup>, 2002*

On CNA's last joint meeting at the end of December, we agreed to meet again for an internal training. The training was to cover the areas some members need more information about regarding CNA's functioning. This training-meeting was held in Sarajevo, from February 1<sup>st</sup> to 4<sup>th</sup>, 2002.

During the three day-training, following areas were worked on (although some other things important for CNA were also mentioned):

- production of financial report, bookkeeping, annual accounting
- fundraising, past and up to date
- CNA's mission
- presentation of CNA.

Only two people were responsible for financial reports and annual accounting in the past, which was a big burden for them. Members got some deeper insight into this subject by going through some items, rules, importance of bookkeeping, accounts and reports, and later by trying to do a report by themselves. Thus, they became aware of the big problems even little mistakes in keeping a record might create. Besides, categorization of bookkeeping was done in order to get a standard for both offices. Some items were treated and recorded differently which might have been an additional difficulty in making of annual financial report.

Fundraising is an important part of everyday work of CNA, because we need to acquire resources for our activities and expenses for running both offices. In order to get a better picture we talked about funding up to date, plans and important points of fundraising. It is necessary that other members of CNA take part in fundraising, since it was only up to one person in the past.

Mission and presentation of CNA were also discussed on the internal training. Members were able to give feedback on presentations recorded with the camera, and thus enable the desired empirical effect in order to draw some learning points. We anticipated different possible situations CNA members might find themselves in, like presentation of CNA work to funders, donors, embassies, informal groups, media, government agencies.

Training events and distribution of responsibility were discussed - what to do about the training in order to prevent overlapping of responsibilities or situations where things are not done because someone presumed someone else would do it, like in case of the basic training in Kiseljak, in December, 2001. Therefore it's important to distribute »duties«: who will send the invitations for the training, who is responsible for the accommodation, transportation, who will do the financial report and documentation, etc.



## 4. WORK PLAN

At the end of last December, CNA members had a joint meeting, in which the 2002 work plan was agreed, as well as team assignments and responsibilities for specific activities.

The following activities were planned for the beginning of the year:

Visit to peace organisations in England and Northern Ireland, through an invitation from The Committee for Conflict Transformation Support from London, in February;  
Participation at the conference "Building Peace After War", by invitation from The Centre for Peacebuilding (KOFF), in Bern, Switzerland at the end of February;  
Participation at the regional meeting and evaluation of the project "Contribution to Communication within Divided Communities – Regional Peace Response for Southern Serbia and Macedonia " in MIRamiDA Regional Centre, in Grožnjan, Croatia;

*CNA Belgrade office has planned the following activities:*

Basic Training in Nonviolent Conflict Transformation, from April 12<sup>th</sup> -22<sup>nd</sup>, 2002;  
Pilot project called "Dealing With the Past" in which panel discussions will be held in four different cities in Serbia, aiming at enabling citizens to deal with their own responsibility for the past events in Serbia. The beginning of this project is planned for May;

Translating and publishing The Manual for Trainings in Nonviolent Conflict Transformation for Work with Adults "NENASILJE?" in Albanian, in May;

In 2002, The Training for Trainers Programme will contain 6 out of 8 phases altogether:

- ?? phase I: The first ten -day training from July 5<sup>th</sup> to 15<sup>th</sup>
- ?? phase II: Follow -up meetings in August
- ?? phase III: The second ten-day training from August 24<sup>th</sup> to September 2<sup>nd</sup>
- ?? phase IV: Five-day training from October 25<sup>th</sup> to 30<sup>th</sup>
- ?? phase V: Follow -up meetings in November
- ?? phase VI: Five-day training from December 13<sup>th</sup> to 18<sup>th</sup> 2002.

*Work Plan of CNA Sarajevo office is the following:*

Basic training in Nonviolent Conflict Transformation 1, from April 19<sup>th</sup> to 29<sup>th</sup> ;  
Basic training in Nonviolent Conflict Transformation 2, in May. It was planned for March, but had to be delayed due to insufficient funding;  
Basic training in Nonviolent Conflict Transformation 3, planned for July 26<sup>th</sup> to August 5<sup>th</sup>  
Networking meeting, from November 23<sup>rd</sup> -27<sup>th</sup> .

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CNA will very much welcome feedback, suggestions, questions and criticism concerning this report and our general work.

Your thinking along helps us!

Thank you.

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For Centar za nenasilnu akciju

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