

# PHILOSOPHY

We usually do not welcome disputes into our lives - however, it might be rewarding to do just that. When we no longer avoid conflicts but embrace them as an opportunity, we can come to realize that our opponents really are our teachers inciting us to further develop ourselves.

More often than not a deeper theme is hiding behind opposing positions, and understanding it is key to the solution. The structured procedure and the mediator's diction allow conflicting parties to gently uncover the theme and analyse it in a manner they feel comfortable with.

It is my task to create a safe space and to enhance communication by ensuring neutrality, confidentiality, voluntariness and by empathising with all of the involved persons. In the ideal case, parties agree on their tailored solution and on measures of implementation. Putting the solution in writing and engaging the mediator for a follow-up after a certain period helps to create ownership and realistic outcomes.

I focus on working out interests, needs and dynamics of interaction. In years of project work within African countries I have engaged partners and service deliverers and jointly developed events with up to 30 participants in remote working partnerships. I am keen on innovating formats and tools that allow for maximum participation and merge the best of African and European cultures and working styles.

*"I am because you are"*

~ UBUNTU

## DISKUSSIONSZUCKER

Karoline Caesar  
Bismarckstraße  
53113 Bonn

[www.diskussionszucker.de](http://www.diskussionszucker.de)

Diskussionszucker



PR & Mediation



TALK TO ME

# OFFER

- Process expertise for multi-stakeholder problem needed?
- Complexity and intercultural issues are involved, maybe with a link to African and European cultures?
- Your success is being hampered by misunderstanding, underperformance and time is running against you?

I offer process accompaniment, workshops, mediation and coaching to organisations and individuals with the aim to transform disputed issues into creative solutions.

Please feel free to reach out to me anytime for a free and non-binding pre-meeting at +49-176-2901 9430 (WhatsApp), at Skype karoline\_caesar or via Zoom.

I look forward to learning more about you and your case!

Sincerely yours  
Karoline Caesar



# CONFLICT PREVENTION

Training that is useful in combination with process accompaniment for NGOs, companies, stakeholder groups. This can be built into workshops or offered as virtual training or coaching.

I like to work with virtual workshops and meetings as an effective tool for moving towards consensual results.

- **Analytical skills:** Establishing at an early stage if a conflict is about to emerge. Identifying possible root causes and options for action. Additional modules: group dynamics, rumour management.
- **Self-management skills:** Strengthening every team member through awareness of professional goals, values, motivation and special skills. Using this in teamwork.
- **Problemsolving skills as a team:** Analysis of typical solutions and roles. Trying out new techniques on practical cases. Additional modules: diversity as source for innovation.
- **Communication skills:** Listening and negotiation techniques. Additional modules: intercultural communication, digital communication.

# ABOUT ME

## Education

- Master's Degree from Christian Albrechts Universität, Kiel, graduated with distinction.
- Certificate in Project Management, Hagen University.
- Certified mediator (standard according to the German law on mediation, 200 hours of training), Im Konsens, Leipzig.
- Further education: Intercultural mediation, transaction analysis, optimizing diversity in teams, communication and learning styles, leading agile and remote teams.
- International experience: USA, Denmark, Sweden, DR-Congo, Burundi, Malawi, Palestinian Territories, Kenya, Uganda, Benin, Tanzania, South Africa.

## Professional experience

- At present: Project Manager at a German governmental agency promoting reciprocity in partnerships between German and African NGOs and businesses; mediation and public speaking activities.
- Philanthropy: Developing new projects and finding new partners in different African countries for intersectoral cooperation.
- Team leadership: heading a capital city office in a crisis country: trustbuilding and mediation, research, advocacy.
- Project management with multi-stakeholder coalitions and larger groups for 17 years.

Working languages (C1 level):  
German, English and French,