



## Advanced Course on AI-Enhanced Negotiation in Health Emergencies

<b>Credits</b>	2 credits ECTS
<b>Dates</b>	<p>Option 1: 13-17 July in Amman, Jordan - – <b>Due to ongoing geopolitical tensions and airport closures in the region, we have decided to hold the session entirely online.</b></p> <p><b>The application deadline for this session is extended to 6 July 2025.</b></p> <p>Option 2: 20-24 July in Istanbul, Türkiye</p>
<b>Format</b>	Fully online format combining live sessions (daily from 14:00 to 18:00 Amman Time) and asynchronous e-learning, including a final reflexive analysis.
<b>Language</b>	English
<b>Fees</b>	<ul style="list-style-type: none"><li>• <b>Full price:</b> CHF 400</li><li>• <b>Special Rate for Government and NGO/CBO Staff:</b> CHF 200. Available exclusively to staff from local and national NGOs, CBOs, and government employees in low/middle-income countries. Proof of local employment and salary required.</li></ul>
<b>Coordinator</b>	Claude Bruderlein - <a href="mailto:claudio.bruderlein@frontline-associates.org">claudio.bruderlein@frontline-associates.org</a>
<b>Partners</b>	The course is organized in partnership with EMPHNET in Amman, the Turkish Red Crescent Society in Ankara and Frontline Associates Training Centre based in Canada.



## Course overview

### Short description

This course is designed for field practitioners managing health and humanitarian crises, including conflicts, pandemics, climate disasters, and migration surges. In high-stakes environments, careful negotiation planning is essential. Participants will gain key tools to structure and navigate negotiations in complex settings. They will also learn to design and optimize an AI assistant using ChatGPT to support negotiation planning. This includes analysing environments, assessing party positions, creating scenarios, and managing risks. By leveraging AI-driven tools and negotiation strategies, practitioners can improve decision-making, build trust, and manage adversarial relationships. As crises become more frequent and intense, AI integration will be vital for shaping emergency responses. To maximize their AI assistant's effectiveness, participants are advised to subscribe to ChatGPT Plus for advanced real-time negotiation support.

### Objectives of the course

At the end of the course, you will be able to:

- Analyse complex political and social environments in times of crisis, utilizing AI-powered tools to analyse complex environments, assess the positions of the parties, mitigate risks, identify patterns among stakeholders and leverage influence more effectively;
- Design a robust plan to set up and facilitate a professional dialogue on high-stake contentious issues and frame this plan in a shared vision;
- Define the conceptual framework of a complex negotiation process based on a thorough analysis of the environment, the stakeholders involved, their respective positions, interests and motives;
- Draw from the experience of field practitioners in the planning and undertaking of complex negotiation processes.

### Workload

Around 50 hours of work, including:

- 5 hours of asynchronous online modules focused on essential negotiation tools and crafting an AI Assistant.
- 20 hours of live online sessions (14:00–18:00 Amman Time, daily).
- 10 hours of self-paced work for group preparation, reflection, and scenario analysis.
- A final reflective analysis to be submitted within two weeks after the course ends (by 31 July 2025)

### **Thematic structure of the course**

The course is structured as such:

1. Asynchronous online modules:
  - Introduction to the “Essentials of Frontline Negotiation” & “Crafting of an AI Assistant”
  - Acquisition of basic tools to plan negotiation in a systematic manner
  - Technical briefing on how to craft and manage an AI Assistant
2. Online synchronous sessions (daily from 14:00 to 18:00 Amman Time)
  - Application of advanced tools and methods to plan a negotiation in a complex environment
  - Case-based exercises and simulations are designed to ensure the acquisition of tactical knowledge to navigate complex negotiations
  - Current challenges and dilemmas of frontline negotiation with the support of seasoned practitioners
3. Post-course assignment
  - A reflective analysis to be submitted within two weeks after the course ends (by 31 July 2025)

## Prerequisites

### Audience

- Health and humanitarian professionals in the Middle East, especially those working in crisis-prone environments
- Staff from non-governmental organisations (NGOs)
- Staff from ministries of Health and related government officials in the region
- Graduate students in humanitarian health and social affairs with a focus on the Middle East
- Professional networks and associations related to health and humanitarian work in the region

### Admission requirements

1. a university qualification (Bachelor's degree or equivalent)
2. at least two years of relevant professional experience
3. excellent command of English (minimum level B2)

*Please note that the successful completion of the course's online segment is mandatory to attend the onsite part of the course. The link to attend the online segment of the course will be provided once the application is successful.*