

FOR COURSE ENQUIRIES, CONTACT US:

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CENTRE FOR LANGUAGES AND CULTURAL DIPLOMACY, IDFR

OUTPUTS/DELIVERABLES

A short-term training course that comprises at least the following:

- Course duration of 10-day;
- Course content includes tools for mediation, negotiation, and conflict resolution to enhance participants' strategies to manage conflict constructively, using communication techniques that promote cooperation and trust;
- Site visit to state government and other government institutions which could serve as best practice or model in the region; and
- Assessment on speakers, course (contents and logistics) and participants (presentation and written assignment).

MONITORING AND EVALUATION METHOD

The monitoring of modules will be carried out during and after the course as follows:

- Evaluation on Speakers and Modules;
- Evaluation on Participants; and
- Overall Evaluation of the Programme.

EXPECTED OUTCOME

By the end of the course, participants will be able to:

- Analyse the sources and stages of conflict and apply communication strategies appropriate to each phase;
- Demonstrate effective use of language in mediation, negotiation, and dialogue;
- Employ active listening, reframing, and consensus-building techniques to manage disputes;
- Communicate with empathy, diplomacy, and intercultural awareness; and
- Contribute to conflict prevention and resolution initiatives within their professional or diplomatic contexts.

BACKGROUND

Conflict is an inevitable part of human interaction, yet the way conflict is managed determines whether it leads to division or progress. In diplomatic and professional settings, language plays a crucial role in navigating tensions, fostering mutual understanding, and achieving peaceful outcomes.

This course offers participants the opportunity to explore how language can be used as a tool for mediation, negotiation, and conflict resolution. Through a combination of lectures, simulations, and practical exercises, participants will gain strategies to manage conflict constructively, using communication techniques that promote cooperation and trust.

OBJECTIVES

The course aims to:

- strengthen participants' understanding of conflict dynamics and the role of communication in achieving constructive outcomes.
- equip participants with practical linguistic and behavioural strategies to manage and resolve conflicts in diplomatic and multicultural settings.
- develop participants' proficiency in using language tactfully for negotiation, persuasion and mediation.

COURSE OUTLINE

- This course is designed to enhance participants' ability to communicate effectively in situations involving tension or disagreement. It explores the nature and dynamics of conflict, the role of communication in de-escalation, and how language shapes perception and understanding.
- Participants will learn practical techniques such as active listening, reframing, and persuasive dialogue, along with strategies for maintaining empathy and neutrality in sensitive diplomatic exchanges.
- The course will also cover mediation and negotiation methods commonly used in international and intercultural contexts. Through case studies, simulations, and role plays, participants will apply language-based strategies to real-world diplomatic and workplace scenarios, enabling them to approach conflict situations with confidence, tact, and clarity.



CENTRE FOR LANGUAGES AND CULTURAL DIPLOMACY (CLCD)
INSTITUTE OF DIPLOMACY AND FOREIGN RELATIONS (IDFR)
MINISTRY OF FOREIGN AFFAIRS, MALAYSIA

*MALAYSIAN TECHNICAL
COOPERATION PROGRAMME (MTCP)*

LANGUAGE STRATEGIES FOR CONFLICT RESOLUTION

7 - 17 JULY 2026

KUALA LUMPUR, MALAYSIA

**APPLICATION DEADLINE:
26 MAY 2026**

ABOUT IDFR

The Institute of Diplomacy and Foreign Relations, also known as IDFR, was established on 1 July 1991 under the Prime Minister's Department following a Cabinet decision dated 6 March 1991. It was officially launched that same year on 12 August by Prime Minister Dato' Seri Dr Mahathir Mohamad. On 27 March 2001, IDFR officially became part of the Ministry of Foreign Affairs of Malaysia. Located in Kuala Lumpur, IDFR is housed in the former building of the Foreign Ministry. The current campus was opened in 2006. As the Ministry's training arm, IDFR conducts training programmes for Malaysian diplomatic officers as well as officers from other government ministries and agencies. Apart from the main diplomatic training courses, IDFR provides mid-career and follow up professional skills training to enhance the professionalism of serving officers. The training programmes are practitioner-oriented and are aimed at equipping officers with the skills and knowledge to meet the challenges they face in the conduct of their professional duties.

The Institute provides training in two broad areas which are diplomacy and foreign relations, as well as foreign languages. IDFR also offers training courses to more than 136 countries worldwide, namely to participants from developing countries under the Malaysian Technical Cooperation Programme (MTCP), ASEAN, Colombo Plan and Commonwealth countries. IDFR trainees have numerous opportunities to participate in seminars, workshops and round table discussions, and benefit from keynote addresses and lectures by distinguished visiting scholars and international leaders. Speakers under IDFR's Lecture Series have included Ban Ki Moon, Lee Hsien Loong, Sultan Hassanal Bolkiah, the late Kofi Annan, the late Nelson Mandela, the late Benazir Bhutto, the late Yasser Arafat, Mr. Pascal Lamy, Sir Mark Moody Stuart, the Honourable Nanaia Mahuta and most recently, His Excellency Kay Rala Xanana Gusmão.

ABOUT MALAYSIA

Malaysia is a Southeast Asian country occupying the Malaysian Peninsula and part of the island of Borneo. It is known for its beaches, rainforests, and mix of Malay, Chinese, Indian, and European influences. The sprawling capital, Kuala Lumpur, is home to colonial buildings, modern skyscrapers, lively shopping districts, and dotted with green spaces.

Nestled in between Thailand to the north and Singapore to the south, Malaysia is a federation that consists of 13 states (11 in West Malaysia, and two in East Malaysia) and three federal territories. As a federation, the governance of the country is divided between the federal and the state governments. Malaysia is a parliamentary democracy with a federal constitutional monarch, in which the DYMM Yang di-Pertuan Agong is the head of state and the Prime Minister of Malaysia is the head of government.

Since the early 1980s, Malaysia has steadily diversified its economy. Major changes include a departure from a reliance on the cultivation and export of raw materials, in particular natural rubber, to a focus on services, construction, manufacturing, and tourism. Tourism, in particular, has had a significant impact and, as a generator of foreign exchange. Malaysia is also a tropical holiday destination, where temperatures fluctuate between 26 and 35 degree Celsius throughout the year. Nice breezes can be enjoyed on the many islands surrounding Malaysia, while the highlands offer cooler temperatures that do not exceed 25 degree Celsius.

APPLICATION AND ENQUIRIES

- Only complete applications that are made through the MTCP website at <https://mtcp.kln.gov.my/courses2/list2> will be considered. Select the course name and click "Apply Course" to generate a new application form.
- Applicants are required to **complete the online application form**, upload a passport sized photo, and provide a self-introduction video. A draft link will be sent via email and must be accessed using a One-Time Password (OTP) and submitted **within seven (7) days**. The manual for the application process can be found on the MTCP Website.
- **All application forms must be duly completed and endorsed by the Ministry of Foreign Affairs of candidates' respective countries and should be submitted only through the diplomatic channel via Malaysian Embassy/ High Commission of Malaysia.**
- **Successful candidates will be duly notified by Institute of Diplomacy and Foreign Relations (IDFR) one (1) month before the commencement of the course.**
- **Incomplete and/or unendorsed forms will not be considered.**
- **Application Deadline: 26 May 2026**

VISA AND VACCINATION

For **countries that require a visa** to enter Malaysia, you **must apply for eVISA** before departing.

- Upload the necessary travel documents through the system.
- Ensure that all documents are scanned clearly for the smooth process of approval.
- eVISA fees and related costs are to be borne by the participants.
- Link to eVISA: <https://malaysiavisa.imi.gov.my/evisa/evisa.jsp>
- Bring along the eVISA and all the necessary travel documents for the arrival in Malaysia.

For **countries that do not require a visa** to enter Malaysia, may enter with **Social Visit Pass**.

Participants from countries listed in the following: <https://www.imi.gov.my/index.php/en/main-services/visa/visa-requirement-by-country/> are required to take mandatory vaccination for Yellow Fever at least ten (10) days prior to their departure to Malaysia. Yellow Fever Vaccination certificate is required upon landing in Malaysia.

ABOUT MTCP

The Malaysian Technical Cooperation Programme (MTCP) was initiated at the First Commonwealth Heads of Government Meeting (CHOGM) for Asia Pacific Region held in Sydney in February 1978.

It was officially launched on 7th September 1980 at the 2nd CHOGM in New Delhi, India to signify Malaysia's commitment to South-South Cooperation, in particular Technical Cooperation among Developing Countries (TCDC).

The MTCP is conducted through the sharing of Malaysia's development experiences and by providing training and technical advice in key areas that are important for the development of a country. Since its conception, technical and capacity-building programmes under the MTCP have benefited more than 40,000 participants from participating countries.

For more information at MTCP Official Portal:

<https://mtcp.kln.gov.my/> and MTCP Official Facebook Page: <https://www.facebook.com/MTCPMalaysia>.

OBJECTIVES OF THE MTCP

- To share experience with other developing countries;
- To strengthen bilateral ties with developing countries;
- To encourage and promote South-South Cooperation; and
- To encourage and promote technical cooperation within developing countries.

FELLOWSHIP/SCHOLARSHIP

Accommodation

Participants will be accommodated at a hotel / alternative accommodation within the vicinity of the training institute. Participants are **strictly not allowed** to bring any family members under the award of MTCP programmes.

Daily Allowance

Participants will be provided with daily allowance.

Meals

Meals will be provided throughout the duration of the course.

Air Fares

A return economy class flight ticket from the capital city of the recipient country to Kuala Lumpur is provided for participants.

Course Fees

All course fees are borne by the Government of Malaysia.

Dress Code

Participants are required to dress in formal or office attire throughout the class sessions as well as during official visits to Government Ministries / Agencies.