



Co-funded by the Internal Security Fund of the European Union

# LET4CAP

## *Law Enforcement Training for Capacity Building*

**Repository of policy guidance,  
standards, good practices and lessons  
in the field of Law Enforcement  
Capacity Building**

**DL. 1.1**  
*(Version 1.0)*

Annalisa Creta, Leonardo Nader



**Sant'Anna**  
School of Advanced Studies – Pisa



## Table of contents

EUROPEAN UNION .....	4
<i>CSDP-related civilian conceptual documents</i> .....	4
I. EU-wide conceptual framework .....	4
II. Concepts & Procedures for CSDP crisis management .....	8
UNITED NATIONS .....	15
<i>Police-related peacekeeping conceptual documents</i> .....	15
I. Police capacity building related aspects in peacekeeping .....	15
II. Policies & Procedures on law enforcement capacity building related issues.....	18
III. Training materials on law enforcement capacity building related issues in Peacekeeping .....	26
HANDBOOKS & GUIDEBOOKS.....	31
I. CSDP-related handbooks.....	31
II. OSCE police capacity building resources .....	32
III. Council of Europe Law Enforcement capacity building resources .....	36

## **NOTE FOR THE USER**

This document has the purpose of collecting - in a single repository - policies, guidelines, reports and manuals relevant to law enforcement capacity building work in third countries. It is a live document to be constantly updated as new relevant standards and practices are adopted and collected.

Its usefulness lays in the fact that it collects, systematises and reorganises existing information in one single tool. Users can hence find relevant EU, UN, OSCE and Council of Europe documents clustered in a matrix that includes the following information:

1. Document title
2. Document number (if applicable)
3. Document type
4. Classification
5. Summary of main content

Each title contains a hyperlink to a website where the relevant document is stored and can be accessed.

Primary end-users of the compendium are trainers, law enforcement officers and, more in general, all the actors involved in law enforcement capacity building in third countries.

# EUROPEAN UNION

## *CSDP-related civilian conceptual documents*

### I. EU-wide conceptual framework

Title	Doc. N.	Type	Classification	Main Content
<b>Consolidated version of the Treaty of the EU (TEU) and of the Treaty of the Functioning of the EU (TFEU)</b>	6655/7/08 rev. 8 30 January 2015	Policy	<i>Public</i>	<p>The document contains the consolidated versions of the Treaty of the European Union (TEU) and of the Treaty on the Functioning of the European Union, together with the annexes and protocols thereof, as a results from the amendments introduced by the Treaty of Lisbon, which was signed on 13 December 2007 in Lisbon and which entered into force on 1 December 2009. The document also contains the Charter of Fundamental Rights of the EU, which was proclaimed at Strasbourg on 12 December 2007 by the European Parliament, the Council and the Commission. Provisions on the CFSP are regulated in Art. 42 ff TEU.</p>
<b>European Security Strategy (ESS); A secure Europe in a better world</b>	10881/03 25 June 2003	Policy	<i>Public</i>	<p>The European security strategy was for the first time drawn up in 2003 under the authority of the EU's High Representative for the Common Foreign and Security Policy, Javier Solana, and adopted by the Brussels European Council of 12 and 13 December 2003. The strategy defines the security environment (global challenges post Cold War), the strategic objectives of the EU (Extending the zone of security around Europe, Strengthening the international order, Countering the threats)</p>

				and the resulting policy implications thereof.
<b>Draft Internal Security Strategy for the European Union: "Towards a European Security Model"</b>	7120/10 8 March 2010	Policy	<i>Public</i>	The Internal Security Strategy has been adopted in order to help drive Europe forward, bringing together existing activities and setting out the principles and guidelines for future action. It is designed to prevent crimes and increase the capacity to provide a timely and appropriate response to natural and man-made disasters through the effective development and management of adequate instruments.
<b>Report on the Implementation of the ESS - Providing security in a changing world</b>	17104/08 10 December 2010	Policy	<i>Public</i>	The ESS was complemented by the "Report on the Implementation of the ESS - Providing security in a changing world", doc. 17104/08 of 10 December 2010.
<b>The EU's comprehensive approach to external conflict and crises Joint Communication to the European Parliament and the Council</b>	JOIN(2013) 30 final, 11 December 2013	Policy	<i>Public</i>	The policy sets out a number of concrete steps that the EU, collectively, is taking towards an increasingly comprehensive approach in its external relations policies and action. The High Representative and the Commission are setting out their common understanding of the EU's comprehensive approach to external conflict and crises and fully committing to its joint application in the EU's external policy and action. This understanding covers all stages of the cycle of conflict or other external crises; through early warning and preparedness, conflict prevention, crisis response and management to early recovery, stabilisation and peace-building in order to help countries getting back on track towards sustainable long-term development.
<b>Taking forward the EU's Comprehensive Approach to external conflict and crises -</b>	7913/15 14 April 2015	Policy	<i>Public</i>	The <i>Action Plan</i> sets out a priority set of concrete and practical actions for implementation both by the EEAS and Commission services and at national level by EU Member States of the EU

<b>Action Plan 2015</b>				comprehensive approach
<p><b>The EU in a Changing Global Environment - a more connected, contested and complex world</b></p>	<p>8956/15 18 May 2015</p>	<p>Policy</p>	<p><i>Limite</i></p>	<p>The document constitutes the strategic assessment of HR/VP in preparation of the 2016 EU Global Strategy on Foreign and Security Policy. Since the 2003 Security Strategy, the EU's strategic environment has changed radically. While much has been achieved over the last decade, today an arc of instability surrounds the Union. Further afield, we see conflicts in Africa and security tensions in Asia, while climate change and scarce natural resources harbour the risk of more conflict. At the same time, global growth, interdependence and technological progress enable ever more people to escape poverty and live longer, healthier and freer lives. The EU must confront both the challenges and the opportunities that come with its changed environment. The very nature of the Union – a construct of intertwined polities – gives a unique advantage to steer the way in a more complex, more connected, but also more contested world.</p>
<p><b>Shared Vision, Common Action: A Stronger Europe</b> <b>A Global Strategy for the European Union's Foreign And Security Policy</b></p>	<p>June 2016</p>	<p>Policy</p>	<p><i>Public</i></p>	<p>Mogherini was mandated to prepare the new strategy by the European Council in June 2015 and invited to present it to leaders in June 2016. The strategy, under the title Shared Vision, Common Action: A Stronger Europe, has been elaborated under the leadership of the High Representative and offers a strategic vision for the EU's global role. In these challenging times, both for Europe and globally, the strategy highlights common ground and presents a common way forward.</p>

<b>Progress Report on the implementation of the EU's Comprehensive Approach to external conflicts and crises Action Plan 2015</b>	SWD(2016) 253 final 18 July 2016	Policy		
<b>Taking forward the EU's Comprehensive Approach to external conflicts and crises - Action Plan 2016-17</b>	SWD(2016) 254 final 18 July 2016	Policy	<i>Public</i>	The EU's Comprehensive Approach to External Conflicts and Crises Action Plan 2016-17 has been developed with a view to identifying new prioritised actions and country cases for 2016-17.
<b>Council conclusions on the Global Strategy on the European Union's Foreign and Security Policy</b>	13202/16 17 October 2016	Policy	<i>Public</i>	The Council discussed the follow-up to the EU global strategy on foreign and security policy "Shared vision, common action: a stronger Europe" and adopted conclusions. The work on implementation of the EU global strategy is expected to focus on five priority areas for 2016-2017.
<b>Council conclusions on implementing the EU Global Strategy in the area of Security and Defence</b>	14149/16 14 November 2016	Policy	<i>Public</i>	The Council welcomes the Implementation Plan on Security and Defence as a proposal by the HR/VP and Head of the European Defence Agency. Drawing on this Implementation Plan, the Council sets the level of ambition of the EU through these conclusions and prioritises concrete actions needed to implement the EUGS in the area of security and defence. These should assist the EU and its Member States in addressing further Europe's current and future security and defence needs, enhance its strategic autonomy and strengthen its ability to cooperate with partners.
<b>Implementation Plan on</b>		Guidelines	<i>Public</i>	The Implementation Plan sets out proposals to implement the EU Global Strategy (EUGS) in the

<b>Security and Defence</b>	14392/16 14 November 2016			area of security and defence. It forms part of a wider package including the Commission's European Defence Action Plan and the follow-up of the Joint Declaration signed in Warsaw by the President of the European Council, the President of the European Commission and the Secretary General of NATO. It is also closely connected to other work strands to implement the EUGS, in line with the FAC Conclusions of 17 October 2016.
-----------------------------	------------------------------------	--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## II. Concepts & Procedures for CSDP crisis management

<b>Title</b>	<b>Doc. N.</b>	<b>Type</b>	<b>Classification</b>	<b>Main Content</b>
<b>Police Aspects of a Fact Finding Mission (FFM)</b>	9735/02 10 June 2002	Guidelines	<i>Limite</i>	Checklists of issues to be addressed when analysing the key factors of police forces (legal and administrative framework, personnel, organisation, operations, international cooperation, logistics, police culture), the judicial system and the penitentiary system of the host country. Additional specific factors for: a) missions with only police component b) substitution missions.
<b>Concept for rapid deployment of police elements in an EU-led substitution mission</b>	8508/2/05 31 May 2005	Concept	<i>Restricted EU Partially declassified</i>	Sets out principles and procedures in order to define the guidelines for rapid deployment of police elements in a substitution scenario from the initial stage until the stabilisation; ensure a sufficient level of interoperability for police elements; identify and define recommendations leading to enhanced standardisation and interoperability.



Title	Doc. N.	Type	Classification	Main Content
<b>EU Concept for ESDP support to Security Sector Reform (SSR)</b>	12566/4/05 REV 4 13 October 2005	Concept	<i>Limite</i>  <i>declassified</i>	<p>The document defines the Security Sector actors and outlines the principles for an ESDP action in support of SSR (local ownership, measuring progress, tailored approach, coordinated approach). It also details possible scenarios for ESDP actions in support of SSR activities and relevant areas of activities related to SSR. It also enlists core requirements and modalities for ESDP support to SSR, elements for planning of ESDP support to SSR and provides a description of the chain of command, participation of Third States.</p>
<b>Policy of the EU on the security of personnel deployed outside the EU in an operational capacity under title V of the TEU</b>	9490/06 29 May 2006	Policy	<i>Limite</i>	<p>Provides for the framework of security in the context of field deployment, in particular ESDP crisis management operations and EUSRs and their teams. It details aspects related to: Core measures (risk assessment, security assessment, protection, incident and consequence management, relocation and evacuation, information strategy); Roles, responsibilities and core tasks of the host state, the Council, the contributing Member States and Third States, the EUSR, the civ HoM/mil Force Commander and the OpCdr; Security / protection in operations involving civ and mil components; Working under the overall lead of another organisation.</p>
<b>Draft EU concept for support to Disarmament, Demobilisation and Reintegration (DDR)</b>	13727/4/06 REV 4 30 November 2006	Concept	<i>Limite</i>  <i>declassified</i>	<p>Outlines the challenges, lessons and key requirements for DDR. Also describes DDR in the UN and other international experiences. The document further details the principles for EU support to DDR (strengthening local, national and regional ownership, carry out DDR within a broad peace-building strategy, coordinate DDR with other activities of the EC and CFSP/ESDP, etc.).</p>

Title	Doc. N.	Type	Classification	Main Content
<b>Mainstreaming Human Rights and Gender into ESDP - Compilation of relevant documents</b>	11359/07 EXT 1 9 October 2007	Policy	<i>RESTREINT EU</i>  <i>Partial declassification</i>	Contains an Introduction of the EU Human Rights Policy; a Compilation of the main contents with regards to CSDP of Human Rights and Gender related Council documents; an example of a Human Rights "Pocket Card" for members of a CSDP mission.
<b>Comprehensive concept for ESDP Police Strengthening Missions (Interface with broader Rule of Law)</b>	15031/09 26 October 2009	Concept	<i>Limite</i>  <i>declassified</i>	The document aims to establish a comprehensive concept for police strengthening activities in the framework of CSDP; ensure that when a police strengthening mission is being set up, consideration will be given to develop a working interface with the HC justice system; set out the range of activities in which a police strengthening mission may engage to develop a working interface with the RoL sector, in particular the justice system; propose guidelines, methodology, tools and recommendations for the planning of the main tasks/activities to be performed by strengthening missions. It describes the modular structure of a strengthening mission; its Planning guidelines and Methodology; the Mission phases.
<b>Comprehensive Concept for Police Substitution Missions</b>	8655/5/02 11 October 2010	Concept	<i>Restricted EU</i>  <i>declassified</i>	Defines a comprehensive concept for police substitution missions through the identification of a general structure, which will draw rom all policing capacities of EU Member States. It also elaborates on transfer the main policing responsibilities to civilian control with a view to re-establishing a functioning local police force.
<b>EU concept for CSDP Justice Missions (within the Rule of Law framework)</b>	18173/10 COR 1 12 January 2011	Concept	<i>Limite</i>  <i>declassified</i>	Describes the principles for a justice mission and details the types of justice missions (Strengthening and / or substitution) and their tasks and key aspects. The document provides for a strategic basis for

Title	Doc. N.	Type	Classification	Main Content
				designing, planning and assessing justice activities of CSDP missions.
<b>Suggestions for crisis management procedures for CSDP crisis management operations (CMP)</b>	7660/2/13 Ref 2 18 June 2013	Guidelines	<i>Limite</i>	Describes the full conceptual steps of the process through which the EU engages in a crisis with its CSDP instruments as part of its overall comprehensive approach. It contains a description of all planning steps for a CSDP mission/operation from the identification of a crisis and development of an overall EU approach, via the political strategic planning down to the operational planning including a "Fast track procedure" if rapid response is required. It also contains templates for the different planning documents (CMC, CONOPS, OPLAN, Strategic Review...)
<b>Security Sector Reform -Guiding Framework for EU SSR Assessments</b>	14916/09 22 October 2009	Guidelines	<i>Limite</i> <i>(now) Public</i>	The document aims to provide a practical and yet flexible tool to conduct analysis and assessments, covering all necessary aspects of the security sector, as well as each specific SSR sub-sector and the inter-connections between them.
<b>CSDP Civilian Lessons Learned and Best Practices Concept</b>	11120/12 17 September 2012	Guidelines	<i>Limite</i>	The document outlines a methodology and a mechanism by which civilian CSDP lessons will be gathered, validated, endorsed, implemented and monitored with a view to continuously developing and up-dating best practices.
<b>Draft Inventory of CSDP and CSDP related Civilian Conceptual Documents</b>	7634/13 20 March 2013	Guidelines	<i>Limite</i>	Table of conceptual documents including their title, document number, classification and type as well as comments in the following categories: <ul style="list-style-type: none"> <li>• EU wide Conceptual Framework.</li> <li>• EU wide civ-mil concepts.</li> <li>• CSDP Civilian Crisis Management Areas (Police, RoL, Civilian Administration, Civil Protection, Monitoring, Strengthening of EUSR Offices).</li> </ul>

Title	Doc. N.	Type	Classification	Main Content
				<ul style="list-style-type: none"> <li>• Other Thematic Areas (Human Rights &amp; Gender, Protection of Civilians, SSR, DDR, Planning &amp; conduct, Capability Support).</li> </ul>
<b>Guidance note on the use of Conflict Analysis in support of EU external action</b>	29 October 2013	Guidelines	<i>Public</i>	<p>This guidance note, developed jointly by the EEAS and Commission services, is to set-out how conflict analysis can assist EEAS and Commission staff working in fragile and/or conflict-affected countries. Conflict analysis contributes to making an informed choice in articulating a comprehensive approach to the EU's objective of preserving peace, preventing conflict and strengthening international security across a wide range of mechanisms and tools, including public and quiet diplomacy, (high level) political dialogue, policy dialogue, trade negotiations, external assistance, mediation, CSDP missions and other interventions.</p>
<b>Revised draft EU Concept on CSDP Support to Integrated Border Management</b>	16044/2/13 10 December 2013	Concept	<i>Limite declassified</i>	<p>The concept is primarily a tool for strategic and operational planners, as well as for mission staff, in planning and conducting civilian CSDP missions in support of IBM. It defines principles for CSDP support to IBM and to identify best practice. It outlines the main principles of CSDP border missions (comprehensive approach, holistic approach to IBM, comprehensive assessment, RoL, human rights and gender, local ownership); the possible mission mandates, objectives and task; mission structure and expertise needed for CSDP support to IBM.</p>
<b>Operational Guidelines for Monitoring, Mentoring and Advising in civilian CSDP</b>	15272/14 7 November 2014	Guidelines	<i>Limite (now) Public</i>	<p>The document defines, for the purposes of civilian CSDP, MMA best practice as well as operational guidelines for mission planners, mission management and practitioners by outlining the definitions of 'monitoring', 'mentoring' and</p>

Title	Doc. N.	Type	Classification	Main Content
<b>missions (MMA)</b>				'advising'; describing the basic MMA principles and detailing operational guidelines for MMA in CSDP missions.
<b>Capacity building in support of security and development – Enabling partners to prevent and manage crises</b>	JOIN(2015) 17 final 28 April 2015	Policy	<i>Public</i>	The EU's external action instruments have different and complementary roles. The link between security and development is a key underlying principle of the EU's comprehensive approach to external conflicts and crises 2 and complementary to the internal security policies, maritime security and others. However, the EU's comprehensive approach needs to be strengthened to cover gaps in the current EU response. For example, this may be the case where training has been provided by Common Security and Defence Policy (CSDP) missions, but its sustainability and effectiveness has been hampered by a lack of basic partner country equipment. The Joint Communication identifies shortcomings and proposes remedial measures.
<b>Elements for an EU-wide strategic framework to support security sector reform</b>	JOIN(2016) 31 final 5 July 2016	Concept	<i>Public</i>	The joint communication by the EC/HR outlines proposed measures to enhance the European Union's effectiveness in supporting stability, security, and development in third countries. The document first presents the rationale for an EU-wide Security Sector Reform (SSR) support framework, before developing its different elements. The objectives of the strategic framework are presented. The key elements and principles to achieving these objectives are then detailed, notably enabling broad national ownership, systematic political and policy dialogue, or balancing long-term systemic change

Title	Doc. N.	Type	Classification	Main Content
				with immediate security needs, among others. The joint communication then details areas of engagement for EU support before touching upon the monitoring and evaluation of the policy recommendations.

## UNITED NATIONS

### *Police-related peacekeeping conceptual documents*

#### I. Police capacity building related aspects in peacekeeping

Title	Doc. N.	Type	Classification	Main Content
<b>2016.26 Police Administration in United Nations Peacekeeping Operations and Special Political Missions (Guidelines)</b>	PK/G/2016.26	Guidelines	<i>Public</i>	These Department of Peacekeeping Operations (DPKO) and Department of Field Support (DFS) Guidelines on Police Administration (hereafter referred to as “the Guidelines”) spell out the fundamental areas that fall within the scope of responsibility of a police component’s Administration Pillar. The Guidelines are designed to provide Heads of Police Components (HOPCs), Police Chiefs of Staff (Police COS), contingent commanders and other senior staff with a clear understanding of what police component administration entails, how it is organized, and how it fits within the everyday functioning of a United Nations field mission. The Guidelines will empower police personnel serving within an Administration Pillar to create and sustain an effective and efficient environment that enables the conduct of a police component’s mandate-related activities.
<b>Guidelines on Design and Delivery</b>	PK/G/2014.13	Guidelines	<i>Registration and request</i>	The purpose of these Guidelines is to provide a clear standard for personnel in the Department of

Title	Doc. N.	Type	Classification	Main Content
<b>Evaluation of Training (Training Cycle)</b>			<i>required</i>	Peacekeeping Operations (DPKO), the Department of Field Support (DFS) and DPKO-led peacekeeping operations on how to design, deliver and evaluate individual (not institutional or systemic) training programmes effectively. The Guidelines also provide guidance on determining when training can resolve an identified performance gap, and when other, non-training solutions should be used.
<b>Guidelines on Police Capacity-Building and Development</b>	PK/G/2015.08	Guidelines	<i>Public</i>	This Department of Peacekeeping Operations (DPKO) and Department of Field Support (DFS) Guidelines on Police Capacity-Building and Development (hereafter referred to as 'the Guidelines') spell out the fundamental principles and approaches to police capacitybuilding and development in post-conflict countries and other crisis situations.
<b>Guidelines on Understanding and Integrating Local Perceptions in UN peacekeeping</b>	PK/G/2014.08	Guidelines	<i>Registration and request required</i>	These guidelines apply to all field-based civilian and uniformed peacekeeping personnel who interact with members of the population of the host country as part of the execution of their duties, as well as those who are responsible for situational analysis, integrated planning, identifying trends, and devising recommendations for mission strategy. They will be useful to senior mission leadership and planning personnel in DPKO in formulating strategies for mandate implementation, making decisions about resource allocation, and monitoring and reporting on progress. The guidelines are divided into three areas, each of which has elements that apply at both the strategic and operational levels: 1) Applications of local perceptions, 2) Tools for



Title	Doc. N.	Type	Classification	Main Content
				gathering local perceptions 3) Risks, constraints and challenges.
<b>Integrating a Gender Perspective into the Work of UN Police in Peacekeeping Missions</b>	PK/G/2008.30	Guidelines	<i>Public</i>	The guidelines were developed on the basis of a workshop convened by the Police Division and the Gender Unit of DPKO in March 2007. The purpose of the guidelines is to provide guidance to UN Police and national law enforcement agencies on strategies for promoting gender-sensitive policing in post-conflict countries along with checklists for activities such as increasing the recruitment and career advancement opportunities of women.
<b>Practical Guide to Peacekeeping Training Evaluation</b>	<a href="http://hdl.handle.net/1176/90560">http://hdl.handle.net/1176/90560</a>	Guidelines	<i>Public</i>	This Practical Guide on Training Evaluation is designed to provide peacekeeping training personnel with a step-by-step process for conducting evaluations. It is a supporting document to the DPKO/ DFS Guidelines on Design, Delivery and Evaluation of Training (2014). The guidelines describe the evaluation methodology that is to be used in peacekeeping training, which is based on the Return on Investment (ROI) approach (Phillips & Phillips, 2007) and Kirkpatrick evaluation model (Kirkpatrick, Kirkpatrick, & Kirkpatrick, 2014).
<b>DPKO and DFS Mobile Training Team Teaches Pre-deployment course in Cameroon</b>	<a href="http://hdl.handle.net/1176/90524">http://hdl.handle.net/1176/90524</a>	Lessons Learned	<i>Public</i>	As part of efforts to strengthen the capacity of Member States to deliver Pre- Deployment Training (PDT), the Integrated Training Service (ITS) of the Department of Peacekeeping Operations (DPKO) and the Department of Field Support (DFS) deployed a Mobile Training Team (MTT) to Yaoundé, Cameroon.

## II. Policies & Procedures on law enforcement capacity building related issues

Title	Doc. N.	Type	Classification	Main Content
<b>Human rights standards and practice for the police : expanded pocket book on human rights for the police</b>	ST/HR/P/PT /5/Add.3	Pocketbook	<i>Public</i>	Extended pocketbook to be distributed to training participants on policing and human rights
<b>International human rights standards for law enforcement : a pocket book on human rights for the police.</b>	ST/HR/P/PT /5/Add.1	pocketbook	<i>Public</i>	Extended pocketbook to be distributed to training participants on policing and human rights
<b>2014.01 Policy on United Nations Police in Peacekeeping Operations and Special Political Missions</b>	PK/G/2014.01	Policy	<i>Public</i>	This Policy spells out the core functions of United Nations police peacekeeping and the fundamental principles guiding its activities. By defining core functions and fundamental principles, the Policy shall serve to guide assessment and planning processes and inform other mission components as to how United Nations police are to approach the implementation of their mandated tasks. In the same way, the Policy shall inform Member States on the core responsibilities of the police officers and units they contribute to United Nations peacekeeping operations and special political missions.

Title	Doc. N.	Type	Classification	Main Content
<p><b>2015.07 Policy on Protection of Civilians in United Nations Peacekeeping</b></p>	<p>PK/G/2015.07</p>	<p>Policy</p>	<p><i>Public</i></p>	<p>This Policy provides the conceptual framework, guiding principles, and key considerations for the implementation of protection of civilians (POC) mandates in United Nations peacekeeping operations. In line with the five core challenges identified by the Secretary-General in his 2009 Report on the protection of civilians in armed conflict and encouraged by the Special Committee on Peacekeeping Operations' request that the Secretariat "pursue efforts in close consultation and with the participation of the missions to address their needs for further operational guidance on the protection of civilians" (A/66/19), DPKO and DFS have drawn on the most recent lessons learned and the UN Office of Internal Oversight Services (OIOS) recommendations to review and revise the Operational Concept and consolidate it with other key guidance materials referenced above in the form of this Policy. Aimed at clarifying and reconciling the concept and operationalization of the protection of civilians in peacekeeping with overall Security Council guidance and directives, this policy identifies and organizes the range of mandated tasks contributing to the protection of civilians.</p>
<p><b>Decision No. 2012/18 - Human Rights Screening of United Nations Personnel</b></p>	<p>PK/G/21987</p>	<p>Policy</p>	<p><i>Public</i></p>	<p>This policy was approved by the Secretary-General's Policy Committee in Decision 2012/18 on 11 December 2012. The policy outlines the principles and methodology by which the United Nations will pursue human rights screening of personnel. It outlines processes by which (i) Member States who nominate or provide personnel to serve with the United Nations are requested to</p>

Title	Doc. N.	Type	Classification	Main Content
				<p>screen their personnel and to certify that they have not committed, or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law; (ii) individuals who seek to serve with the United Nations are requested to attest that they have not committed, or are alleged to have committed, criminal offences and/or violations of international human rights law and international humanitarian law and, where necessary, to provide relevant information; and (iii) the United Nations Secretariat will establish an information exchange mechanism, such as a focal point network, and procedures to support the exchange of information on prior human rights conduct of candidates/nominees for the purpose of screening</p>
<p><b>Functions and Organization of the Standing Police Capacity (SPC)</b></p>	<p>PK/G/2012.12</p>	<p>Policy</p>	<p><i>Registration and request required</i></p>	<p>This policy outlines the functions and organization of the Standing Police Capacity (SPC) and supersedes the 2006 policy on the SPC, pursuant to the Report of the Panel of Experts on the Standing Police Capacity's first year in operation (19 December 2008) and the recommendations set forth in the Secretary General's Report on the Implementation of the Special Committee on Peacekeeping Operations (A/62/627). The SPC assists in the operational fulfillment of the overall UN Police mandate in peace operations, which is to contribute to protecting and serving the population in the area of deployment through support to public order and public safety and support to the development of host-state police capacity to deliver security and access to justice in accordance with international human rights practices,</p>

Title	Doc. N.	Type	Classification	Main Content
				standards and norms. In this way, UN Police contribute to laying the foundation for democratic policing in line with the rule of law, to the peace operation's overall mandate implementation, and to sustainable peace. In accordance with the Secretary-General's bulletin on the Organization of the Department of Peacekeeping Operations, the SPC has the following core functions: - provides the start-up capability for the police component of new UN peace operations - assists existing UN peace operations through the provision of police and other law enforcement advice and expertise.
<b>Human Rights Due Diligence Policy on UN support to non-UN security forces (HRDDP)</b>	A/67/775–S/2013/110	Policy	<i>Registration and request required</i>	Support by United Nations entities to non-UN security forces must be consistent with the Organization's Purposes and Principles in the Charter and its obligations under international law to respect, promote and encourage respect for international humanitarian, human rights and refugee law. Such support should help recipients progress to a stage where compliance with these principles and bodies of law becomes the norm, ensured by the rule of law. Consistent with these obligations, UN support cannot be provided where there are substantial grounds for believing there is a real risk of the receiving entities committing grave violations of international humanitarian, human rights or refugee law and where the relevant authorities fail to take the necessary corrective or mitigating measures. For the same reasons, if the United Nations receives reliable information that provides substantial grounds to believe that a recipient of UN support is committing

Title	Doc. N.	Type	Classification	Main Content
				grave violations of international humanitarian, human rights or refugee law, the UN entity providing this support must intercede with the relevant authorities with a view to bringing those violations to an end. If, despite such intercession, the situation persists, the UN must suspend support to the offending elements. Notwithstanding the present policy, existing obligations of human rights, humanitarian and refugee law continue to apply to all UN activities.
<b>Policy on Internal Evaluations and Inspections of UN Police</b>	PK/G/201 2.13	Policy	<i>Public</i>	This Policy replaces 2006.16 Guidelines for the Internal Evaluation of Police Components of Peace Operations. The document outlines the policy for the conduct of internal evaluations and inspections by the Police Division Standards Compliance and Audit Officer or by the Internal Evaluation Units (IEU) of United Nations police components in peacekeeping operations and special political missions. It also defines the relationship and the division of labour between the Police Division Standards Compliance and Audit Officer and the United Nations police components. It is consistent with the DPKO/DFS Headquarters Self-Evaluation Policy (August 2010). Compliance with this Policy is mandatory for all Headquarters and field personnel in the Department of Peacekeeping Operations (DPKO) and Department of Field Support (DFS), in particular United Nations police officers and other personnel working in United Nations peace operations on rule of law issues that may be subject to evaluations and investigations.

Title	Doc. N.	Type	Classification	Main Content
<p><b>Policy on Mainstreaming the protection, rights and well-being of children affected by armed conflict within UN Peacekeeping Operations</b></p>	<p>PK/G/2009.17</p>	<p>Policy</p>	<p><i>Public</i></p>	<p>The purpose of this Policy is to consolidate, institutionalize and streamline DPKO's existing engagement on children and armed conflict, on the basis of specific provisions of Security Council resolutions on children and armed conflict. This Policy defines the scope of DPKO's engagement on the protection of children affected by armed conflict and is issued as part of the Department's strategy and efforts to mainstream the concerns of children affected by armed conflict in the department's activities. This Policy also elaborates the role of Child Protection advisers in UN peacekeeping operations.</p>
<p><b>Policy on Support to Military and Police Pre-Deployment Training for UN Peacekeeping Operations</b></p>	<p>PK/G/2009.21</p>	<p>Policy</p>	<p><i>Registration and request required</i></p>	<p>The Policy outlines how DPKO and DFS provide guidance and assistance to Member States and associated peacekeeping training institutions conducting UN peacekeeping pre-deployment training for military and police personnel (individuals and/or formed units) deploying to a DPKO-led peacekeeping operation.</p>
<p><b>The Contribution of UN Peacekeeping to Early Peacebuilding: A DPKO-DFS Strategy for Peacekeepers</b></p>	<p>PK/G/2012.21172</p>	<p>Policy</p>	<p><i>Public</i></p>	<p>On 27 June 2011 the Expanded Senior Management Team of the Departments of Peacekeeping Operations and Field Support adopted this strategy to assist peacekeepers to prioritize, sequence and plan critical early peacebuilding tasks. This strategy was developed over a two-year period, through a consultative process. This strategy was designed to impart clarity to peacekeepers as to their comparative advantages and expected contributions to the achievement of complex peace-building objectives arising from</p>

Title	Doc. N.	Type	Classification	Main Content
				Security Council mandates or other requests for assistance. The Departments of Peacekeeping Operations and Field Support launched a "Planning Toolkit" in 2012 to assist mission personnel to adapt the prioritization criteria outlined in this strategy to the specific contexts in which they are working and to reflect those priorities in their strategic, operational, and component-level plans and budgets.
<b>Training for all UN Peacekeeping Personnel</b>	PK/G/2010.20	Policy	<i>Registration and request required</i>	This Policy (which superseded the earlier UN Peacekeeping Training Strategy) defines Training in the context of UN peacekeeping, and the roles and responsibilities and inter-relationships of the different entities involved in UN peacekeeping training. It further explains how DPKO and DFS fulfill their responsibilities with regard to decentralized learning or training programmes for UN staff members. The Policy outlines the process by which UN peacekeeping training is identified, prioritized and leads to the development, budgeting, delivery and evaluation of training to meet strategic and mission-level needs and the process by which UN peacekeeping training standards are developed and monitored.
<b>Assessment of Individual Police Officers for Service in United Nations Peacekeeping Operations and Special</b>	PK/G/2011.18	SOP	<i>Registration and request required</i>	This Standard Operating Procedure (SOP) provides instructions on how to assess if individual police officers from United Nations Member States (MS) fulfill the requirements for service in United Nations peacekeeping operations (PKO) or special political missions (SPM). This SOP also provides guidance and assistance to MSs in their pre-selection



Title	Doc. N.	Type	Classification	Main Content
<b>Political Missions</b>				procedures.
<b>Assessment of Operational Capability of Formed Police Units (FPUs) for service in UN Peacekeeping Operations</b>	PK/G/2012.11	SOP	<i>Public</i>	This Standard Operating Procedure (SOP) provides instructions on how to assess formed police units (FPUs) from United Nations Member States (MS) against the requirements of operational capability for service in United Nations peacekeeping operations (PKOs). The SOP also provides guidance and assistance to MS in their pre-selection procedures.
<b>Mobile Training Support Teams</b>		SOP	<i>Public</i>	This Integrated Training Service (ITS) standard operating procedure (SOP) provides standardized instructions for initiating, assembling, deploying and evaluating Mobile Training Teams (MTTs) to Member States and associated peacekeeping training institutions (PKTI) in order to provide direct support to their military and/or police UN peacekeeping pre-deployment training (PDT) programmes.
<b>SOP on Mobile Training Support Teams</b>	PK/G/2009.23	SOP	<i>Public</i>	The SOP Provides transparent and standardized instructions for initiating, organizing and deploying Mobile Training Support Teams (MTST) to Member States and associated peacekeeping training institutions (PKTI) in order to provide direct support to their military and/or police UN peacekeeping pre-deployment training (PDT) programmes.
<b>SOP on Training of Trainers</b>	PK/G/2009.24	SOP	<i>Public</i>	The SOP provides instructions for initiating, organizing and deploying Training of Trainers (ToT) support to Member States and associated

Title	Doc. N.	Type	Classification	Main Content
				peacekeeping training institutions (PKTI).
<b>SOP on Training Recognition</b>	PK/G/2009.22	SOP	<i>Public</i>	The SOP provides transparent and standardized instructions for requesting, reviewing and providing official recognition by DPKO and DFS UN peacekeeping pre-deployment training (PDT) courses conducted by Member States or associated peacekeeping training institutions.

### III. Training materials on law enforcement capacity building related issues in Peacekeeping

Title	Doc. N.	Type	Classification	Content
<b>Core Pre-Deployment training materials</b>	<a href="http://hdl.handle.net/11176/89573">http://hdl.handle.net/11176/89573</a>	Training guide	<i>Public</i>	The Core Pre-deployment Training Materials represent the essential knowledge required by all peacekeeping personnel – military, police or civilian – to function effectively in a United Nations (UN) peacekeeping operation. The materials should be used as the core resource for any UN pre-deployment training course
<b>Human rights and law enforcement : a trainer's guide on human rights for the police</b>	ST/HR/P/PT/5/Add.2	Training Materials	<i>Public</i>	OHCHR-prepared trainer's guide for a course on human rights for the police.
<b>Mentoring and</b>	<a href="http://hdl.h">http://hdl.h</a>	Training	<i>Public</i>	The Mentoring and Advising for OROLSI

Title	Doc. N.	Type	Classification	Content
<b>Advising for OROLSI components- Participant Guide</b>	andle.net/1176/89578	Materials		components training material explores the dynamics of the mentor/mentee relationship, with a focus on the adult learning continuum, cross cultural communication and setting SMART goals for mentoring.
<b>Mentoring and Advising Training for OROLSI Mentors and Advisors- Facilitators Guide</b>	http://hdl.handle.net/1176/89579	Training Materials	<i>Public</i>	The Mentoring and Advising Training for OROLSI Mentors and Advisors- Facilitators Guide is an instructor's manual that helps the facilitator navigate the dynamics of the mentor/mentee relationship, with a focus on the adult learning continuum, cross cultural communication and setting SMART goals for mentoring.
<b>Specialised Training Materials for UN Police Officers</b>	http://hdl.handle.net/1176/387368	Training Materials	<i>Public</i>	The aim of this package is to generally prepare the participants for duties in a peacekeeping operation so that they can: Fulfill police aspects of UN peacekeeping mandates; Perform their police functions in an effective, professional and integrated manner; and Demonstrate the core values and competencies of the United Nations.
<b>Specialised Training Materials on Child Protection for Peacekeepers</b>	http://hdl.handle.net/1176/89585	Training Materials	<i>Public</i>	These training modules aim at introducing child protection concepts and providing child protection mission-specific tactical situations for discussion amongst military and police contingent leaders and staff. The materials intend to promote a better understanding of the missions' child protection mandate, actors in the mission and outside of the mission who contribute to the protection of children, and actors integral to the coordination of

Title	Doc. N.	Type	Classification	Content
				child protection
<b>Specialised Training Materials on Protection of Civilians and Prevention and Response to conflict-related Sexual Violence - Operational Level</b>	<a href="http://hdl.handle.net/1176/89574">http://hdl.handle.net/1176/89574</a>	Training Materials	<i>Public</i>	<p>The pre-deployment training modules on POC and conflict related sexual violence are designed to improve the overall coherence and effectiveness of POC activities by:</p> <ul style="list-style-type: none"> <li>- Establishing a common understanding of what “protection” means in the context of UN peacekeeping, as distinct from other, non-peacekeeping protection functions and actors;</li> <li>- Clarifying UN institutional standards and expectations with regards to protection planning and the execution of protection activities;</li> <li>- Clarifying the different roles and responsibilities of all protection actors – civilian, police and military – within a UN peacekeeping operation, and how the work of each actor relates and contributes to the overarching POC objectives;</li> <li>- Supporting more effective protection planning by improving awareness of protection threats and civilian vulnerabilities, and by giving peacekeepers explanations of what has worked, and what has not.</li> <li>- Providing an understanding of the challenges and dilemmas facing military and civilian decision-makers in the field, as well as best practices aimed at preventing or responding to sexual violence.</li> </ul>
<b>Specialized Training Materials on Conflict Related Sexual Violence</b>	<a href="http://hdl.handle.net/1176/400575">http://hdl.handle.net/1176/400575</a>	Training Materials	<i>Public</i>	<p>Background The use of sexual violence in armed conflict and post-conflict situations is one of the worst global protection challenges due to its scale, prevalence and profound impact. The widespread use of sexual violence in conflicts such as in</p>

Title	Doc. N.	Type	Classification	Content
				<p>Rwanda, the Former Yugoslavia, and Sierra Leone led to the adoption of Security Council Resolution 1820 in 2008. The Council recognised that the deliberate use of sexual violence as a tactic of war exacerbates situations of armed conflict, impeding peace and reconciliation. Subsequent resolutions, 1888, 1960, 2106 and 2242 established the Conflict-related sexual violence (CRSV) framework to combat the use of CRSV through prevention, coordinated response, and accountability within the broader framework of Women, Peace and Security. The UN Security Council has specifically mandated UN peacekeeping operations, (e.g. MINUSCA, MINUSMA, MONUSCO, UNAMID, UNMISS and UNOCI) to address CRSV. Along with other mission substantive entities, the UN military component is responsible to proactively prevent, deter perpetrators, protect civilians, especially women and children, and neutralise potential, impending and on-going CRSV threats. To facilitate peacekeepers in carrying out these mandated tasks, the UN-CRSV Specialized Training Materials (STM) package have been developed. These materials familiarise peacekeepers with the concept of CRSV, clarify roles and responsibilities, and equip them with tools to proactively address CRSV in their operational environment.</p>
<b>Tactical Level Mission-Specific Training Modules on Protection</b>	<a href="http://hdl.handle.net/11176/89575">http://hdl.handle.net/11176/89575</a>	Training Materials	<i>Public</i>	The training modules aim at introducing protection of civilian concepts and providing POC mission-specific tactical situations for discussion of military and police contingents leaders and staff. The materials intend to promote a better understanding

Title	Doc. N.	Type	Classification	Content
<b>of Civilians</b>				of the mission POC strategy, protection structures and mechanisms as well as of situations that military and police commanders and staff shall understand in order to facilitate future deployment
<b>UN Pre-deployment Training Standards for Police Officers</b>	<a href="http://hdl.handle.net/1176/89588">http://hdl.handle.net/1176/89588</a>	Training Materials	<i>Public</i>	The aim of the UN Peacekeeping training Standards for Police Officers is to support pre-deployment training of police officers going to serve in UN peacekeeping operations.
<b>United Nations Police Gender Toolkit</b>	<a href="http://hdl.handle.net/1176/387374">http://hdl.handle.net/1176/387374</a>	Training Materials	<i>Public</i>	The United Nations Police Gender Toolkit is a training package of best practices for mainstreaming gender into police activities in peacekeeping operations. The package consists of three modules. Module one is on capacity building of UNPOL officers on gender mainstreaming. Module two is on capacity building of the host State police on promoting gender equality. Module three is on capacity building of the host State police on preventing and investigating sexual and gender-based violence. The Gender Toolkit package is available as a comprehensive handbook and an accompanying Compendium of Project Tools; an instructor's manual for in-person training-of-trainers courses; and an online e-learning course. If you are interested in enrolling in the online e-learning course, please contact Mr. Stefan Schwarz at <a href="mailto:schwarz1@un.org">schwarz1@un.org</a> . or Ms. Lea Biason at <a href="mailto:biason@un.org">biason@un.org</a> .

## HANDBOOKS & GUIDEBOOKS

Title	Doc. N.	Type	Classification	Main Content
<b>I. CSDP-related handbooks</b>				
<b>CSDP Handbook - The Common Security and Defence Policy of the European Union, Second Edition 2012</b>	BMLVS R 11-0465, Vienna, Austria, 2012	Handbook	<i>Public</i>	Offers a brief overview of CFSP/CSDP, specifically the state of affairs, structures and policies. The main aspects described relates to: <ul style="list-style-type: none"> <li>• The development of CFSP and CSDP.</li> <li>• The European Security Strategy (ESS).</li> <li>• Roles and responsibilities of the external action of the EU.</li> <li>• Decision making, command and control, financing of CSDPmissions and operations.</li> <li>• Civil-military cooperation / comprehensive approach.</li> <li>• Cooperation with Third States and International Organisations.</li> <li>• Training and education in the field of CSDP.</li> <li>• Future perspectives of CSDP.</li> </ul>
<b>(CSDP) Missions and Operations</b>	BMLVS 15-9999 Vienna/Austria, 2015	Handbook	<i>Public</i>	Handbook focused on all aspects related to the creation, deployment and mandate's execution of CSDP Missions and operations.
<b>In Control – A practical guide for Civilian Experts working in Crisis Management Missions</b>	2016 3rd edition	Handbook	<i>Public</i>	Serves as an introduction to the nature of the work in peace operations and crisis management missions, but not to provide strategic or policy guidance. It provides field personnel who are being deployed in a mission with practical information, which will be useful for daily work.

Title	Doc. N.	Type	Classification	Main Content
<b>II. OSCE police capacity building resources</b>				
<b>Good Practices in Basic Police Training – Curricula Aspects</b>	SPMU Publication Series Vol.5	Good practices	<i>Public</i>	This guide provides police educators with a core curriculum for basic police training for recruits aiming to become uniformed police personnel in democratic societies. Drawn from best practices across the OSCE region, the Basic Police Training – Curricula Aspects guide outlines the core components of a basic police training programme, to be used to compare with national basic police training models and improve them.
<b>Good Practices in Building Police-Public Partnerships by the Senior Police Adviser to the OSCE Secretary General</b>	SPMU Publication Series Vol.4	Good practices	<i>Public</i>	The aim of “Good Practices in Building Police-Public Partnerships” is draw together the common basic principles and characteristics of current concepts of community policing applied in the OSCE area and to reflect basic questions of what community policing is and what it is not. This book builds on the “Guidebook on Democratic Policing” and further illustrates the aspects of community policing, touched on in it. This is the Volume 4 in the OSCE Publication Series.
<b>Guidebook "Preventing Terrorism and Countering Violent Extremism and Radicalization that Lead to Terrorism: A Community-Policing Approach"</b>	ISBN 978–92–9235–023–9	Guidebook	<i>Public</i>	The guidebook provides practical guidance for policy makers and senior police professionals on the key issues that can impact the success or failure of community-policing approaches in fighting terrorism. It can also serve as a useful resource for members of civil society with an interest in these issues, in particular community leaders. The guidebook covers key concepts and provides guidance on specific issues, such as



Title	Doc. N.	Type	Classification	Main Content
				transparency and accountability of police operations; tasking and training for community police officers; communicating to and exchanging information with the public; engaging with communities; inter-agency co-ordination; and evaluation.
<b>Guidebook on Democratic Policing by the Senior Police Adviser to the OSCE Secretary General</b>	ISBN 978-92-9235-023-9	Guidebook	<i>Public</i>	The guidebook provides practical guidance for policy makers and senior police professionals on the key issues that can impact the success or failure of community-policing approaches in fighting terrorism. It can also serve as a useful resource for members of civil society with an interest in these issues, in particular community leaders. The guidebook covers key concepts and provides guidance on specific issues, such as transparency and accountability of police operations; tasking and training for community police officers; communicating to and exchanging information with the public; engaging with communities
<b>Implementation of Police-Related Programmes – Lessons Learned in South-Eastern Europe</b>	SPMU Publication Series Vol. 7	Lessons learned	<i>Public</i>	This lessons learned report describes and compares the challenges the Law Enforcement Departments (LEDs) of the OSCE field operations faced when they implemented their mandates. Furthermore, the report compiles and compares the strategies and practices the LEDs applied to cope with the challenges. This is the Volume 7 in the SPMU Publication Series.
<b>Integrating a gender approach into police-public partnerships</b>		Factsheet	<i>Public</i>	This fact sheet, published by the Gender Section of the OSCE Secretariat, shows linkages between police-public partnerships and gender considerations. It aims at providing OSCE police

Title	Doc. N.	Type	Classification	Main Content
				advisers, their implementing partners and other relevant staff with an introduction to the basic knowledge of mainstreaming gender in community policing.
<b>OSCE Resource Police Training Guide: Trafficking in Human Beings</b>	TNTD/SPM U Publication Series Vol. 12	Guidebook	<i>Public</i>	This guide provides police educators with a core curriculum for basic police training for recruits aiming to become uniformed police personnel in democratic societies. This is the Volume 5 in the OSCE Publication Series.
<b>Police Reform within the Framework of Criminal Justice System Reform</b>	TNTD/SPM U Publication Series Vol. 11	Guidebook	<i>Public</i>	This Guidebook identifies the interfaces in the criminal justice process among the various institutions of the CJS and between them and other relevant governmental agencies as well as non-governmental security and justice providers and civil society. It elaborates on a number of good practices in addressing these interfaces in practical reform steps and identifies options for enhancing international co-operation in following a holistic CJS reform (CJSR) approach.
<b>Recommendations on Policing in Multi-Ethnic Societies</b>		Guidebook	<i>Public</i>	Recommendations to encourage and facilitate the adoption by States of specific measures to alleviate tensions relating to national minorities. The document aims to provide States with some practical guidance in developing policies and law in accordance with international norms and standards, and based on international experience and best practice which can balance and meet the needs and interests of all sectors of the population, including those of persons belonging to national minorities. The Recommendations need to be implemented in a way which is sensitive to the specific situation in each State – including such factors as the ongoing police

Title	Doc. N.	Type	Classification	Main Content
				reform process and the actual situation on the ground. The Recommendations are divided into six sub-headings which group the twenty-three individual recommendations under general principles; recruitment and representation; training and professional support; engaging with ethnic communities; operational practices; and the prevention and management of conflict.
<b>Reforming the Police Abroad, by Frank Harris (2016)</b>		Book	<i>Public</i>	This book has been written to assist practitioners of police reform abroad. The term 'police reform' means that process whereby a police organization goes through a significant transformation from a largely non-democratic state to one in which it embraces the values of a modern democracy.
<b>Self-assessment tool for nations to increase preparedness for cross-border implications of crises</b>	TNTD/BU (2013)	Guidebook	<i>Public</i>	This self-assessment guide, drafted by the OSCE Secretariat Transnational Threats Department's Borders Unit, is aimed for national agencies of, in the first place, OSCE Participating States and Partners for Co-operation who would deal with cross-border movements following a crisis.
<b>The role of capacity-building in police reform</b>	2005 OSCE Mission in Kosovo – Department of Police Education and Development	Book	<i>Public</i>	This book is about the nature of police capacity-building and its specific role in support of the process of reform in police organizations in transition states, particularly those in a post-conflict period. It is written by a practitioner and is primarily intended for practitioners (capacity-building specialists) and the international organizations and states that fund or provide the practitioners. It is hoped that the beneficiaries themselves, the police organizations undergoing a reform process, might also benefit from the ideas and experiences contained in this book.

Title	Doc. N.	Type	Classification	Main Content
<b>Training Manual on Police Integrity</b>	ISBN: 978-92-9222-400-4	Training Manual	<i>Public</i>	The Training Manual on Police Integrity aims to assist ministries of interior, police services and training institutions in developing their capacities to deliver integrity training to their staff. It also provides guidance on how to build and sustain organizational integrity through effective planning and management of human resources and reform processes.
<b>III. Council of Europe Law Enforcement capacity building resources</b>				
<b>Prevention And Conflict Management Training</b>	2015	Training Manual	<i>Public</i>	The Manual contains training programme for ten sessions and offers practical strategies for solving inter-personal conflicts at work in the penitentiary and juvenile institutions. This Manual aims to contribute to changing the attitudes and behaviour of the individuals and to reduce the conflicts in the institutions. The Programme is intended for employees in different sectors, mainly the Rehabilitation Sector and the Prison Police. The drafting of this manual was part of the activities of the 2009 IPA Project "Capacity Building of the Law Enforcement Agencies for Appropriate Treatment of Detained and Sentenced Persons" implemented by Council of Europe.