

GUIDEBOOK

CONFLICT SENSITIVE JOURNALISM for Yemeni Journalists

Studies & Economic Media
Center **2017** (SEMC)

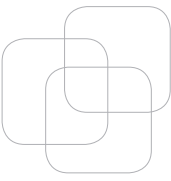
FOR YEMENI JOURNALISTS



CONFLICT SENSITIVE JOURNALISM
A GUIDE FOR YEMENI JOURNALISTS

Studies & Economic Media Center [SEMC] 2017





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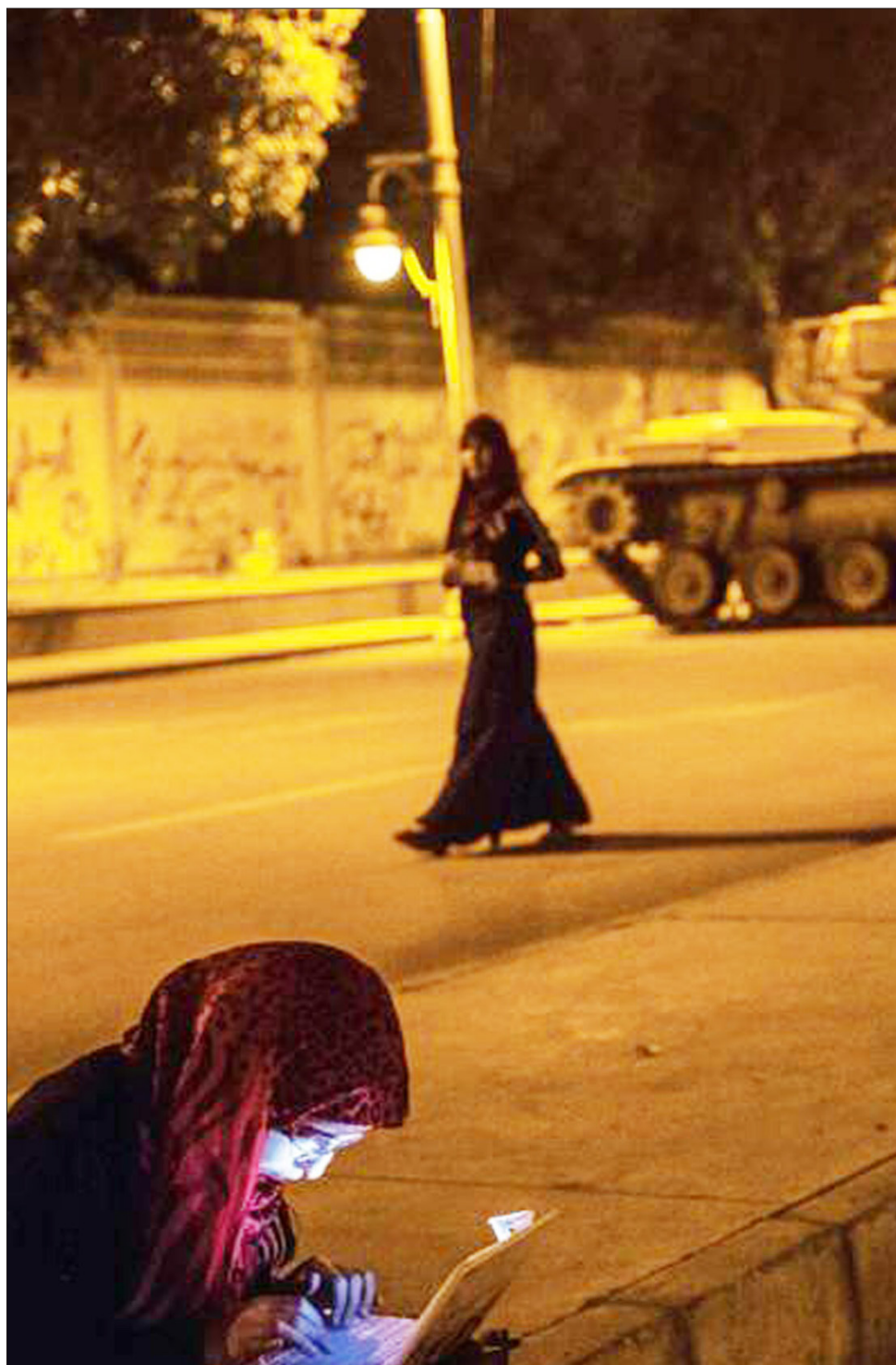
2017





CONFLICT SENSITIVE JOURNALISM
A GUIDE FOR YEMENI JOURNALISTS

Studies & Economic Media Center (SEMC) 2017





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Objectives

- Providing journalists with the necessary skills and information for understanding various cases of conflicts and reflecting on social structures that could turn disputes into violence.
- Understanding various patterns of conflict resolution and reflecting on the practical elements, such as demands, needs, and common interests.
- Grasping the primary role of objectivity and maintaining truthfulness in conflict reporting.
- Identifying the available opportunities of, and obstacles to comprehensive coverage of conflicts.
- Understanding techniques such as the suitable language of reporting, and formulating a framework for coverage, and avoiding fabrication.
- Acknowledging the specific problems facing journalists during reporting that takes into account the sensitivity of conflicts.



INTRODUCTION

Good coverage of fact-based events is a right of the receptive public, in addition to being the cornerstone of conflict reporting , which is also called « conflict-sensitive journalism».

Conflict-sensitive journalism is far from being exciting. It tends to shy away from scoops that ignore truth, coming closer to, or rather complying with the standards of professional journalism, let alone groping for the effects of conflict, questing for its root causes and attempting to positively influence the parties involved. Thus, it is based on knowledge ,analysis and professional reporting of facts , where man, his agonies, and his aspirations for peaceful life, figure prominently.

If news reporting under normal circumstances is a tough job, it grows much more so in the case of the communities plagued by armed conflicts, where the truth is largely overshadowed by a torrent of rumors, with both journalism and journalists experiencing sharp divisions, hardship and serious daily violations.

This book, the first of its kind ever in Yemen, serves as a guide for Yemeni media professionals as well as a highly significant document that will go a long way in boosting their reporting skills in such a way that meets the standards of conflict sensitive journalism.

It is also a compendium on a number of workshops SEMC had conducted across Yemeni governorates over the past couple of years. Therefore, it will feature local expertise, including that of the manual's author, while drawing on evidence and supporting documents from international centers, institutes, organizations and think-tanks.





We have tried hard to turn it into a compendium meeting the needs of journalists during their reporting of conflicts, and to gradually present information from beginning to end, starting from the stage of information gathering and ending with the publication or broadcasting of news, in addition to providing journalists and cameramen with a set of professional safety instructions, ways and means of dealing with shocking, painful and emergency situations.

I am very grateful to our partners at IREX , who support this program, also to our partners at IMS, who authorized us to Yemenize and make best use of the manual. My profound thanks go to the manual author , all colleagues on the project team, and all those who helped us bring this write-up to light.



Mustafa Nasr
Chairman, SEMC

www.economicmedia.org



IREX Foreword

Amman, August 2017

The International Research & Exchanges Board, IREX, is proud to support the Studies & Economic Media Center as it continues its mission to advance free independent media and improve the quality of news and information in Yemen. We're particularly proud to support this conflict-sensitive journalism project at this very difficult time for the country and its media sector. It is at times like these, when propaganda, hate speech and media polarization are so pervasive that they threaten to become a new, accepted, 'normal', that conflict-sensitive journalism is all the more essential to help restore confidence and hope.

IREX has long been assisting journalists in conflict and post-conflict countries in recognizing the complexities of each conflict, understanding their potential to either escalate or de-escalate tensions, mitigating the many physical, legal, political and other risks, and producing the objective, accurate and professional news that is key to reconciliation and peace-building efforts. Currently, IREX's Securing Access to Free Expression (SAFE) Initiative provides integrated safety trainings for journalists and media outlets, addressing safety through the lenses of digital identity, physical awareness, and psychosocial care for at-risk media practitioners in Latin America, Africa and Eurasia. In Ukraine, IREX's "Learn to Discern" program has helped thousands of community leaders and citizens build resilience to propaganda and misinformation.

In Yemen, SEMC is a trusted and professional IREX partner - always high-performing, despite all of the challenges posed by the current operating environment. Determination and dedication have allowed the SEMC team to build the capacity of dozens of media practitioners from across the country after they had long been deprived of any training opportunities, or even simply opportunities to come together and exchange views. Over the past six months, SEMC's training program has helped many Yemeni journalists not only build their knowledge of conflict-sensitive journalism, but also apply their new skills





and realize their role in reconciliation and peace-building.

This conflict-sensitive journalism program builds on the widely-acclaimed work and vibrant legacy of the International Media Support (IMS). True to the values of international cooperation, IMS generously granted SEMC authorization to localize Ross Howard's conflict-sensitive journalism handbook, adapt it to the needs of Yemeni journalists, and insert locally relevant examples.

This publication crowns an intensive conflict-sensitive journalism program implemented by SEMC across various governorates, provides a user-friendly tool to advance both media professionalism and peace-building efforts in Yemen, and bears testimony to how, with determination and generosity, international and local partners can offer much-needed and best value efficiently, without reinventing the wheel.

We have much to thank all of our project partners for, especially SEMC for their leadership, team, trainers and consultants. Heartfelt appreciation also goes to the participating media outlets and journalists, who chose to leverage their common values and principles as professionals, beyond individual editorial lines and politics, and put their communities' best interest first.



Francesca Ciriaci-Sawalha
IREX Program/Country Director

www.irex.org





POWER OF JOURNALISM

« Journalism enjoys massive power, if power is
defined based on its influence on others »

► *Deborah Potter CEO of Newslab*

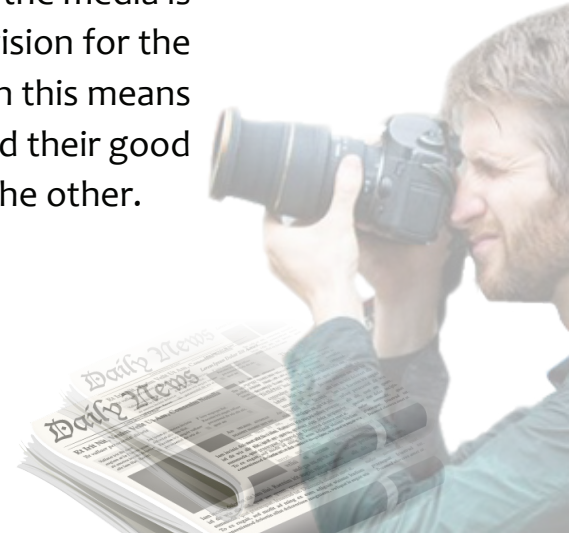


The power of journalism is the power to form opinions in such a way that drives a move towards the desired direction. But if you just ask «desired by whom», then this is just another story that will find in this manual.

A newspaper gets released, with its editorial or any last-page column causing the dismissal of a governor found involved in corruption; a TV investigation succeeds in prompting parliament to enact or amend an unjust law, regardless of how powerful the groups defending it were. Isn't it nice that the people can count on such power of journalism? And now, let's consider the matter from another angle.

Journalists focus on an official accused of corruption only to see him getting re-elected with a higher percentage of votes than ever before. A TV show features a story on the poor services rendered at some facility, but no action is taken by authorities to rectify the irregularity. Isn't it disappointing when reporting fails to create the adequate interest to solve social or political problems?

Perhaps, the reasons behind the existing confusion over the power of journalism include a persisting superficial view of news. Something might happen just after a specific news is broken; then it is said that this was caused by the breaking of the same news, while in fact, the issue is compounded. This is simply because the media is widely perceived as a mirror for society rather than a vision for the future. If the media was able to predict something, then this means that its record of events is truthful on the one hand, and their good reading of the direction in which society is moving on the other.



Freedom of media

When people in any country exercise the freedom of opinion enshrined in Article 19 of the International Convention on Human Rights, this serves as an indicator for media freedom. Whenever freedom of expression and reliable journalism exist, citizens are able to form well-informed opinions on all issues related to their lives- a key pillar of democracy.

Who is a journalist?

In the ideal world, trained journalists working for traditional media follow ethical rules of integrity, balance, accuracy, and independent practice. Truthfulness, which serves as the highest standards for professional journalists, tops the list of professional ethics. In addition to dedication to produce news based on truth and accuracy, journalists also try to maintain impartiality towards the themes of the events they write about. The common definition of journalism is "an independent practice of collecting, editing and disseminating information." The aim is to serve the community, with journalists being loyal to the audience. Many newsrooms are committed to ethical guidelines for team behavior.

The role of the journalist

With the development of technology, it is possible for anyone with a computer or a smart phone to publish information on a large scale, just like the largest press organizations. However, a well-designed news web site- no matter how well written its content and how frequently updated - is not necessarily a reliable source of news. This means that the role of a journalist is now more important than ever, as we now live in a complex world with an abundant flow of information. Indeed, the ever-growing flow of information weakens the truth.





News Supplier

Journalists around the world share a common curiosity and perseverance. They want to know why something has happened, and are reluctant to give in easily to those who refuse to disclose information. Nor are they afraid of those who have power and influence. They are instead extremely keen to do their own job in full.

Journalistic work involves difficulties and complications. As Phillip Graham, the late chairman of the Washington Post, once said, a journalist assumes the “inescapably impossible task of providing a first rough draft of history that will never really be completed about a world we can never really understand.”.

Today, journalists have more tools to market their products than ever - from small community newspapers to global news TV channels, news websites, social networking and more.

Traditional media: Print , radio, and TV

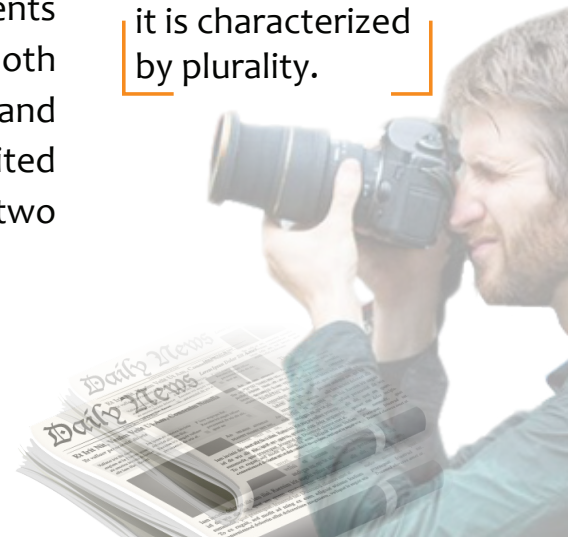
In some way, it is possible to say that print media can provide fairly broad coverage compared to radio. It also presents events with words enhanced by images, and identifies both people and events through news arts, captions, charts and illustrations. Yet, print media face constraints of limited space and custom limitations, can release only one or two issues per day and carries only static images.

Reliable Journalism & Democracy

Reliable journalism is marked by accuracy, balance and responsibility. But this requires prior guarantees such as :

- Independence
- Freedom from official interference
- Laws supporting media freedom.

Also, reliable media won't be democratic unless it is characterized by plurality.



Radio

Radio is one of the most widely used news sources in the world and has the advantage of timeliness and easy delivery of news. Radio journalists can broadcast news on the air as quickly as they happen, and anyone with a battery-powered radio set can listen to news almost anywhere, anytime.

Radio journalists provide news through audio clips as well as words. Thus, listeners feel they have already experienced part of what the event really was. As news is broadcast several times a day, it is updated frequently. Unlike newspapers that provide in-depth and elaborate news reports, most radio stations set aside only a limited amount of airtime to broadcast news that ultimately tends to be a brief summary of the most important news.

“The ability to grasp the big truths – with the humility to let them go again when the facts don’t fit.”. Says Kevin Marsh of BBC Radio 4 .

Television

Television broadcast stands out for showing and informing viewers about what is happening on the ground through the use of both audio and video, so television able to convey feelings and share events with viewers little more than print and radio.

Technology advances have made available smaller cameras, multiple digital editing programs and mobile connections, thus enabling television stations to broadcast news as fast as radio stations. However, TV dependence on images may be an obstacle in certain cases, where television news broadcasts, for example,





avoid covering complex news because it is visually unattractive.

New media

The above-mentioned differences between the old media- print, radio and television, to some extent amount to what can be described as the boundary between one medium and another. With the emergence of the internet, however, the boundaries between the traditional classifications of print media, TV and radio have gradually begun to both overlap and fade away.

Every traditional media today is keen to boost its strengths and address weaknesses. In most countries, daily newspapers employ the largest number of staff and offer deeper and broader topics than audio-visual media. Many newspapers have begun to overcome the limitations imposed by traditional custom by publishing a single issue a day and creating their own web sites. But they only reach an educated and well-off audience - people who can read and have enough money to buy a newspaper, or can use a computer or smart phone to read the newspaper online.

In general, news organizations today provide news through a series of media. As the Internet is an expandable medium, the news transmitted through it is not necessarily subject to the same space and time constraints imposed on other media – print, TV and radio - which prompted traditional media to modernize by incorporating new media, establishing their own websites and opening their own pages on social media.

Online news sites provide more information and keep them available for longer. They can also allow users to search for news



that interests them most.

Because all is moving in the same direction, news websites affiliated with newspapers, radio and television stations have been very similar. They show their news in pictures, many offer continuous and streaming videos in support of news, and many others upload full news bulletins on their websites. They may also provide a version of what is known now as «Bulk Bulletin» (podcast) and publish their files on the Internet so that subscribers can download them on a computer or a mobile media recorder for use at a later time. But some news sites are offering the public multiple options, such as reading the text of news yourself or listening to the writer of the news while reading it with his/her own voice. Some news organizations also create their own websites and blogs that allow journalists to write on-line notes about the news they are covering or decisions made at the editorial office.

This growing development in the news world has revealed to journalists their need for additional skills to perform the work expected of them. Journalists are increasingly expected to take photographs for use on the Internet, interview sources and prepare multi-media news reports for publication on the newspaper's website.

Editors are also required to publish news on the Internet, in addition to reviewing journalists' news and writing news headlines. Photographers may also have to shoot videos, and take additional photos for the online edition; they may have to write text to explain their photos.

Many news organizations provide training for journalists who play





new roles in the news section. Some journalism professors now offer what they call a «complex curriculum» to help students learn the many skills they may need in the future.

Despite all these changes in the media sector, one thing has not changed, at least for now: The essence of good journalism. In their book «Principles of Journalism», Bill Kufac and Tom Rosenstein considered « what journalists should know and people should expect.»

Press values

Accuracy: cross-checking information , names, numbers and places.

For example, when you are told that an incident occurred in Qalua'a, you are not expected to act as a number of media people did during a training workshop in Aden, where everyone assumed that Qalua'a was the more famous area in Aden neighborhood of Mua'ala , while the event in fact had taken place in a small area in the district of Brega. So, you shouldn't make assumptions, but rather verify and cross-check any information you get on a given event.

When it comes to accuracy, we should not classify good journalism as just scoops; it rather means getting the news right. Wrong news is not a scoop, it only causes embarrassment and jeopardizes the credibility of the media.

Fair play and Integrity: Protecting the public and individuals involved in the media material.

Here, it should be noted that fairness is not only a moral imperative, but also a professional one.



journalism principles

- Journalism's first obligation is to the truth.
- Its first loyalty is to citizens.
- Its essence is a discipline of verification.
- Its practitioners must maintain independence from those they cover.

Integrity

What you consider as clear may not necessarily be so. At the same time, a good journalist should not assume that the audience has a prior idea of the subject of coverage. Instead, a professional journalist presents the full picture away from the bias and deception that are usually strongly present during conflicts.» «See Appendix 1 for more»

Neutrality: The journalist / media stands at an equal distance from all parties to the event (this is applicable to news coverage rather than opinion pieces).

These values and standards distinguish the press from all kinds of communication and exchange of views. Adherence to these values and standards is of course not easy. Journalists face pressure to compromise on these values and standards almost every day. But, taking such values into account is the best way to ensure that the press is able to perform its basic function: providing citizens with the information they need to make decisions about their lives.

Neutrality and integrity

The concept of Neutralism in the press had evolved almost a century ago as a reaction to news coverage that aims to an excitement driven by personal passions and opinions, a method of coverage that was common in most newspapers of those days.

Use the term « Neutrality » to describe a journalistic approach





or style. It indicates that journalists seek to present news in a way that does not reflect their own bias or that of their organization. Over time, Neutrality has become a feature required of journalists themselves. The executive editor of the Washington Post, Lennard Downey, took this concept so seriously that he refused to be registered to vote. However, many journalists now acknowledge that total Neutrality is impossible.

Neutrality or balance

Journalists are as only humans as others, interested in their work and their opinions. The claim that they are entirely objective suggests that they do not have values. Instead, journalists agreed that they should be aware of their personal views so that they could control them and limit their impact on what they write. The public should not be able to know the journalist's opinion through his news report. By using an objective and scientific approach to information verification, journalists can submit news reports that do not reflect their personal views. In other words, the news report must be honest and impartial.

Good journalists consistently seek to be honest and fair in their coverage by not reporting one-sided news stories; they also seek to know opposing opinions, presenting them without prejudice to either side.

Good journalists do not just check the facts but seek to know and present divergent views in cases where the facts are controversial. However, fairness and integrity do not mean

journalism principles

- It must serve as an independent monitor of power.
- It must provide a forum for public criticism.
- It must strive to make the significant interesting and relevant.
- News must be kept comprehensive and objective.
- Its practitioners must be allowed to exercise their



balance.

Balance suggests that there are only two sides to any news, which is rare, and that they should be given equal importance in coverage. Journalists who seek this kind of artificial balance in their press reports may produce coverage that is fundamentally lacking accuracy. For example, an overwhelming majority of independent economists may agree on the results of a particular spending policy, while a few others have a different opinion that has proved wrong from past experiences. A news report that gives equal time or space to the views of the two groups will be misleading. The challenge for journalists is to cover all important points of view in a fair manner for those concerned, also that coverage should provide a full and honest picture to the public.

«Integrity and fairness mean, among other things, listening to different views and integrating them into the press,» says journalist and blogger Dan Gilmore







CONFLICT SENSITIVE JOURNALISM

« Professional news reporters do not take responsibility for conflict mitigation but seek to provide accurate and impartial news. But it is often through good news reporting that conflicts are reduced. »

► *Canadian journalist Ross Howard.*



At a time when armed conflicts are intensifying within the Arab region and internal crises are gripping a number of countries in the region, including Yemen, views vary as to the role of news reporting. Some believe that the role of the press should be to provide news coverage with the doctrine of a war correspondent working amid conflicts and wars. Others argue that journalists should cover conflicts from a neutral position just as they do football. But there is another role: peace journalism.

Good journalism enables citizens to form informed opinions and contributes to conflict resolution. This is what journalists from many world countries have done. However, other countries still see journalists work under different laws imposed by governments or parties with particular interests and agendas. Yet, when professional journalists meet to look freely at what they can do, they return to professional standards.

Sensitive Journalism

Sensitive journalism should not be understood as a departure from the rules and values of the press. Conflict sensitive journalism is based on respect for the common values and standards of journalism. It, however, widens the scope of what is known as the humanitarian press, in addition to reaching out to all parties, searching for common ground, bringing viewpoints of conflict parties closer and questing for creative and alternative solutions to the conflict.

According to colleague Marie-Sulay Freire, journalists can cover conflict news with greater confidence and without risking their principles if they understand some aspects of the conflict, such

Sensitive Journalists

- Do not sympathize with one party
- They care about finding solutions
- Looking for new voices and ideas about the conflict
- Shed light on who is trying to resolve the conflict



Sensitive Journalists

- Look closely at all parties
- Tell how other disputes have been resolved
- Choose their words carefully

as why the conflict has turned violent, the underlying causes of the violence, the motives that drive warlords, peacemakers and ordinary citizens, how communities can resolve their conflicts without resorting to violence, identifying who can talk about these issues, and how to cover conflicts without fueling them. One of the factors a journalist should focus on when reporting on conflicts is his disclosure of what can happen, including prospects for peace.

Where do you stand now?

Activists and media professionals deal with conflict in one of two ways:

War / violence oriented activities

- Closure in space, time, parties
- Direct parties, causes and consequences
- Result: win – lose .
- Make wars vague / secret
- Considering that the problem lies with the other side
- stripping them of human qualities.
- Non-reporting of likely violence indicators.
- Focusing only on obvious effects
- Violence (direct violence)

Peace-oriented activities / conflict

- non-closure in space, time,
- Direct parties, causes, and consequences
- Exploring the possibilities of transforming conflict into a win –win.
- Making conflicts transparent
- The problem is characterized by violence / war
- Humanization of all parties
- Warning of potential violence indicators
- Focusing on the effects of invisible violence (Structural and cultural) violence).
- violence).



Perspective change

Ptolemy believed that Earth was the center of the universe, but the world has seen giant leaps after Copernicus changed that perspective.

Old habits will not lead you to anything new ... Why repeat them, then?

The news we convey can be destructive to a society. Therefore, we, as journalists, have to choose. Should we continue to promote violence or focus on efforts to reduce violence? The last option is what the sensitive press adopts.



CONFLICT JOURNALISM IN YEMEN



Since 21 September 2014, Yemen has been experiencing a complex state of armed conflict between an elected authority created by the **February 11** peaceful revolution and a counter-insurgency that tries to impose itself as a de facto authority. The conflict still has many details to it though.

The collapse of the already weak state and the involvement of foreign parties in support of the parties to the conflict have contributed to increasing polarization and complicating the map of the conflict, with many armed factions having become engaged in the conflict. Further, official institutions stopped functioning in much of the country, which contributed to creating other forms of conflict at the local and governorate level, including over resources, political positions and quotas of external support, and conflicts over land, to mention but a few. Perhaps one of the key complications of the conflicts in Yemen is the overlap between the military, ideological, and even financial interests at the expense of the cultural and civil voice.

What's more, the media has become a marketer and even driver of the conflict, as the conflict parties are largely dominating the country's media landscape, with voices of citizens, their daily suffering, constructive views of the new elites and creative solutions provided by young people overshadowed by the traditional forces of conflict. This comes after violent political conflicts that accompanied the Arab Spring revolutions, including the events that coincided with the revolutionary situation in Yemen from 2011--2012.

These political and social conflicts and armed disputes pose



special challenges and risks for journalists. However, the role of the journalist in explaining the true state of affairs becomes extremely important during stages of tension conflict-induced confusion. This role becomes even more important when a conflict develops into an armed one, as is the case in Yemen, Syria, Libya and Iraq.

This situation forces journalists working in such environments to develop a complex mix of professional skills. They are primarily responsible for serving the community interest by presenting information impartially and acting as observers for government activities and the political landscape. Journalists in conflict-torn societies may tend to focus on the physical effects of violence, which is a necessary part of coverage. But, there is still another aspect- which is how conflict affects journalists.

How conflict affects journalists

When conflict intensifies, the media tops the list of targets and assets in the eyes of the contestants , and the media message is at stake. The following points explain four types of impact of the conflict on journalists and media organizations operating in conflict contexts:

1. Parties to the conflict often seek to control the media and media message. For **example**, AnsaruAllah and forces loyal to former President Ali Abdullah Saleh worked, since the onset , moved to close non-affiliated media outfits and arrested a number of journalists affiliated with the other party.
2. Journalists face a barrage of propaganda and political misinformation from all government and opposition political factions. For example, AnsaruAllah and their allies are trying





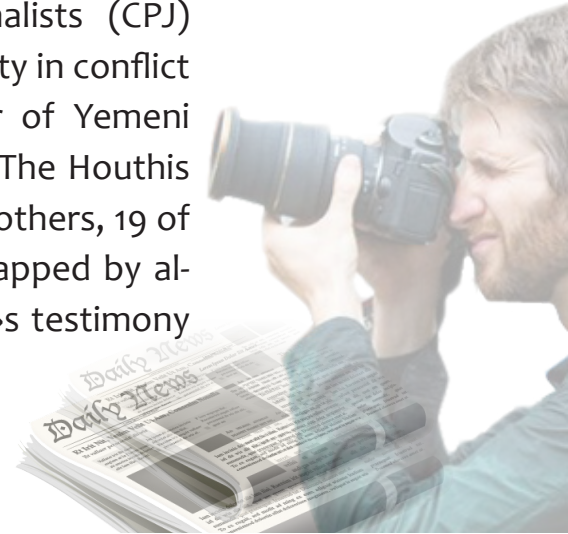
to present the conflict as being between Yemen and the Gulf states. The authority of the elected and internationally recognized president, Abed Rabbo Mansour Hadi, presents the conflict in a different way: that the conflict is caused by the coup staged by the Houthi group and its allies against the legitimate authority. This prompted Hadi's government to enlist the help of the Arab coalition to bring down the coup. At the same time, other voices are talking about a regional conflict between Iran and the Arab Gulf states in Yemen.

3. Information provided by conflicting parties to journalists is often unreliable or based on rumors rather than truth.

For example, after the explosion at the presidential palace in Yemen in June 2011, the anti-ruling party media deliberately circulated the news of President Ali Abdullah Saleh's death and that a new leadership took over power. The president later appeared on television, suffering from wounds but still alive.

4. Journalists face a greater personal risk when covering conflict.

The New York-based Committee to Protect Journalists (CPJ) maintains a long list of media professionals killed on duty in conflict zones across the world. The list includes a number of Yemeni journalists killed during the conflict in different areas. The Houthis and Saleh militias killed 32 journalists and arrested 148 others, 19 of them are in detention, in addition to a journalist kidnapped by al-Qaeda, according to the Yemeni Journalists Syndicate's testimony



presented at the plenary session of the Human Rights Council held in Geneva in June 2016.

With all these difficulties, challenges and risks, fair and objective journalism is a vital source of information and an urgent need for the public during periods of conflict and political upheaval. Thus, it is obvious that conflict-sensitive journalism can play a critical role in terms of providing the most accurate, objective and neutral information. In a sense, journalist can provide information rather than opinions. This results in the public becoming aware of the tragic consequences of the war by obtaining accurate statistics on the impact of the conflict on many segments of society, and knowledge efforts and activities carried out by community initiatives out of the limelight. Which in some ways creates the need for journalists to understand how conflict emerges, and to look for root causes and possible solutions, an issue that would be tackled in the next chapter.





INTRODUCTION TO CONFLICTS

« Social conflict is an interaction between actors (individuals, groups, organizations, etc.) in which at least one actor experiences incompatibilities in thought, concepts, perceptions and/or emotions and/or intentions → with the other actor(s) in such a way that → his implementation of his ideas or wishes is being hindered → by another actor (the other actors). »

► *Austrian conflict expert Friedrich Glasl*



One of the challenges that makes it difficult for Arabic speakers to find a precise definition of conflict is the variety of vocabulary used in their language. For example, the term «dispute» is usually used in political and social contexts, while the word «conflict» is used in the context of acute and violent conflicts, i.e., those under which the parties resort to the use of military force.

Conflicts usually occur between two or more colleagues or friends, as can happen in the family or among people, and involve a large or small number of people. However, conflicts do not always occur between only two parties, sometimes someone can be in conflict with themselves.

Definition of conflict

If conflicts are to be addressed, managed or resolved, it is necessary to craft as a specifically precise definition as possible.

Conflict, in its common sense ,can be defined as:

a situation of conflicting objectives and interests between two or more parties that can be developed and complicated unless properly controlled.

There are many forms of conflict. There may be a conflict between individuals - family disputes. It may occur within groups - conflicts and rivalries, or even between groups - a competition dispute. Moreover, conflicts can take place between states – conflicts of interest.

A conflict is not always negative, there are types of conflict that may be positive. For example, a member of family with common





inheritance can come with a quantity of stones for the purpose of building next to a relative's home despite availability of other empty areas, which triggered a dispute that ultimately ended up in all heirs sharing in the disputed land.

Characteristics of conflict

Conflict is inevitable in life and is in itself neither negative nor positive. However, conflict acquires characterization depending on the way it is managed and the results arising from it. Though dangerous, it may represent an opportunity in some cases as it helps in identifying a problem and finding a solution to it, especially as there are myriad methodologies of conflict resolution.

Intensification of conflict

When parties fail to manage the conflict in its early stages, they may open the door for other new factors to develop into «dynamics» that fuel and complicate the conflict, leading to violence being invoked by some or all parties to the conflict. When the gun is at the top of the scene, the conflict has practically morphed into fighting.

Conflict dynamics

Conflict dynamics are those hot spots and problems that have been added during the conflict and the results emanating from each stage.

Handling conflict

Journalists suffer a lot when it comes to the mechanisms by which to deal with conflict and provide information about hot spots. It is important that journalists have a clear understanding of the conflict



in terms of :

Who are the parties?

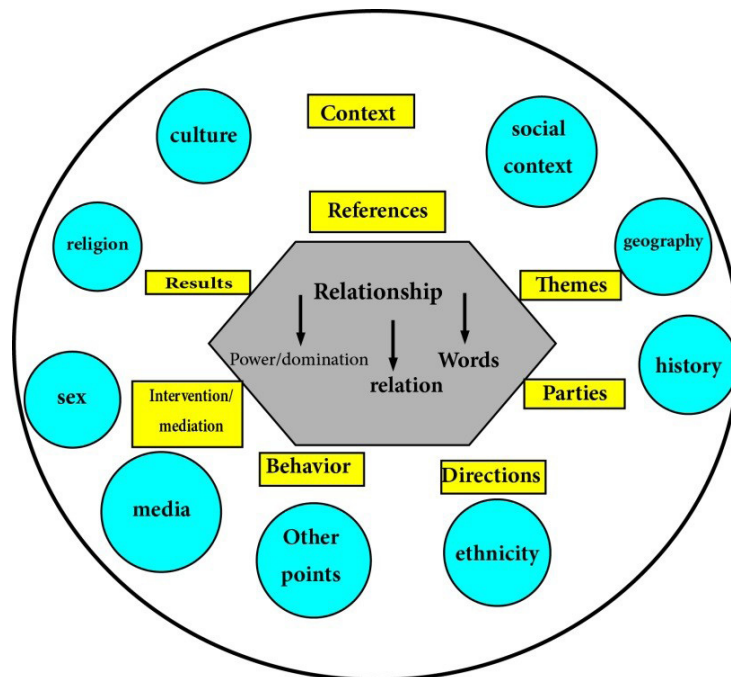
What are their goals and interests?

What are the driving dynamics of conflict?

What are the possible views of the solution?

Conflict Analysis

By analyzing the conflict, we intend to break down the various dimensions and elements of the crisis. In order to achieve this , we can use a number of tools and models, but before that we must know the map of the conflict.





Analyzing and explaining the model

The above model is one of the tools that can be used to facilitate the analysis of different stages of conflict. It indicates that each conflict includes three main elements: context, relationship, and seven factors that are distributed in yellow rectangles.

Context

The political, economic and social context in which the conflict takes place. The contexts that affect the conduct of the conflict are: history, geography, ethnicity, religion, gender, media, etc.

Relationship

Knowledge of the nature of the relationship between persons or groups within which a conflict occurs is vital to determining the type of intervention in this conflict.

Topics of conflict

Conflict topics can be described as the issues on which parties take different positions because of their predetermined objectives.

Example

If the income of a family is enough for only one of two things: to buy a car, which is what the husband wants, or complete the construction of the house, which is what the wife wants. In this case, the source of the conflict is the scarcity of resources, while the subjects of the conflict are the purchase of a car and the completion of the house.



Parties

These can be classified as follows:

Direct parties: those who have a direct interest in the dispute.

Indirect parties: those who have indirect interests in the dispute.

Stakeholders: those with far-reaching interests in conflict.

Directions / Attitudes

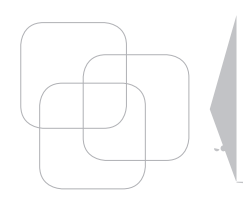
Here we refer to matters relating to the psychological state of individuals, which usually include orientations. The trends and feelings of conflict can be defined as the common set of patterns of expectations, emotional tendencies, perceptions shown by the parties to the conflict .

Behavior

This refers to what one of the parties involved in the dispute does to the other party or parties and is usually accompanied by a set of expectations such as making the opponent adjust or abandon his goals, counter the movements and behavior of the opponent, punish the opponent.

To achieve these expectations, the party will develop a set of strategies such as threat or impose an unacceptable level of costs, «coercion strategy»; or provide alternative benefits, «reward strategy»; or make concessions by abandoning some of the objectives of the conflict, «compromise strategy or compromises».

The use of military force, boycott and economic sanctions, severance





of diplomatic relations, popular protests such as demonstrations, sit-ins and strikes, and the threat of force are also defined as constituting some forms of behavior during conflict.

Sources

Sources refer to causes of conflicts. The following table illustrates some sources and factors that give rise to conflicts:

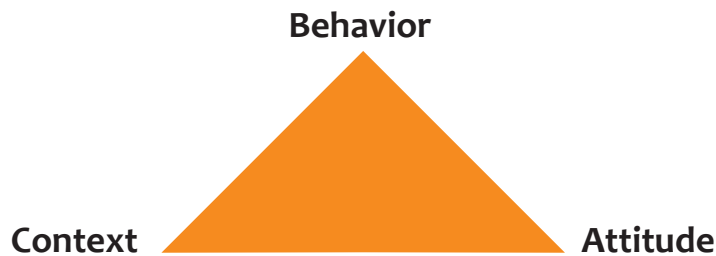
Sources	Reasons
relationship	Overwhelming emotions Misunderstanding or general patterns Poor or miscommunication Recurrent negative behavior
Values	<ul style="list-style-type: none"> • varying thought and behavior assessment standards • Setting goals deemed of paramount importance by person/party • varying lifestyle, faith or religion
Structure	Destructive behavior/interaction patterns -Disproportionate power and influence -disproportionate resource control
Interests	Actual competition for highly significant interests Procedural interests
Data	Dearth of information or disinformation <ul style="list-style-type: none"> • divergent viewpoints as to the importance of matters • different data interpretation
Poverty	Unequal opportunity in terms of access to basic resources, such as food, housing and job
Misunderstanding	Warring factions with misbeliefs or deviant ideologies
Influence	Unequal distribution of political influence in
Accumulation	past accumulated grievances



How to understand the nature of conflict?

Conflict experts provide several models for analyzing and understanding the components and history of conflict. We shall explain the most significant models as follows:

The conflict triangle



Conflict, according to Austrian Friedrich Gerlas, includes three basic elements- behavior, context, attitude.

Behavior: The first thing we notice when the conflict explodes is dispute, harsh words, shouting, insults, withdrawal , which may amount to the use of violence.

Context / Contradiction: This relates to the objectives of the conflicting (or contradictory) parties at the beginning of the conflict, including the interests of the parties, their objectives, their needs and so on.

Attitude : a set of feelings, such as fear, distrust, etc ...

The conflict triangle model focuses on the various elements of conflict but does not shed light on the conflict's background and history.



Example

A fight broke out between two students during break in the courtyard of a private school. A teacher intervened and moved one of them away from the other; the teacher also decided to punish them by asking both to write a reflection on the right behavior of students during break. According to the triangle of conflict, behavior is the state of quarrel between the two students on the one hand and the intervention of the teacher on the other. Attitude is the teacher's perception that the imposition of punishment is the best or most effective way to address the situation. The context is the background of the conflict. The teacher may not want to take it into account because it is, for example, related to the structure or Management, such as narrow space and/or lack of recreational facilities in the school.

While the conflict triangle focuses on the importance of understanding the different elements of conflict, the other two models – the snowball model and the tree model - show the need to pay attention to the roots and history of the conflict. To understand how the two models work, we shall analyze another dispute story.



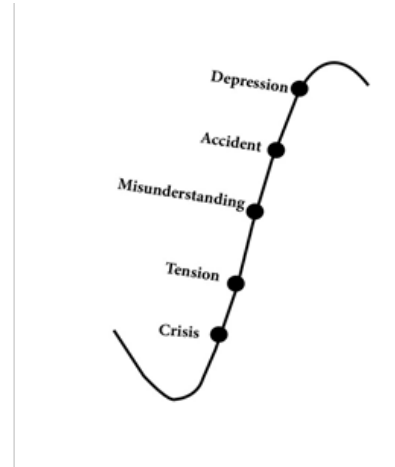
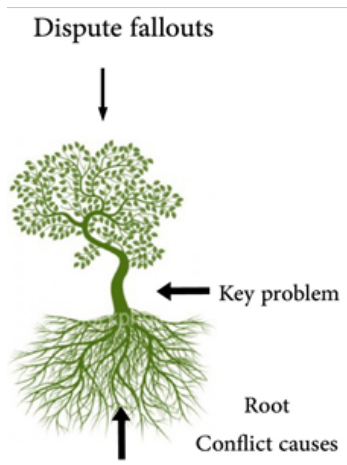
Story

One day the teacher asked Lamia to read aloud in English, and Hana began to laugh at and make fun of her. Turning an angry face, Lamia responded «shut up». Maybe nothing has happened so far, but the situation does not seem healthy.

Lamia gets along with her other classmates, but she is annoyed by Hana's patronizing attitude. She also notices that Hana always seeks to impose her opinions and desires on others. An incident took place during break a while back where Hana insisted on playing a certain game. Lamia found that behavior unacceptable and felt angry. The incident was simple, but both felt resentful and uneasy. Both were still thinking about the details of the incident. Hana did not understand the reason for Lamia's anger. Lamia thought that Hana was too bossy. Misunderstandings continued. Then tension began to rise. The relationship became more intense and the feelings of fear and constant anxiety grew, leading to the explosion at the beginning of the story.

According to the Snowball model, the story shows that the crisis -the screaming in the classroom- came as a result of previous accumulations: The conflict between the two girls has roots and a history of accumulated events, as also reflected in the tree model.





In sum, the two models tell us that conflicts occur as a result of an accumulation of various reasons.





CONFLICT SENSITIVE JOURNALISM
A GUIDE FOR YEMENI JOURNALISTS

Studies & Economic Media Center [SEMC] 2017

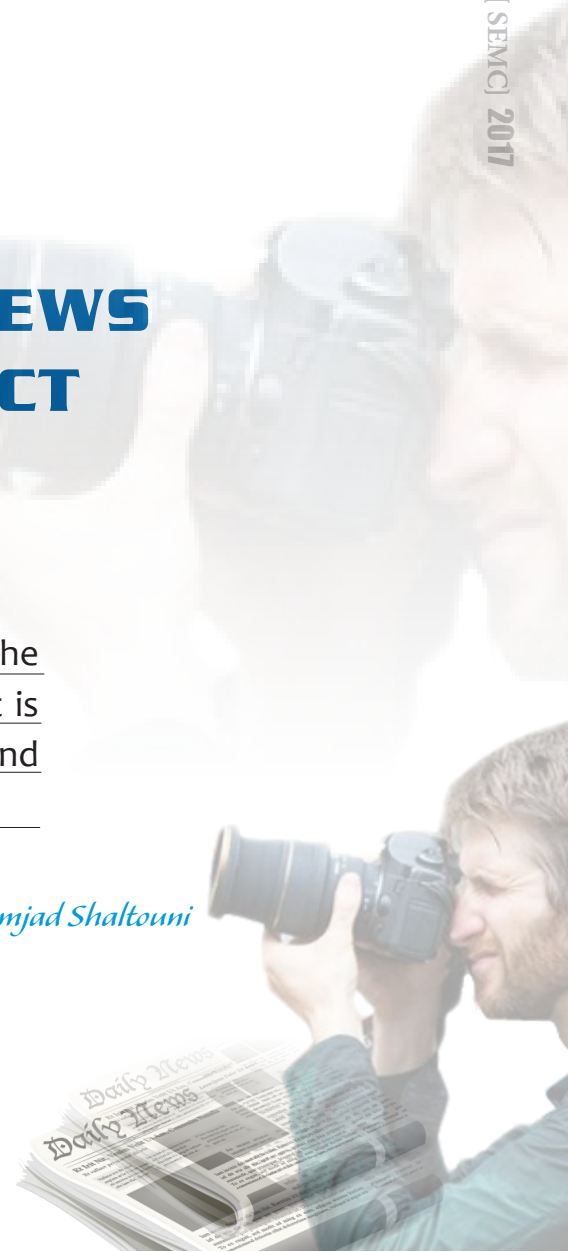




FUNDAMENTALS OF NEWS COVERAGE **IN CONFLICT** **ZONES**

«When it comes to news credibility, one of the most important rules for the editor is that it is better to be second and truthful than first and wrong.»

► *Tunisian journalist Amjad Shaltouni*



News coverage is a process that requires a lot of effort and perseverance. Correspondents see the events themselves, but they get details from others - those who live the event directly and we call «sources or experts» on the subject covered. Journalists also scrutinize and promote information through sources such as documents and records.

Who are the news makers?

News makers are those whose images feature on the front pages of newspapers. Under normal circumstances, they include decision-makers in decision-making circles - presidency, parliament, government. Those usually feature in political journalism. Financial or economic journalism usually features boards of directors of companies and businessmen, while sports and arts journalism shows sports and arts stars, for example.

In the case of conflict, the front pages of newspapers prominently feature the parties to the conflict. And here lies the problem.

Each party to the conflict has a ready-made media strategy that mostly focuses on:

- fueling conflict
- demonizing the other opponent
- reassuring allies and supporters

When journalism acts as a platform for these strategies, it becomes part of the problem. In other words, journalism here engages in the atmosphere of conflict and contributes to fueling it, instead of





working for peace.

What should journalism do in a conflict situation?

«Professional journalists are not responsible for reducing conflict,» says Canadian journalist and media consultant Ross Howard. «Their mission is to provide accurate and fair news. But good reports often do reduce conflict,» adds Howard.





EIGHT TASKS FOR GOOD JOURNALISM

« Good Journalism is a
constant process of seeking
solutions.»

► *Ross Howard*



When the storms of conflict are blowing on a society, the voice of reason is lost, tension is strong, many positions and opinions are unusual, and the voice of ordinary people is lost. Journalism can play an important role in enabling the public to make informed decisions. The following are eight tasks that good journalism can carry out in a conflict situation.

Bridging communication gap

Media often serve as the most important channel of communication between the sides in conflict. The parties talk to each other sometimes through the media or through certain journalists. This is particularly true of opposing political factions that deliberately deliver messages through interviews with newspapers, radio and television.

WARNING: At times, one of the parties to the conflict is sending messages of intimidation through the media. Journalists must be constantly vigilant about attempts to exploit and turn them into a tool for either side of the conflict.

Confidence Building

Lack of trust is one of the main factors contributing to conflict. Good journalism can highlight that solutions can be found by giving examples from elsewhere and explain local efforts to achieve reconciliation. For example, the elections in Tunisia were an example of how the political process worked successfully after the revolution. Reporters can cover that process and show that it can be replicated in their home countries.



Correcting misconceptions

By studying and reporting aspects of the misunderstanding on both sides of the conflict, the media are encouraging key actors to review their views and approach the opportunity to reduce conflict. This was particularly important in countries such as Egypt, during the recent elections. Production and presentation of profiles of major political parties, candidates and their programs is a very important public service. Journalists should also address the answer to this question: Who is behind the violence in the country and why?

Highlighting the human impact

Professional negotiators generally place the two sides in the same room to discuss differences, allowing the parties to the conflict to see each other on an equal footing. Good journalism also places people in a narrative that shows the impact of the conflict on their daily lives.

Identifying potential interests

In conflict situations, both sides must understand each other's interests. Good reports may help by asking hard questions and exploring the true meaning behind the statements of leaders. Good journalism should also pay attention to the voice of the people and not just focus on the voice of leaders, or spokespersons of the parties to the conflict.

Outlet for expressing feelings

In order to find a solution to the conflict, there must be an outlet for both parties to express their grievances or anger. The media can





provide such important outlets by allowing both sides to speak through them. But it is a delicate process and must be done by building confidence and with utmost commitment to integrity towards all factions concerned.

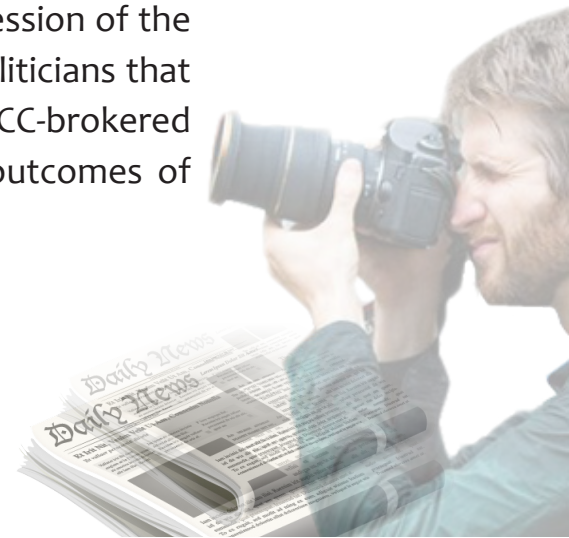
The media can also provide a forum to address differences before the conflict turns violent. It can also serve as a platform to engage citizens in dialogue.

Framing conflict

Correspondents are always looking for a different angle, an alternative perspective, and explaining a new view that will attract public attention to their story. Good journalism can contribute to re-framing conflicts, by showing how various parties perceive the core problems that led to the conflict..

For **example**, journalists dealt with the announcement of the formation of the Political Council of the Southern Separatist Movement on 11 May 2017 in two ways. Some viewed it as expression of the voice for the southern issue, which was approved by all parties in the National Dialogue Conference (NDC) of 2013 and included in the NDC document - an approach that dealt with the issue from the angle of tension relief. Other reporters perceived the announcement of the council as a revolt and an a prelude to the secession of the south from the north. It is known to journalists and politicians that all three references for the national dialogue - the GCC-brokered initiative, the UN Security Council resolutions, and the outcomes of the NDC - stipulate the territorial integrity of Yemen:

Paving the way for solution



In any dispute, both sides are keen to eventually make concrete proposals to respond to grievances. This is what good daily reports can do, by asking conflicting parties to find solutions rather than simply repeating their grievances. Good journalism is an ongoing process of seeking solutions.

Other important aspects

News reports actually contribute to educating the public, building trust, defining the conflict framework more precisely, and providing outlets for citizens to express their thoughts, feelings and fears. This is because journalists have several roles to play, including:

- The media can help create a conscious analysis of conflict or crisis that will expand the scope and ideas of news stories. Such reports go beyond what is visible and show the impact of violence on ordinary people. For example, how much is the loss to citizens when they have to flee their homes and areas to save their lives? What is the psychological trauma they face? Who will help them overcome this ordeal?

During the conflict in the Balkans in the 1990s, journalists wrote about Bosnian Muslims who had to go on death marches over mountains in the winter to escape the invading Serbian forces. These stories epitomized the terrible suffering of women who just delivered children, the elderly who could not climb the steep roads, and the children who saw a member of their family freeze to death. These reports, which served as eyewitness testimony, also highlighted the humanitarian impact of the consequences of the violence.





In Yemen, according to statistics by the UN humanitarian coordinator OCHA, in the first five months of the war, 84,000 families were displaced from towns and villages in Taiz, Aden and Lahj. some of them were sheltered in 260 schools while others found refuge in empty or inhabited dwellings in the countryside, out of the reach of relief interventions.

As local journalists, we have to question ourselves about the volume of reports we have produced about the suffering of these internally displaced persons (IDPs) and the thousands of displaced families from the governorates of Saada, Al-Jawf, Hodeidah , and other governorates affected by the two-year war in Yemen. Was the size of our coverage proportional to this displacement rate?

Sensitive journalism is not specific to large-scale or major conflicts. Conflict often involves other minor disputes within the parties and causes other side conflicts. For example, journalists can address the issue of the conflict over public resources in Taiz governorate, or the existing overlap of powers and security operations between the Aden governorate security administration and the so-called Security Belt Forces, and the resulting impediment to boosting security within the governorate.

The community is waiting for journalists to highlight possible solutions, not just what leaders suggest, as ordinary people are also concerned with the opinion of experts who can offer some good solutions. Journalism that takes into account the circumstances of the conflict is not motivated by specific agendas. It rather focuses on fairness, balance and accuracy



INTERVIEWS

«A press interview is not limited to preparing questions, but digging under the skin of the speaker in search of the truth.»

► *Cuban Journalist Amir Bayi*



Any information you can gather from books, documents, media, websites and press archives is just duplicate information that can be described as dead substance. The question is how to breathe life into such material.

Conducting interviews

When it comes to interviewing a politician, Italian journalist Oriana Fallaci said «The interviewee has to feel that he is being challenged and questioned. He has to know that he cannot fool the journalist with his political tricks and intrigues.»

Fruitful interviews are a main element of good news coverage. An interview is defined as the information, opinion or experience shared by the source in a conversation with the journalist. What makes the interview different from a normal conversation is that the journalist sets the direction of the questions.

In an interview with a lady who lost her husband who suffered from cancer, Christopher Scanlan, director of the Pointerma writing workshops, said : «The lady took me on a tour of the house and told me in the bedroom,» Every night I put drops of cologne on the pillow, so I think he's still with me. «

These are details that the reader can smell and feel. Do you think an interview you carry out over the phone or by email can provide you with the same feel and texture as an in-person interview? If you are looking for a productive interview, be there where details may seem small but of high value.

Getting an interview is not always easy. People may not want to talk to a journalist, especially if the story is controversial.



The public has the right to know what officials are doing. This is what you should do when you want to interview an official. Experience in interviewing earns journalists a skill in persuading government officials to conduct interviews. The main part of this skill is to anticipate the excuses and pretexts officials may use and be ready to deal with them immediately. Some of the most frequent excuses include :-

- I do not have enough time.

A skilled journalist can offer to meet with the person he wants to talk to at the most appropriate times or places for that person. Identifying the required time period may also help convince him to be interviewed.

- They are afraid the story will make them look bad. Treating them with respect and stating why you want to talk to them will ease their anxiety.
- They do not know what to say.

Journalists should be clear about why a story needs a particular person's point of view.

- It's difficult to contact them.

Journalists often have to contact the person they want to interview via the secretary or public relations officer.

If they feel that the assistants did not relay their request to the official, some journalists write to the same source or call him during lunchtime or after work hours in an attempt to





reach him.

In-depth research

Prior to the preparation of the questions, it is necessary to examine in depth the subject matter of the interview, including scientific terms, which makes the source respect the journalist because he/she is fully cognizant of the problem.

Effective questions

Journalists ask good questions in order to get a good answer. The specifications of this type of questions include the following:

- Questions should be clear, concise and uncomplicated
- accurate i.e. not including wrong details or confusing.
- Questions should be challenging, and sometimes tough to get important and key information.

Question Tools

One of the usual tools used in formulating questions is what is known as the six Wh-questions: who-what-where-when-why-how.

How to formulate your question?

Determining the end goal: Ask yourself what information you are looking for in the end.

Facts: Make sure you have your facts right in order to get the best reaction.

Clarity: If the question is vague and carries more than one meaning,



it makes it easier for the source to evade it.

Confidence: If you follow all of the above steps you will be confident while asking the question.

Types of questions

Journalistic questions vary depending on a number of factors, including the degree of the interviewee's involvement in the subject, the scope and type of coverage, and the audiences.

Yes-no questions

If the reporter wants the source to acknowledge something like, «Did you order your men to shoot?»

Information Question

This kind of questions is used for obtaining information, especially if you want to explain a particular point or issue.

Challenge Question

It is often harsh and direct. Put the evidence before the official and force him/her to address it publicly. Even if you did not get an acknowledgment or confirmation, you would bring this person into account by presenting the facts to the public.

Follow-up question

Ask another question if you did not get the answer you were initially seeking. Then repeat the question again.

More good questions





In addition to «the Six WH questions», there are two open and useful questions :

- How did you know that?
- What happened after that?
- If the allegations are serious, do not rely on one source
- Ask about whether there is anyone else who has seen what happened or was aware of what happened.

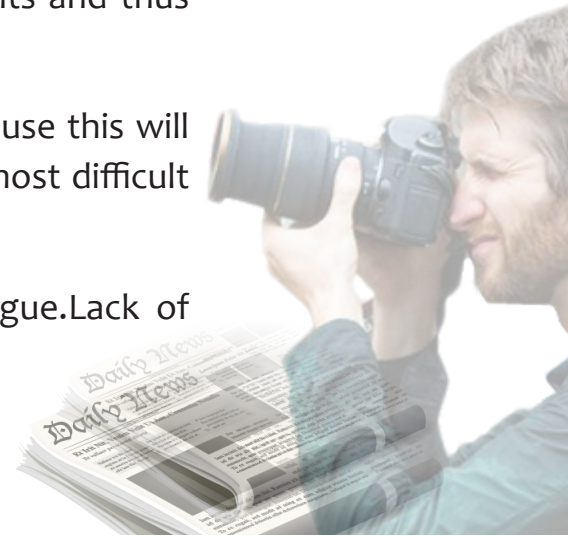
Bad questions

Avoid leading questions that suggest answers not actually given by the interviewee. Avoid questions that suggest answers or seek confirmation of other information.

Taboo questions

In order for the interview with the source to achieve its goal, the journalist must avoid questions that may lead to inconclusive answers, including:

- clichés such as: «What do you think?» - «What do you say about that?» - «what's your opinion about?». These often allow the interviewee to say what he/she wants and thus avoid answering your question.
- Asking more than one question at a time because this will allow the interviewee to avoid answering the most difficult question.
- long questions in which the meaning gets vague. Lack of



readiness, research and reading before the interview.

Women's Voices

The media that convey women's voices and views are more balanced and richer. Most news stories in the media revolve around men and cite their words. So the best way to ensure that women's voices are heard in the news is to talk to them about issues of concern to them.

People's Voices (Vox-pops)

Short interviews are often conducted by radio and television stations and can also be conducted by newspapers to obtain multiple voices/ views on a single topic. They are surveys conducted in public places, targeting random samples, with diversity (race, gender and age) in mind.

Interviews in conflict zones

As a journalist preparing for an interview in a conflict zone or area, you will have to focus on the following :

In this type of interviews, a journalist should pay close attention to the details (often there is only one chance to ask questions).

- Suppose that this is the only time you will see this person; and that you have only one chance to get the most important information.
- Make sure of the key data, for example, name and age of the interviewee .
- Ask about everything several times, and ask everyone to





repeat.

- Be thorough, systematic and elaborative in your documentation. Videos and photos are useful, but keep in mind that it's not always possible to take the camera.
- Be careful in terms of taking accurate notes, describe both what you see in the facial features of the guest and what is in place or environment where the interview is conducted.. Note down what other persons in the room or around the main source are saying, and be careful to stick to their words as much as possible; and if necessary draw maps or simple images to remember who was there and who said what
- Be careful not to spoil physical evidence in cases of violence.





QUESTIONS FOR SENSITIVE JOURNALISM

« The best service that can
be provided conflict victims is
finding the balance in the news
coverage between what is human
and what is professional. »

► *Journalist Todd Gilten*



Journalists can change the rules of the game and contribute to confidence building, which is the most important step in building peace, coexistence and acceptance of the other. The journalist who reports on conflict can invest in press interviews to highlight areas of solutions and build bridges between parties.

Perhaps, the best questions when conducting interviews are those that are formulated in such a way as to stimulate the speaker's desire to answer in an interesting and informative way.

«In your opinion, how can we get out of this reality ?» Focus on the questions that begin with «how» as they open up more possibilities to talk. And with it the personality of the speaker shows, which helps the journalist to assess the guest's view.

- Taking into consideration that the professional questions are positive is a good thing as far as sensitive journalism is concerned. Indeed, they raise the interest of readers and help parties to know each other away from distortion and counterfeiting provided by biased media.
- Focus more on those simple ideas that help build trust rather than seek excitement and bring points of contention back to the fore every time.
- It is good for the journalist to lead the guest to talk differently about the conflict and its parties, such as asking «what are the ideas you offer to overcome this, how would it have been if this had not happened?» What if there was no deterioration in faction relations?
- Give guests a successful experience of other countries and



convey their assessments of such countries. «What do you think of taking advantage of a particular country's experience on management or protection?

- Open a window of hope and let the guest comment positively «How can describe the impact of tolerance on our future generations?» Make him look forward instead of focusing on the past.







HUMANITARIAN JOURNALISM

« It's good to be a journalist
committed to the rules, but it's
better to be a human being too »

► *The Author*



Recounting one of the stories of suffering in Yemen's war, journalist Khalil Al-Qaheri said :

«After doctors were unable to treat his wife, they advised him to travel abroad. He then decided to sell everything and completed all travel arrangements; he had to leave through Si'un airport in the easternmost tip of the country, a difficult and exhausting land journey for the healthy, let alone the sick. On the way abroad, he got surprised at the quick deterioration of her health, as she necessarily needed to have a bath, rest and to breathe a bit of fresh air every two hours, which was not possible on a road that runs through desert and sand and is dotted with check-points. The road to Siuen for her ended half-way, and also halfway ended the journey of her life as she surrendered her soul to God.»

Humanitarian journalism is defined as «directing attention to the vulnerable who are absent from the hustle of news.» It is not true that humanitarian journalism is understood to be merely an extension of the work of humanitarian organizations. Crises spawn many issues that necessitate a journalistic effort that requires analyzing the causes of the crisis and criticizing the positions of all parties.

A good example of this kind of journalism are the few humanitarian stories published on the official website of the United Nations High Commissioner for Refugees (UNHCR) or those published by IRIN news agency affiliated with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), which monitors cases of victims of violence and the difficulty of receiving treatment in Iraq, touches on the issue of living without any state support in the slums of Cairo, as well as news coverage of disasters and disaster-hit



areas.

disasters such as the landslide that destroyed houses and caused the death and displacement of many people in Dafir, in the district of Bani Matar, some 30 km west of the capital Sanaa, or the Hadramout floods, which caused the collapse of houses and washed away soil and agricultural wells, as well as other accidents that caused severe damage to society and economic resources were dealt by the Yemeni press as simple news without, for the most part, further follow-up. To this day, Yemenis are unaware of the many details that accompanied those natural disasters. Moreover, Yemen has been experiencing a fierce war for two years, which disrupted life, left thousands of innocent people dead, destroyed hundreds of homes and rendered thousands of families homeless. Political news continues to be the focus of current news coverage. Human suffering is often left out of the limelight. The average number of humanitarian stories in news bulletins does not exceed three out of every 600 newscasts aired monthly by TV channels. The stories are just to condemn and demonize the other party rather than seek solutions.

A survey conducted by the Studies and Economic Media Center (SEMC) in the first half of 2017 showed the public's desire to follow up the reports and stories dealing with the humanitarian situation in light of the armed conflict taking place in Yemen, with a focus on the need to verify and cross-check information and use balanced and relevant sources.

The media is certainly concerned with the lives of the displaced and the vulnerable groups, which live with their crises without support.





A case in point was the report by Bilqis TV channel on the conditions of the displaced from the districts of Al-Wazaia Al-Ma'afer, who have not received any humanitarian aid for six months. There are several ways in which humanitarian journalism can be conducted, including field reporting, interviews and investigations.

What can be described as «sensationalism» practiced by some media institutions remains the key obstacle to this type of coverage, such as when a journalist exploits humanitarian situations to merely raise public sympathy without addressing the underlying cause, or deals with victims in a negative, humiliating and irresponsible manner.

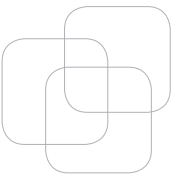
News on social media and news sites spans a wide range of topics, including humanitarian aid in Yemen being subject to systematic looting, mine planting in residential areas, race for plundering public resources or delays in payment of salaries. These are good topics for press investigations according to sensitive press standards. Issues such as searching phone sets of people at security checkpoints manned by elements affiliated with the conflicting parties, the lack of relief interventions for displaced persons, the targeting of hospitals, the threats to the lives of patients caused by power outages and the difficulty of life in the hot coastal areas in the absence of electricity – these are all stories that are supposed to be addressed by good journalism.

A training manual prepared by Internews on news coverage of humanitarian catastrophes includes a number of warnings and recommendations on how to deal with victims and those affected by a humanitarian disaster, from the state of shock experienced by the «source,» to the rules that should be followed by the journalist



in such cases, the most important of which are: Accuracy, familiarity with the victim's life, listening to those around him and speaking with him in a simple and comprehensible language, avoiding the re-enactment of horrid scenes so as not to further traumatize the victims. Such rules are designed to avoid increasing the pain of victims or affected people, and to preserve their dignity without simplifying, belittling and disrespecting their pain. This consideration is lacking in some journalistic works and television programs that use human tragedies for the purpose of incitement or demonizing the other side, rather than addressing the root causes of the problem in search for solutions.





INTERVIEWS ON VIOLATIONS

« We maybe have to format
news coverage from the
victims' perspective to raise
public awareness to stop
arbitrary actions.»

► *Journalist Martin Bell*



When conflict intensifies and the acts of violence committed by the conflicting parties dominate the scene , there will most often happen human rights violations. Perhaps, the most difficult thing a journalist can face is to conduct interviews about the effects and ramifications of violence on public rights and freedoms. This means that journalists need a lot of training to develop their skills and acquire new ones. Through this manual, we have done our utmost to provide journalists with some important observations for fruitful interviews. The following are ten cards journalists should resort to when conducting interviews with perpetrators or victims of violence.

Introduce yourself as you are-

- Introduce yourself as a journalist and mention the name of the newspaper, website, or television or radio station you work with.
- You are a journalist and you are not representing a human rights organization or any other organization that may offer compensation or assistance.
- Talk about the audience that is expected to read or follow the subject.
- Explain why you are following the topic and explain the context to the interviewee.

Interview Trajectory

- What was said? Who said it? When? Where?
- Let the interviewee tell his/her story as he/she sees it, as





this may make it easier for both of you to tell the story afterwards.

- Ask him/her to describe the incident or developments from the very beginning.
- Ask him/her to repeat the story so that you can be sure of the details of events.

Description of rationales

When human rights violations occur :-

- Get a clear description of the places, including the names of all those who were present, and the positions and ranks of military or police personnel.
- Ask interviewees to describe the uniforms or identity of the perpetrators .
- Ask for descriptions of weapons that have been seen or used.
- Ask the people there to repeat the story and pay careful attention to the timing and sequence of events.

Conducting interviews with victims, witnesses and perpetrators

In this type of interviews, the journalist needs a greater amount of calm and self-control. There is much to be considered and understood.

- Understand the tension in the interview



- People who have been abused may be traumatized. Take breaks during the interview, and, if possible, offer tea or water to the interviewee.»
- People who committed human rights violations may also suffer from shock. Be aware of their needs.
- The subject may be shocking for you as a journalist and a human being. Be sure to seek advice, assistance or support later if you feel you need it. Make sure you talk to someone about how you felt as a result of such interview.

Why interview each source separately?

- It is more difficult to focus in the presence of many people.
- For broadcasters, it may be difficult to record interviews and obtain high sound quality in case there is a lot of noise in the background.
- Human rights abuses cause emotional reactions, and pressure groups can force people to change their words or prompt guests in interviews to exaggerate.
- Human rights violations are also political actions. There may be police or other spies observing the interview, who do not want to be exposed. This poses a danger to the sources.

Be more careful and vigilant

- If you are in a crowded place, be aware that there may be people who do not want you to report the information, for example, friends or relatives of the perpetrators, or persons





from the perpetrator's party, or spies.

- You should avoid interviewing sources in circumstances where they may be at risk of serious injury or retaliation.

Shock support

- Some victims - especially victims of sexual violations - may need support before they can speak freely.
- Many victims traumatized by rape and torture will not recount their experience to a stranger. It may be necessary to take a friend or counselor.
- Avoid as much as possible interviewing a minor alone. Always make sure that a relative, caregiver, guardian, health care professional, teacher or friend is present with the child.

Explain causes and risks

- Explain to the source that you are covering the subject because it is important to expose the abuse or violation to show others what has happened or is happening.
- Explain the risks. Tell the source that he/she may be subjected to retaliation or retribution after the story is published or broadcast. Explain this and warn him/her.
- Ask the source if you can use his/her name and respect his/her choice, as the journalist should respect the source's right to refuse the interview, speak off the record or as background.
- If you offer the guest an option to remain anonymous, you



must comply with your offer.

What the body says

It is easy for the tongue to prevaricate in conversation, but it is difficult for the body to do likewise.

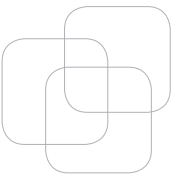
- Focus on the body language and note down what you see if the talk is not documented in a video.

What should be avoided

- Be careful not to make false promises or encourage false hopes of the victim, and tell the victim that you cannot guarantee a certain result from covering the subject.
- No payment or compensation of any kind for the interview is made because this compromises the integrity of the subject and the ability of the guest to make a rational decision about the unveiling of his story.

See Appendix 3 for more).)





SOURCES

“Good reporters “work” their sources regularly, contacting them to ask if anything interesting is happening.”

► *Deborah Potter, CEO of News Lab.*



To cover anything, you need information, and here comes the importance of sources. Journalism as a profession is about collecting information and transmitting it to the target audience. The journalist often obtains such information from live sources, such as officials, eyewitnesses, or those involved in the report or investigative report. The way in which the journalist collects information can affect the source of information and his/her perspective on the subject. It undoubtedly affects the content of the news when written as well.

In conflict contexts, sources adhere to their media strategies, aimed at fueling the conflict on the one hand and reassuring their allies on the other, which requires journalists to do more in the search for alternative sources.

How to fill the void?

Access to all parties directly or indirectly is the first step for a journalist in preparing and laying the ground for the conflict parties to understand each other, and when they understand each other solutions can be discussed.

Access to all parties is one of the challenges faced by journalists in times of conflict, especially in complex and deep conflicts, where it is difficult to communicate with all sides regularly, and if the opportunity exists, it may happen that a media outlet has already taken sides and refuses to publish statements by an opposing party.

What does the journalist do in this regard?

Journalists should learn and practice how to fill the void of reliable sources, making up for the lack of balance and impartiality, and writing as if all parties were contributing to the article, even if





indirectly.

Search for alternatives

When access to key parties is difficult, it is possible to reach others who are close to them or who can speak of their stances. Technology helps journalists get the views of parties that may be hard to reach but are key to making the material more balanced and help people understand the course of the conflict.

Often the Internet helps to meet the purpose when the point of view of an opposing party, or an alternative point of view, has been published on a previous occasion, or expressed to another media organization. So, why not benefit from a smart Internet search, obviously keeping in mind to credit the source and ensure the integrity of reporting.

Reporting the voices of various parties encourage their communication through the media and make the journalist a contributor to building bridges, no matter how many barriers to communication the parties have built.. But the journalist should also be cautious that during conflicts there are often sudden opinions. You should pay attention to and use them cautiously and not impose them constantly on the recipients.

Why reach out to all parties

Communicating with all parties to the conflict and seeking their opinions helps negotiators reduce the conflict by developing policies that encourage constructive dialogue among them.

Relaying views and programs of different parties on topics not



directly related to politics is highly important, especially at times when the public needs to know the opinion of the opposing party.

All you need to do is take the opportunity when possible and explain the views of different parties as well as the opinion of experts and stakeholders particularly close to the subject (academics, independent politicians, retired ministers, advisers, parliamentary deputies, and similar). Such is your task as journalists.

The Internet can help when the opinion of the party that you are not able to reach directly has been published on a previous occasion or expressed to another media organization. One important thing to keep in mind is the need to indicate the source, credit the media organization from which you are taking the information, and ensure integrity - meaning not quoting or reporting out of context, or omitting substantial parts, or in any way misquoting.

Direct or indirect access to all parties is the first step for a journalist in preparing and laying the ground for the conflict parties to understand each other, and when they understand each other they may also accept each other's views.

In order for the public to understand the conflict as well, journalists must present constructive views and avoid amplifying differences as "irreconcilable," or encourage violence.

Access to all parties means knowing the interests of all parties and then knowing the interests of the general public too; thus the journalist can highlight the importance of the matter for opinion leaders to create a positive idea of the opposite side in the first place.





How should sources be understood?

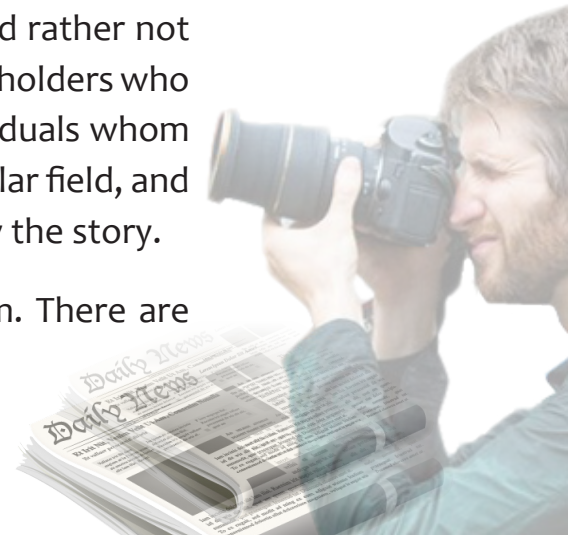
Perhaps the renowned story of the blind and the elephant helps you understand how sources work.

The story describes how humans differ in their perception and understanding of things and tells how five blind people found an elephant. The first collided with the body of the elephant, the second held its foot, the third touched its tusk, the fourth the trunk and the fifth the ear. And when each of them described what they sensed, the first said he hit a wall, the second said he grasped a tree trunk, the third said he was holding a big bayonet, the fourth said he had grabbed a big snake, while the fifth spoke about what looked like a fan. The only truth here is that not even all descriptions combined make up an elephant!

As the story shows, sources can express their perceptions in good faith: Their interpretations may be wrong or misleading, but not necessarily due to a mean conspiracy. People have their own interests, which in turn affect their views. The journalist himself may write about the same story in two completely different ways.

Most sources believe, rightly or otherwise, that they have more or better information than others, and the journalist who feels that the information he/she received is incorrect should rather not publish it. Sources can be divided into three types: Stakeholders who benefit from the story's publication, experienced individuals whom the journalist needs because they specialize in a particular field, and the people who have experienced and are impacted by the story.

Dealing with sources is an important skill in journalism. There are



different kinds of sources that vary from one position to another, from one journalist to another. Each source needs a special approach. So, good journalists first try to build a relationship of professionalism and trust with their sources. They investigate and cross-check the information given to them by sources, particularly when it contains figures, data, or documentary and historical information.

A journalist's task is not only to ask questions about sources, search for information and uncover facts, but also present these facts to the public in an effective and appropriate way.

In general, named or public sources are always the best choice for any subject. Anonymous sources make press material weaker, and excessive reliance on anonymous or un-named sources is a breach of professional rules.

The use of anonymous sources must be done under specific controls, and media must always be careful not to overuse them in order to maintain their credibility. Good journalism usually resorts to other sources to confirm the information provided by anonymous sources, so try to avoid using such sources in your material except in cases of extreme necessity.





Named/identified sources	Anonymous sources
<p>Lend credence to the story, as such sources act as witnesses. would probably tell the truth most unlikely to misquote</p> <p>journalist is perceived as telling the truth, meaning that he reports what others see and hear.</p> <p>Readers are free to believe what the source says, based on his reputation or position.</p>	<p>Create an atmosphere of rumors and predictions.</p> <p>Some members of the public believe that a journalist fabricates the subject.</p> <p>They may serve specific goals or interests, or exploit journalists to attain their own purposes, which results in bias.</p> <p>The public find it hard to believe what the source says, as they are unaware of the person's reputation, his relationships or position.</p>

Journalists' responsibility towards their sources

Your ethics and moral responsibility may be severely tested in conflict by coercive parties that resort to threats or force to your sources of information, so you should comply with the rules of protecting and contacting sources, and keeping their personal records with you. You are obliged to protect your sources with honor and honesty.

Media ethics is concerned with the protection of and respect for the privacy of sources, especially in case of conflict or war, and whenever the disclosure of their identities may lead to abuse or loss of life.



In these circumstances, you can follow any of the following methods to protect your source:

- Use an alias
- Change the tone of the voice and hide the faces (for TV and radio)
- Give no details of residence, clothing and family members

Doubting sources

Often, it is not only difficult for journalists to find information, but also to evaluate its accuracy. You can consult a reliable expert to help you verify the accuracy of the information.

In general, a good journalist, after taking statements, is supposed to ask questions such as :

- What is the status of the source in its community?
- Whose opinion is the source representing ?
- Does the interviewee's complaint concern him/her only, or is it something you have already heard?
- How accurate is this information?
- What is the source's evidence?
- How can you verify the information?
- If the public knew the source of the information, would there be any reason to question it?





How to Validate Documents?

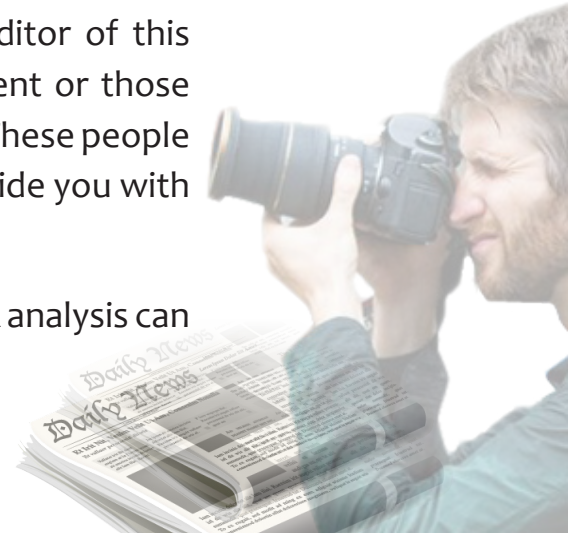
After the fall of the Egyptian regime on the evening of February 11, 2011, protesters stormed the state security offices and seized many volumes. In the days following the event, the documents were published in the media and on Facebook.

A similar situation occurred after the war in Iraq, where some documents were forged. Keep in mind that there are always different groups with different agendas that are also working towards achieving their goals.

In Yemen, too, during the fall of the headquarters of the Political Security in the provinces of Aden and Taiz, some of these premises were looted, which means leakage of many important documents to other hands outside the authority of the state.

Here are some points that will help you as a journalist in verifying documents:

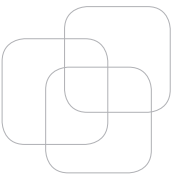
- Look for similar documents that you trust from the same office or device and compare them with the already existing ones. Are there any differences? Compare properties such as title, language used and signatures.
- Find the person who is supposed to be the editor of this document, or the persons listed in the document or those whose signatures are shown in the document. These people can help you validate the document and/or provide you with more information that can help you verify it.
- Find an expert for handwriting or ink analysis. Ink analysis can



help you discover a forge or fake if the date on the document is older than the ink used in the writing.

- Check the contents of the document and see if there are any differences. What is the information mentioned in this document? Check the information against other reports of what actually happened. Is the information accurate? Care for small details. For example, was this person really holding this position on that particular date? If the document contains dates in Hijri and Gregorian calendars, convert them and make sure they are accurate.
- Ask people who gave you the documents what prompted them to do so. What was their potential motivation? Who would benefit from the publication of such documents?





PRESS RELEASES DURING CONFLICT

« Not everything a person
says in an interview is worth
reporting and the basic rule
is don't report what you can
say better.»

► *Bob Dutson - BBC News Network.*



In conflict, grand and momentous statements are often made. But giving statements is actually a means of exacerbating the conflict. Many officials from all sides to the conflict quickly make statements without understanding how the situation will play out.

The journalist has to be cautious. Reporting on some statements may favor one side at the expense of the other and fuel the conflict.

Press statement

A statement is a declaration, announcement or explanation published by one side or party to indicate a particular position or to explain or describe an event, be it political, economic, or otherwise, through which information on a given subject is increased.

The journalist should be good at asking questions, answers to which are expected to be included in the news, story or news follow-up.

Dealing with previously published statements

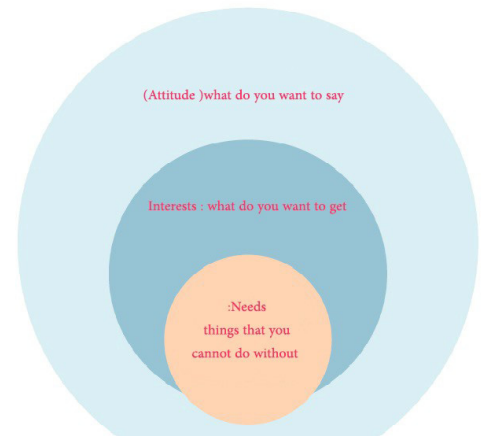
Any statement needs to be checked and analyzed. Here is a way to help you know what statements the press should publish.

Peeling off statement (onion model)

The external peel is what the parties said, which is not realistic.

The second layer is what the parties want, which should be questioned.

The third layer is what the parties need, which should be conveyed.





Or otherwise:

Don't adopt the first statement.

Discount the second statement.

Reflect a little bit on, and make certain of the third statement

.

In a dispute a journalist must investigate more, so as not to become a free marketer of an idea, which fuels conflict or blurs vision.

Principles of dealing with ready (pre-prepared) statements

- Be prudent and don't jump into publishing a ready statement
- Add information to it if published separately
- Link it to the event and the timing for which it is to be published.-
- Make sure it came as is-
- Choose words and phrases accurately and carefully.-

In general, a journalist needs to read more than once before publishing a statement.

Then he has to find answers to questions such as:

- Will this statement be dealt with alone or with a number of other statements?

How to identify a good topic?

You can identify a good topic through your own journalistic intuition or by asking questions such as:

Do people care about it?

Who are the stakeholders?

What is the value of the news?

How will it affect people's lives?

What is my relationship to the issue?



- Does the statement refer to a charge of an attack or to a party being held liable for something?
- What is the significance of the statement?
- Why should I believe this statement?
- What will the statement add to the subject?
- Is it necessary to publish the statement as is for the purpose of making a scoop?

The journalist should be careful not to make mistakes due to the lure of a scoop or breaking news, especially when it comes to that kind of scoop that further inflames the conflict. Indeed, the sensitive press suffers from some sort of confusion about breaking news, because “scoops” often come at the expense of conflict journalism standards aimed at serving peace, rather than fueling conflict.

How to verify your information?

Good journalists work on collecting information and then verifying it in order to ensure it is accurate and credible. It may seem simple at first glance, but it is not the case.

A well known fact to professional journalists is that «information conveyed to the reader without investigation may cause harm and even kill innocent people.» This means that a journalist must be well-informed before publishing, so as not to be complicit in a possible crime.

On your way to check the information you will encounter some obstacles and in this section of the guide you will find something to





help you overcome those obstacles.

As a journalist you deal with sources that have personal and commercial interests and calculations. In other words, you deal with more than just one trap.

Where do you stand?

You have to determine first where your interest and real passion stand, and whether you verify the information because of a desire in your mind to make the subject in any way fit with the title, or a conclusion you have drawn. Or is verification of information a practice, a professional habit that you have embraced? Leave aside prejudices, and do not allow them to affect the reader's right to true and accurate information.

Who knows this other than you?

What can you do if the source wants to hide his/her name? Sometimes for legal reasons or risks, the source may prefer to hide his name. But in order for you to consent to this request, the source must be trustworthy and tested. Then, you will have to convince your editor and chief editor, and make sure that there are other sources who can on the record confirm at least different parts of the information obtained from the anonymous source. Also, ask the anonymous source about other sources who can speak on the subject and even announce their names.

Do not fall in love with the source

The truth is not owned by anyone. No source is ever worthy of absolute trust. Question all information you get, especially when



you find that it largely serves your point of view.

Get used to the fact that you are working for your own media outlet and that you aim to achieve the trust of your audience through your accurate information. After all, you do not work for the source; so avoid being tempted into polishing his/her image and follow his/her activities. Telling the truth from the source's point of view is not the journalist's job, so keep distance between you and remember it is the source who needs you and not vice versa.

Do not reduce a party to a single individual

The minister is not the ministry, so do not attribute the statements of any authority/agency to its president. It is not logical, for example, to reduce the government to the prime minister or the ministry to the minister. Revealing names of security officers, managers and faction leaders in every incident, whatever their size, or names of individuals who may not even have been present at the event, is closer to corruption than to the journalism profession. You have to manage your own relationships outside your journalistic work. You have to subject your relationship with the source to the interest of your readers.

All sources are questionable

Personal and public pages on Facebook and Twitter are not a source of news, however powerful they are. It is good to list news sites that have contributed to spreading rumors to always remind yourself that they are not reliable sources.





Staunch friend

Among the possibilities a journalist should keep in mind is that the editor in charge is the trap. Ask yourself frankly whether your editor is trying to push the story in any direction in any way. Is there an interest? Has the website from which you got the idea of your story inflated one side of the information at the expense of the other? Have you got the information from a key source? Have you dealt with this source before? Do your political leanings and your humanitarian motives interfere with it? Could anyone be profiting financially from destroying someone else's reputation? You have to ask yourself questions and answer them truthfully. Do not get involved in the calculations of others.





CONFLICT SENSITIVE JOURNALISM
A GUIDE FOR YEMENI JOURNALISTS

Studies & Economic Media Center [SEMC] 2017





BIAS AND DISINFORMATION

« The good newspaper, the good news broadcaster must walk a tight rope between two great gulfs - on one side false objectivity...on the other interpretative reporting. »

US Journalist Elmer Davis



In a conflict environment, we often learn about news which is not free of bias, which is one of the key weaknesses of bad journalism. Bias is divided into three types:

1. Bias resulting from the cultural background of the journalist or his/her outlet, which in turn produces prejudices.
2. Bias stemming from ignorance, or spontaneity and goodwill on the side of the journalist
3. Intentional bias aimed to influence public opinion in favor of one party at the expense of another.

Bias means: self-orientation or interest-based approach to the formulation of news by the journalist or the outlet or both to serve a particular party .

In times of conflict between prevailing cultural systems, concepts and values, objectivity is difficult to achieve, while bias is easy, which may sometimes become a political reality that has a role in, and influence on the conflict.

The danger here is the politicization of the profession and its transformation into a tool in the conflict, which results in a decline in public trust in the journalist and his media outfit, which is detrimental to the future of the journalist and the media system in general.

Misinformation

To say that media disinformation is practiced under totalitarian regimes and not found in democratic societies that believe in the freedom and independence of the press is disinformation in itself.





Misinformation means «manipulating public opinion through distorted information for political purposes.» Politicians do not speak of media misinformation, but simply say «this is unfair media» because politicians practice it as a daily meal, while journalists deny it, even though they may exercise it if even as much as the size of courtesies in public events.

If the media has witnessed a significant development in its means and techniques, it has contributed in some way to the development of the methods of media disinformation itself to the extent that it has become indistinguishable in the first place.

Disinformation aims to achieve the following:

- Redirecting public opinion towards wrong policies.
- Pushing communities to accept things they had rejected before

Perhaps it is good to clarify the difference between disinformation and some other terminology and concepts close to it, but not compatible with it.

For example, propaganda is most often used by known sources that may use disinformation, but the concept of propaganda does not mean disinformation.

Advertising or «promotion» in its commercial sense is aimed at commercial rather than political purposes.





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PHOTOGRAPHY

«The photographer's role in major events is to convey to readers or viewers a picture that helps them create an impression about the event and its nature, not give them a picture that hurts their feelings or affects their sensitivities.»

Photojournalist Ali Aloush.



Images of objects in motion, shaking footage or poor resolution images may not be suitable for broadcast. According to reporters from Al-Jazeera, Yemeni professional photographers took pictures of the dead and destruction caused by the Houthi bombing of Yemeni cities. Although the pictures were plentiful and did clearly express the depth of the crisis, they were not suitable for broadcasting. The photo journalists resorted to taking pictures close to the event that serves their perspective in terms of showing the suffering of victims, but not consistent with the ethics of the profession.

Events cannot be replayed in slow motion, and if images are not captured at the time they happen, they become a thing of the past; yet, it is the past that affects your present at the moment of story preparation.

Yes, an event happens only once, so the news reporter is supposed to be there if he/she really wants to get a good story.

Events that make good material for press coverage are not all predictable. And just as there are pre-arranged events, and the media receives invitations from their organizers to cover events such as press conferences, political, social and human rights events and the like, there are also contingent or casual events such as the bombardment of a residential area, a terrorist attack or the collapse of a building .

Good journalists know that the most exciting stories often come from sudden, unplanned developments, so the news reporter has to be accompanied by a photographer as quickly as possible. The shot does not happen twice.





A photographer who works according to sensitive press standards will have to turn the camera lens into the interviewee's eye level when taking statements so that the image is neutral and free from the effects of raising the speaker's profile by taking the snapshot from the bottom or reducing it by making the shot from the top. A photographer can find several graphic shots during the coverage of armed and violent conflicts. In this case, the reporter will have to sort out the shots and use the appropriate ones, or alert the monitor to avoid using images and pictures that do not take into account the feelings of the victims' families and the sensitivity of the audience.

Badge

When taking a statement for a televised news bulletin, the journalist must tell the subject to say what he wants in only twenty seconds, and must alert the cameraman to set the camera at the level of the subject's eyes so that the image does not turn towards distortion «raising or reducing the subject's standing».

Tips for photojournalists

- you must have long-range lenses and must be positioned behind the front lines.
- Wear a protective jacket and helmet to keep yourself safe.
- Carefully pick and secure the place where you will be positioned to take pictures-
- Pace your breath and control your emotions to prevent any recklessness before taking the pictures.



Covering demonstrations

- Go to the demonstration area a day or hours before the event starts and preview it. Look for escape routes and safe areas in case of tear gas or firing. Try to imagine where the security forces or police will gather and attack.
- See if there are suspicious movements in the area where the event will occur. Look for pro-government thugs gathered early and ready to attack the demonstrators. If the shops in the area are open, talk to their owners and ask them what they heard or saw.
- Survey buildings if you need to use a rooftop or window to take pictures or record video clips.
- Stay against the wind in case of possible tear gas attack.
- Take protective eyeglasses such as swimming glasses. -
- Carry along your first aid kit and learn how to use it.-
- Wear loose clothes of natural fabric, because it does not burn as easily as synthetic fabric; remember that there is always the possibility of Molotov cocktails exploding.
- Carry a small backpack with enough food and water for a day if you cannot get out of the demonstration area.
- If you are a reporter, you do not need to be among crowds of demonstrators as long as you can see what is happening from somewhere else.





- Try taking pictures from an appropriate top point.
- Collaborate with your team and keep in mind the escape route if things go wrong.-

•

Guide to Photography

Question	Answer
What to photograph	<p>Film/shoot what happens</p> <p>Film feelings</p> <p>Film details</p> <p>Film/shoot event site</p> <p>Film/shoot interviews</p>
How to photograph	<p>You have to go back to the newsroom with sounds and pictures as follows:</p> <p>- A baseline for the report «Wide shot showing the widest possible space for the venue-</p> <p>Lots of close-ups because the viewer likes to know more details-</p> <p>-Camera dialogue shot, «the bridge,» that proves to the viewer that the reporter was there to cover the event just as it happened, to achieve credibility and gain the</p>

when resolving conflict

- No one don't likes peace
- No one will not like partnership





CONFLICT RESOLUTION

« Journalists can play a
significant role in creating
favorable conditions for
conflict resolution. »

Journalist Peter De Toit



Conflicts do not cease on their own, but there are things that should happen to end the conflict, whether within the family or between groups or states. Effective communication is one of those things, as dialogue is the first way to find a settlement that can end the conflict.

There is often early intervention by persons / entities / countries in which they can contain the conflict and find a settlement between the parties involved without recourse to violence.

But what if the settlement was not fair?

There is no single way to resolve a conflict; rather, there is always more than one way. Interventions to resolve the conflict are no longer random, and conflict resolution experts have managed to make it systematic, adopting widely recognized methods and mechanisms.

Conflict resolution scenarios

There are many kinds of conflicts. Yet, conflicts often take five known forms:

1. **Contention** : the tendency to maximize the benefit of a party to the detriment of all other parties.
2. **Conformity**: the tendency to favor the interests of others over those of the conflicting parties.
3. **Avoidance**: Avoidance of conflict.
4. **Compromise**: the tendency to split interests in such a way that each side to the conflict gains less than the full gain and more



than the total loss.

5. **Cooperation:** To understand the needs and interests of the parties to the conflict in order to find innovative solutions that help the parties to achieve their interests and needs.

Conclusion

- When considering the cause as a resource to be shared, the conflict is less severe.
- When a large community intervenes and shows its interest in the problem, it creates a state of pressure that prevents the slide towards violence.
- When alternatives are available to resolve the conflict, there is less tendency towards violence.

This is what the good press should focus on in containing the conflict.

Definition list of conflict containment terms

Intervention: The actions of parties mediating the dispute in order to reach a solution or a convincing outcome. Interventions vary depending on the purpose to be achieved. The quality of an intervention varies depending on the specific stage of the conflict at a given time.

Conflict management: Helping parties to a conflict reach a viewpoint or behavior in such a way as to stop violence, such as working on a ceasefire between two warring factions.

Conflict Resolution: The purpose of this approach is to assist parties





involved in the conflict in understanding the needs of other parties and sources of conflict.

Conflict transformation: The purpose of this method is to try to transform the relationship between the parties involved in the conflict into a positive relationship by targeting the sources and topics of the conflict.

Result: The result is the effect that arises from the course of, or interference with, the conflict, for the purpose of finding a solution. However, it should be recognized that these effects are not always positive and therefore efforts must be exerted to narrow the gaps between the conflicting parties to find temporary solutions that need further efforts to reach a final solution.

Peace Processes Glossary

Peacekeeping: Managing conflict by restoring the state of non-violence that prevailed prior to the crisis.

Peacemaking : Understanding the needs and interests of the parties and resolving them through dialogue.

Peacebuilding: Conflict resolution and elimination of its causes, whether material, moral or professional, thus replacing them with mechanisms and structures that enable the parties to deal with each other.

Conflict prevention: Empowering communities and individuals to acquire the knowledge and skills to deal with conflicts in a peaceful manner.



Glossary of negotiation processes

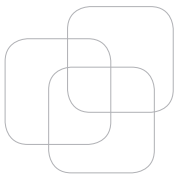
Negotiation: The effort made by the parties to the conflict to manage or resolve the dispute.

Direct negotiation: Parties negotiate directly without third party intervention.

Indirect negotiation: A third party shall relay the proposals of each party to the other.

The role of the third party in indirect negotiations is to convey communications between the parties, whilst the role of the mediator includes specific steps to assist the parties in discussing disputes and reaching agreements leading to the management or resolution of the dispute.





WRITING NEWS REPORTS AND STORIES

«The role of the reporter is to
inform people, not educate
them.»

Yazbek Wehbe - BCI broadcaster and correspondent.



News stories consist of facts, observations, quotations and details. And because journalists collect a lot of information and facts, most of them will be included in the story. But too much information does not necessarily result in a good story.

What is appropriate coverage in conflict areas

Perhaps one of the most important factors contributing to the preparation of reports and stories is to understand the reasons behind the outbreak of disturbances or conflicts that journalists cover.

«The journalist should not assume that his audience has a preconceived idea of the subject of the story but has to give it the background to understand the subject,» says Carol Rogers, a professor of journalism at the University of Maryland and author of books on scientific writing.

In covering conflicts, a journalist should ensure that his/her coverage is not limited to the parties to the conflict. Rather, he/she must ensure that the coverage includes stories of people whose interests, views and goals have been affected. Interview traders affected by conflict, as well as the jobless, urban and rural refugees who want to put an end to the violence or any other group whose voice may fall on deaf ears.

Be careful not to personalize the conflict by always focusing on leaders' perspective and their usual demands. Talk to the general public and convey their opinions and statements.





Avoid covering elements of disagreement between the parties to the conflict. Ask questions that may reveal common ground. Write about the common interests or goals the parties to the conflict share.

Avoid focusing always on the suffering and fear of solely one side of the conflict. The suffering of both parties is equally worth reporting.

Avoid dealing with opinions as facts. Trace opinion or claim to its key source.

Do not wait for one party to offer solutions to end the conflict; instead conduct an extensive study of ideas regardless of their source. Present these solutions to leaders and demonstrate how well they respond. Reinforce your reporting through informational reports based on facts and accurate numbers without mentioning the culprit, unless necessary.

Rules for writing and editing reports and stories

Before writing

The efficiency of the information you gathered about the event should be checked in terms of providing answers to the following questions:

- What happened ?
- What is your story about?
- What does the public need to know?
- How can you explain this to the public?



- What about the adequacy of your story so far?
- What needs more work?
- What do you need to do next?

As you write

Imagine that someone, for example, your chief editor, will ask the following questions as he/she re-reads your story before referring it to the production room:

- How does the journalist know that?
- What will make the public believe that?
- Was the main point in the story well supported with enough information?
- Are all the statements conveyed true, and do they reflect what those who made them really meant ?
- Did the report address all aspects of the story?
- Is there anything missing in the story?
- Is this story fair?

Make sure that your story answers these questions well so that it will not be returned to you for further addressing in a time or space that does not serve you.

As you write it will be good to remember the following tips:

Avoid using words such as tragedy, intimidation, destruction to





describe what a party has suffered. Their use may suggest that the reporter is biased towards one party or another. Yet, you can report the same, quoting other speakers.

Avoid using emotional and inaccurate words. Assassination is the killing of a head of state and no one else. Massacre is the deliberate killing of innocent and defenseless citizens and does not apply to soldiers or policemen. Ethnic cleansing means annihilation of an entire people. However, this does not mean that you should belittle the suffering. Just do carefully select strong words.

After typing

After writing a report or story and before referring it to the editor in charge, it would be good to re-read what you wrote and continue to ask the question «How do we know that?» Anything that a reporter has not seen should be traced back to a source, be it an individual or a document.

Exaggeration: Even if one source told you something and you placed it in quotation marks, you are still responsible for the accuracy of this information.

Motivations: Ask about sources' motivations to give you this information. Make sure your source's comments do not contain hidden propaganda or advertisements. This happens when news coverage is done with politicians or parties to a conflict where they try to exploit the media to their advantage.

Personal Opinion: Be sure to remove any personal comments and opinions from your article. There is no place in news coverage for the reporter's opinion. There must be a clear line between news



and opinions. Make sure your news coverage is smooth, logical and natural. Review grammar, spelling, and punctuation.

Final review: Make sure there are no direct charges and accusations of committing a crime, insignificant numbers, or anonymous, unverified information in your article. A journalist must avoid declaring that someone has committed an offense. Where necessary, it must be attributed to the police or other relevant official institutions.

Use simplified language and avoid complex sentences and words.

Short paragraphs: An ideal, perfect news paragraph should not contain more than 50 words; «yet, a thirty-word paragraph will be even more beautiful.» The paragraph should preferably consist of two or three sentences, each of approximately 15 words.

Deletion : Make sure that you do not delete important paragraphs or sentences during the editing process. Make sure of deleting insignificant information.

Repetition: Be sure not to repeat information.

Numbers: See percentages, conversions, and currencies to make sure all numbers are accurate.

Captions

Photo captions have a different goal than headlines. Instead of summarizing the content as a headline does, a caption helps the reader understand what the picture is all about. A captioned picture is a small story that the reader can understand without reading the text of the story that accompanies it. If you use captions you should





know the following:

Identify the key persons in the image - «image definition». If many people feature in the image, it is better to tell the reader that the key figure is, for example, the one who «wears a hat» or «stands to the right» or number so and so from the left.

Avoid repeating same caption words or moving a sentence from the storyline directly.

Explore the image and avoid clarifying what it clearly shows. The caption stating that «Carlos Fernandez is smiling as he leaves the plane» is less effective than the caption that says «Joyous Carlos Fernandez returns after 15 years in exile. «

Image captions are often short, not exceeding one or two lines in small fonts. Where a report is presented in the form of pictures and captions, more sentences can be used, and the people who appear in the pictures can be quoted.





STORIES RELATED TO SOCIAL STIGMA

«The first thing a journalist
should not do is to make
judgments.»

► *The Author*



When it comes to talking about groups that suffer from social stigma, thinking about the impact of the story on the sources you deal with should be preceded by thinking about preparing a distinctive news story. A good and in-depth reading about the group in question helps you avoid using words that cause psychological harm to the story's characters. For example, the use of the term «special needs» is better than that of persons with disabilities or handicapped persons.

When you, as a journalist, have to present the reality of the stigmatized groups, your role is to contribute to wiping out the social stigmas afflicting them. This necessarily requires that you free yourself from any stereotypical ideas that prejudge people. You are a journalist, not a judge.

For example, if you are preparing a story about people living with HIV, do not consider their illness as a divine punishment and that their only destiny is death. Rather, you ought to talk to them just as you do other patients who have to get their own rights.

More importantly, you are supposed to mainly focus on presenting facts and information clearly and unambiguously, in addition to the careful selection of quotations; remember that you write about categories that the reader is eager to get information about, and that the stigmatized person's agreement to talk to you means they trust your journalistic professionalism, so do not betray this trust by attempting to create a fleeting excitement that could result in ruining a human being.

Talking about night girls means presenting their problems rather than making judgments about them. Be sensitive but not shy, place



yourself or your close associates in the source's stead and ask yourself «Would you accept exposing such details of your personal life?» Be cautious, even if the source is not; you should respect sources both when they accept to be filmed and speak on the record and when they refuse to do so.

How to identify a good topic?

You can identify a good topic through your own journalistic intuition or by asking questions such as:

- Do people care about it?
- Who are the stakeholders?
- What is the value of the news?
- How will it affect people's lives?
- What is my relationship to the issue?

For a newsworthy topic

For any topic to be worthy of publication, it must include some or all of the following values:

Impact: The news is relevant to people's lives.

Public interest: Will the narration of the story help prevent harm or save lives?

Timeliness: Information people need to know right now.

Proximity: What is public opinion currently focusing on?





Novelty: Unexpected or sudden events.

The parties to the conflict are building walls and journalists are trying to build bridges over these walls

Stories that cannot be ignored by conflict-sensitive journalists

- Common concern of both parties over a general issue «health
- education - environment - economy .
- National heroes «people belonging to the environment of a party but represent the two arenas»
- Harmonization beyond the boundaries «A successful working partnership between people from both sides of the conflict - common families - a common sport activity».





SAFETY PRECAUTIONS

«When you are in the field and
you are far removed from the
rules, you will undoubtedly
fall in excess»,

Ahmed Zine El Din, Professor of Media at the Lebanese University.



In November 2016, cameraman Awab al-Zubairi was killed by a landmine explosion and before that, in March of the same year, journalist Muhammad al-Yami was killed by a sniper fire. In February 2017, the car of the correspondent and cameraman of Balqis TV came under fire. Going for news coverage in conflict zones means one of two things: to come back with a story or to be the story yourself if you are injured or killed.

Conflict reporting is not a picnic, and it combines the three responsibilities of «your safety, the integrity of information, and the values of good journalism».

Good training is a necessity for journalists covering conflict and armed conflict. Journalists should have sufficient knowledge of how to deal with difficult conditions in conflict areas, as well as sufficient skills and safety precautions that enable them to return safely.

There is no piece of news as important as your life! So, set your goals, the nature of your reporting mission and the role you play. Do not only develop a single plan of action to carry out the task assigned to you, but rather develop contingency plans which you can resort to in the event of changing realities on the ground.

Coverage preparations

- Before visiting any country or making a field trip to any new area, you can access their maps and get information, including geography and weather, and get prepared for the visit.
- Wear comfortable clothes that allow you to move freely, and that fit the nature of the place



- Go straight to the hotel where other journalists stay and make friends with fellow reporters and cameramen.

Precautions

- Your bag should always contain first aid kits.
- Bring water and foods that do not spoil quickly, as conditions may force you to stay for many days.
- Keep an emergency number on your mobile phone in case you or your fellows have an accident.
- Get an idea about the types of weapons used and their deadly range to understand how to deal with injuries that may result from them.
- Be sure to wear a protective shield and helmet, if you are inside the engagement areas. -

Mobility

- Make sure that your trusted friends are notified of your movement map, that you have information about your destination and that you do not move around with drivers you do not know.
- Make a plan for your movements, and undertake it in a short time; do not stay in one place for a long time.
- Make sure that you create a network of guides (Fixers) with whom to communicate as you move between cities / regions to provide you with the necessary information. Do





check the information you obtain from more than one source to verify its validity.

- Be careful when you book an apartment or a room inside a hotel, and it is better to have other journalists and media persons present there.

Security

- Back up your personal e-mail and do not keep all your money in one place
- Ensure that your identity is maintained by the competent authorities, and don't disclose your identity except when necessary, depending on the circumstances you face, and keep in touch with your embassy or an influential source of actors.
- Be careful not to be at the front lines, do not stand next to rocket launchers or cars carrying heavy guns or anti-aircraft guns in order to save your life, and stay as far as possible from places where there is indiscriminate shooting, fighting zones, or places of celebration.

During field work

- You must act as a professional; even if you are engaged in this subject for the first time. Beware not to complain, especially in front of the sources, however your suffering may be. It wouldn't be worse than the source's, after all.
- To gain experience in the affairs of a country or region, do



talk to people, but be careful; watch out for overconfidence.
«Talking to a taxi driver or motor bikers is important, because they listen to different ideas and express the opinion of the public»

- During war coverage, if a team member wants to leave, everyone must leave.
- Help your colleagues so that you get their help. –
- Return and retreat is not a defeat in case of danger.-

Box

Advice and guidance from the International Media Institute for the safety of the reporter

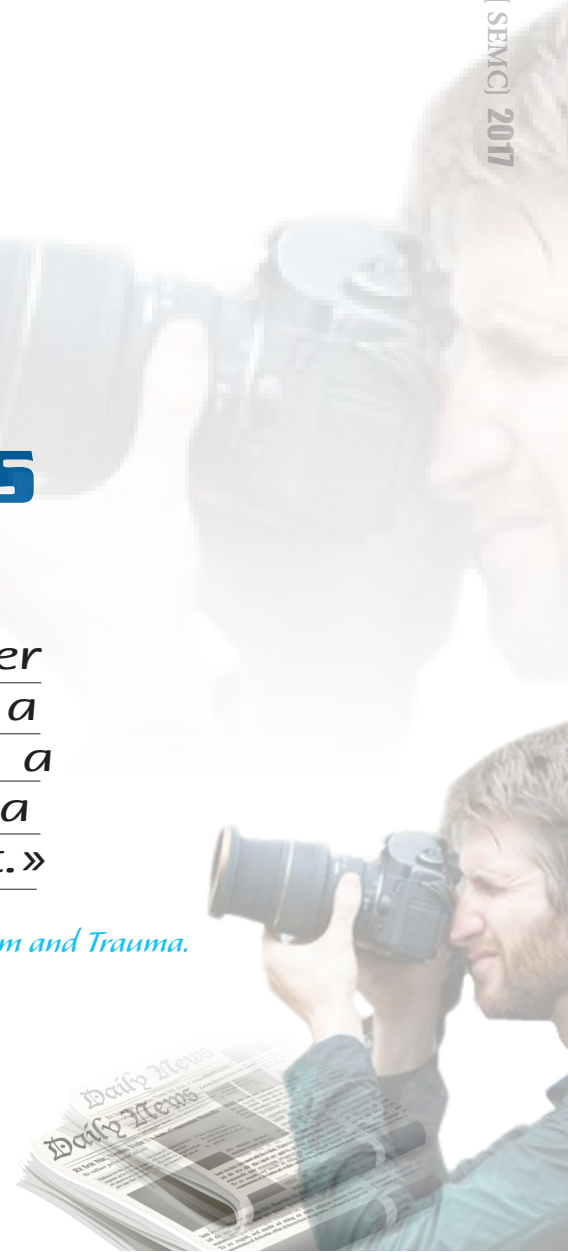




PAINFUL EVENTS

«The way journalists cover
painful events can have a
profound impact on how a
community responds to a
tragedy and adapts to it.»

Dr. Frank Ochberg, founder of the DART Center for Journalism and Trauma.



Coverage of tragic events and human suffering is at the heart of journalists' work. This is well understood by news organizations that cover conflicts and armed conflicts.

Journalists covering events are important assets for society both in their own countries and in the countries where they work. They make great efforts to gather information, produce visual and video records to help society and the general public understand what is going on and how it affects their lives and interests.

When it comes to covering breaking news, such as the daily sniper shootings at the Dahi crossing point in Taiz in 2016 or the demonstrations in Change Square in Sana'a or Tahrir Square in Cairo in 2011, journalists became the eyes and ears of people across the country and the world at large. In such circumstances journalists are likely to incur in a number of painful events; therefore, they must realize some important points that may help them do their job in such circumstances.

In such environments, the journalist should understand that coverage of a traumatic event will have an impact on readers, viewers and listeners, and that such coverage may affect the extent to which society responds to it.

Tips for covering painful events

- Complex political and armed conflicts claim innocent lives. Thus, do write short articles about the lives of victims, their activities, preferences, attributes and the impact of the conflict on their lives, as well as the impact they left on the community. Indeed, many of them have left a positive legacy





at the level of society, while others left a gap in their families, which is difficult to close. When a person is lost, nobody else can fill in the void left. So, write about those amongst whom you may find a distinguished child, a brilliant young man, an ambitious entrepreneur, a doctor, an engineer or a family breadwinner.

- Instead of conflict parties monopolizing your voice and the bulk of your time, do invest some time and effort in preparing reports on the ways in which the community helps the victims. Write about youth initiatives that are selfless and strive to help the displaced, the sick and others. And follow upon the publication of such kind of reports during the reform and rehabilitation process. That would give hope to society.
- The community is much larger than the news of an explosive device blast or flood or devastating earthquake. So your reporting must reflect all this.

Constantly ask yourself what the people need to know and what the limits of your coverage are.

Box

Adopted from the Dart Center brochure entitled «Tragedies and Journalists: A guide to more effective coverage»





CITIZEN JOURNALISTS

«Those who do not have the training of a professional journalist can use the tools of modern technology and the global spread of the Internet to create, add or validate media, either in isolation or in collaboration with others.»

Mark Glaser , Media expert.



Facebook is currently offering a service dubbed « Signal », which aims to help journalists gather news on Facebook and Instagram platforms, and use them to feed their stories and news reports in different political, cultural and entertainment contexts. Through this service, the journalist can know the most common issues followed on Facebook, as it has become possible to identifying popular and widely read – or “trending” - stories.

In 2011, during the Arab spring revolutions, a number of regular citizens became prominent news providers for satellite channels and media networks, especially as the images, video and multimedia files they were sending contributed immensely to promoting the news package.

The same happens today in Yemen, Syria, Iraq, Libya and other areas of armed conflict.

The role of citizen journalists

In conflict areas, events are frequent and may coincide in various areas and places. Thus, it is difficult for correspondents to cover them all from one place. Of course, journalists cannot be present in more than one place at the same time. This vacuum is filled by ordinary citizens who become, by virtue of being present on the scene of main developments and possessing smartphones, a main source of information, with social media users becoming eyewitnesses on the front lines of news stories.

What is citizen journalism?



Citizen journalists are members of the public who play an active role in the process of collecting, analyzing, reporting and publishing news and information.

Describing the idea of citizen journalism, Mark Glaser, a media expert who writes frequently about new media, said: « Those who do not have the training of a professional journalist can use the tools of modern technology and the global spread of the Internet to create, add or validate media, either in isolation or in collaboration with others.»

There is no gainsaying the fact that today's citizenry has changed the nature of media by allowing more voices to be heard and a flood of fast-spreading news that provides traditional journalists with a new source of information in such a way as to trigger competition.

During the February 2011 peaceful revolution, Yemeni journalists, like their peers in Arab Spring countries, held discussions, wrote articles and sparked controversy about change in the country, using news sites, mailing lists, discussion groups, Internet groups, e-mails and social media networks and other forms of technology. Consequently, they received international follow-up and feedback on social media platforms such as Twitter and Facebook.

During two years of war in Yemen, social media sites became a major news source for most communities, following the frequent power cuts and the shutdown by Ansar Allah of all newspapers and news websites not loyal to them and their ally, former president Ali Abdullah Saleh. This has made citizen journalists play an important role in collecting information, photographing and providing news to correspondents, in addition to their broad role on social networking





sites that publish a lot of news daily and around the clock.

Elements of citizen-journalism

While citizen journalists are dedicated to making their work realistic and moderate, they often lack in objectivity, and tend to collect and disseminate information through an explicit view. This is easy to notice by accessing citizen blogs and browsing content.

Citizen-journalists may express their opinion openly for or against parties to the conflict or certain political, social and economic movements, and use social media networks to communicate their voices through what we call «local coverage» that highlights many basic and side events as well as issues related to government response to community problems. Their themes may encompass conditions of public services, safety of drinking water and degraded roads, daily suffering of the community and human rights violations.

Because the acquisition of basic skills is an important part of the development and refinement of this process, we have devoted this section of the guide to help citizen journalists strengthen their role as «the voice of the public in a climate of conflict.»

Criteria for achieving objectivity

- Adequate awareness of the issue addressed.
- Maximizing accuracy.
- Achieve fair play and neutrality.
- Balance.



- Clarity of the message even in times of danger.
- Inclusiveness.
- Do not neglect the context.
- Trace an opinion to a reliable, clear and relevant source, and work for the sake of the truth, not for the benefit of any party or for any other consideration.
- If ideology cannot be excluded, then at least the opinion of the other party must be taken into account.
- Publish facts even if they challenge the general atmosphere.
- Guard against failure to convey the views of the parties involved in the story, as well as the individuals who have an opinion on what is happening.

Tips for the citizen journalist

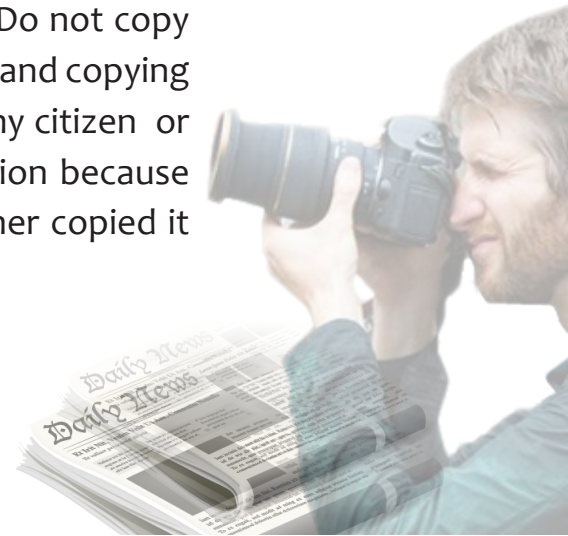
- Do not expose yourself to any kind of risk. Flooding does not mean that you have to wade into the raging waters to get a better shot of destruction!
- Do not violate the sanctity of places. If you do not have permission to walk across the field or enter an office, do not go there.
- Do not mislead. Tell the truth - even if it was what you do not want to write about. «Roll and spin» are just nice words that tinker with deception. Make sure your photos, videos,





comments, titles, and news articles deal with real-life facts that are presented in an honest sequence to get the most accurate article.

- Do not make news. Do not invent events, create characters, or make quotations. If you want a quick and definite end to your profession as a citizen journalist, write some artificial news and you will lose your credibility soon.
- Do not hurt people for an article. Some news hurts innocent people, so be careful when writing an article about a tragic situation. Show human sympathy with the victims and their loved ones.
- Do not disclose the identity of specific persons. Events should never be defined through suspects. Victims of sexual abuse- be they adults or children- should never be identified. Over time, victims will be told to tell their story to the extent that they will be allowed to use their names. This is always a delicate position and must be treated with sensitivity.
- Do not accept bribes. Kickbacks may come to you in the form of special services, gifts, fees, travel expenses, or special treatment to cover an event or revise a story in a certain way. All this is a mistake and must be avoided. Do not copy without prior permission. Research is one thing and copying without prior permission is something else. Many citizen or professional journalists destroyed their profession because they did not bother to write an article, but rather copied it from someone else.



- Do not ignore the obvious impression. Do not bother behind an event or article lest you lose sense of right or wrong, safety or danger. Take care of your instinctive feelings. If you feel uncomfortable or at risk, you may be right.

Box

Sources Electronic Press Bulletin, Annenberg School of Journalism, University of Southern California.





SUPPLEMENTS

1. The Sunday Times list of review against bias.

- Is this news necessary?
- What do people care about in this report?
- Is it news just because it is about the other side?
- Even if the information is correct, will this report encourage bias?
- Can the concept be communicated in a different way?
- Are there different voices in the report?
- Have we asked enough ordinary people and experts to provide different views?
- Does the report contain words or references that can cause insult or prejudice to some people?
- Are comments balanced with corresponding comments?
- In the news of the crime, Are we reporting the race and culture of the offender and the victims? Is this really necessary for the public interest? Why?

2. Pluralism review list

- In our news coverage does it happen that ..



- Is the amount of news proportional to the population ratio of the other party?
- Do positive reports about other minorities appear in other specific sections such as arts, sports and literature?
- Editors of the newsroom have reliable sources at the other end.
- Recruiting correspondents from the other community, and are they trained and their skills developed ?
- The newsroom has trends towards pluralism, does this appear in our published news?
- The planner has a good reputation and authority to achieve pluralism.





3. The six WH questions and their uses in conflict reporting

Who	The characters involved in the subject.	Whose rights were affected? And by whom?
What	Events or actions that caused the issue	What happened/happens? What's the situation? What human rights are involved? What is the human rights context? Which treaties / laws are involved?
When	Duration	If problems related to rights (violations, threats, challenges, conflicts) persist, when did they begin and how long did they last?
Where	The scene or site of event	The place , region, geographical area where the event happens
Why	Comment on reasons	Why are rights affected? What are the interests of different parties?
How	More about "What"?	In what ways are rights affected? What strategies / actions? What will happen next? Is there a dispute, what are the options available to different parties



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The Studies and Economic Media Center (SEMC) is a civil society organization working for free and professional media. It seeks to raise awareness of economic issues, promote transparency, good governance and citizen participation in decision-making and empowering young people and women economically.

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