

# OSCE Project Co-ordinator in Ukraine Promoting a culture of dialogue



# What is dialogue?

The OSCE Project Co-ordinator recognizes dialogue as a process of organized and professionally managed communication aimed at transforming relations among and between people and institutions. Dialogue is not about striving to achieve agreement or uniformity of views. Its purpose is to help participants with diverse or even conflicting views understand each other's perspective, thus enabling them improve relations, accept divergences and interact in a constructive and peaceful way, towards seeking solutions.

The Project Co-ordinator's approach to facilitating dialogue processes is based on:

- **Local ownership** and **voluntary participation** that enables participants to assume responsibility for the dialogue's content and outcomes;
- An **inclusive approach**, which ensures parties with divergent views on the subject are encouraged to participate; special attention is paid to minority views and groups;
- **Managed communication** that is supported by competent dialogue facilitators responsible for ensuring the quality of the process and safeguarding the organizer's **impartiality**;
- **Security of the participants**, including measures to ensure the **confidentiality** of the views expressed.

## How are we involved?

The OSCE Project Co-ordinator in Ukraine – in line with its mandate – plans, implements and monitors projects across the politico-military, economic and environmental, and human dimensions of security, engaging both the governmental and non-governmental bodies of Ukraine.

Under this mandate, the OSCE Project Co-ordinator, towards the end of 2014, started bringing together representatives from different communities at the local and national levels to promote and enhance the culture of dialogue within Ukraine, based on the expressed needs of its Ukrainian partners. These activities complement the work of the OSCE's other institutions and instruments in Ukraine.



Training courses organized by the Project Co-ordinator are designed to expand the circle of experts able to facilitate dialogue.



OSCE-facilitated dialogue meetings help government and conflict-affected communities discuss needs and concerns.

# What we do

The Co-ordinator organizes dialogue events that bring together government authorities and conflict-affected communities; and on a nation-wide level, engage Ukrainians in a dialogue on the government's proposed reforms. Special attention is paid to the concerns of women, youth, business, minorities and those displaced by conflict. The Co-ordinator also develops learning materials and tools to support dialogue facilitators.

## Capacity-building of dialogue facilitators

Facilitating dialogue on conflict-prone issues requires a high level of skills and genuine understanding of local realities. Therefore, the Co-ordinator

supports the development of a Ukrainian community of dialogue facilitators. The aim is to make sure local expertise is available when needed to assist the authorities and communities in bridging or resolving conflicts.

The Co-ordinator helps Ukrainian dialogue facilitators learn international practices and share experiences and good practices. The Co-ordinator has developed online training courses and offers classroom training. New trainees can also benefit from mentoring support. Annual dialogue conferences are organized for dialogue experts and officials to review efforts on enhancing social cohesion in Ukraine.

## Dialogue to strengthen social cohesion

The Co-ordinator organizes professionally facilitated dialogue meetings to enable central government officials and local communities build mutual trust and reach understanding. The goal is to ensure continuous communication in dialogue formats on issues that may undermine stability.

The topics of the meetings are identified by locals themselves and have focused on regional decentralization, minority education, and business-

for example, mine threats, safe crossing of the contact line, social problems, economic development, the rule of law and democratic instruments.

## Using dialogue to enhance reforms

The Co-ordinator supports the Reforms Delivery Office of the Cabinet of Ministers of Ukraine, an advisory body that plans and monitors the government's wide-ranging programme of reforms, in engaging people in dialogue on the substance of the on-going changes. This is conducted through online tools, dialogue meetings, press events, and the production of awareness-raising materials, supported by the Co-ordinator, with the aim of making the reform process more consultative.



Judicial reform is one of the topics that may form the focus of OSCE-supported dialogue meetings.



The Youth Contact Group complements the dialogue facilitation work of the Project Co-ordinator.

# What we do

(continued)

## Strengthening connections between various social groups

Support is provided to promoting dialogue between targeted groups to enhance social cohesion. This dialogue can take place between internally displaced people and their host communities, minority and majority communities, youth, and businesspeople. Notably, the Co-ordinator supports initiatives of a Youth Contact Group to bring together young people from across Ukraine.

## Raising awareness of the OSCE's work in Ukraine

The Co-ordinator organizes meetings with Ukrainian state and non-governmental partners to discuss its efforts in all the areas of operation to enhance efficiency and build public confidence in the OSCE's work. This includes annual project review meetings, as well as events organized to support the exchange of opinions between the OSCE Chairmanship and the Organization's executive structures on the one hand, and Ukrainian officials and civil society on the other.

# Resources

### How to effectively plan and conduct a dialogue

An online course on dialogue facilitation for beginners developed with the support of the OSCE Project Co-ordinator  
[https://courses.prometheus.org.ua/courses/OSCE/DIAL101/2017\\_T1/about](https://courses.prometheus.org.ua/courses/OSCE/DIAL101/2017_T1/about)

### Standards of dialogue: definitions and principles

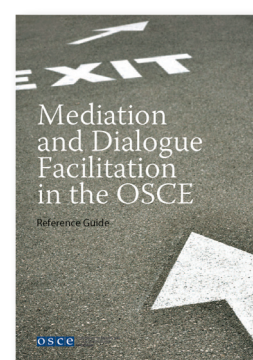
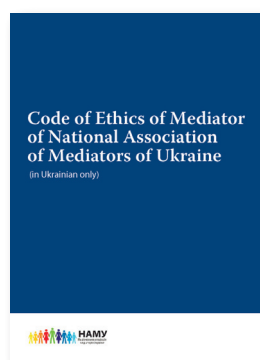
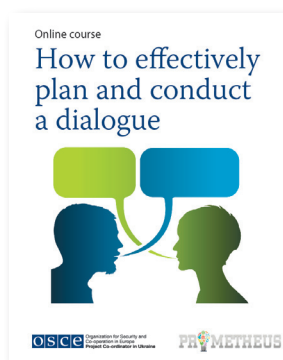
A guide developed by Ukrainian dialogue facilitators with support of the OSCE Project Co-ordinator  
<https://ipcg.org.ua/novosti/329.html>

### Code of Ethics of Mediator of NAMU

A guide developed by members of the National Association of Mediators of Ukraine  
<http://namu.com.ua/en/info/mediators/ethical-code/>

### Mediation and Dialogue Facilitation in the OSCE: Reference Guide

A guide for OSCE representatives on facilitating mediation and dialogue processes  
[www.osce.org/secretariat/126646](http://www.osce.org/secretariat/126646)



## Follow OSCE



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