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MAPPING THE OSCE'S ENGAGEMENT IN DIALOGUE FACILITATION

Organization for Security and Co-operation in Europe (OSCE)

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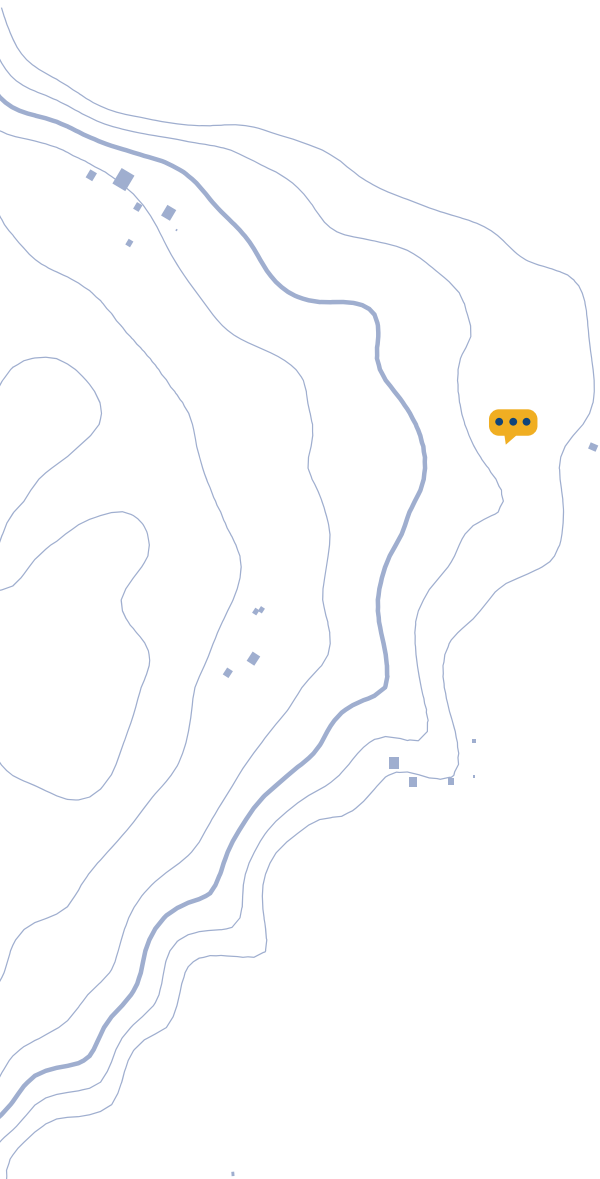
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Executive Summary	1
Detailed Findings	4
1. Understanding the OSCE’s engagement in dialogue facilitation	5
a) Dialogue facilitation along the conflict cycle.....	5
b) OSCE dialogue facilitation objectives.....	6
c) OSCE dialogue facilitation roles and activities.....	9
2. Dialogue facilitation in support of mandate implementation	12
a) Field operations.....	12
b) OSCE institutions and the OSCE Parliamentary Assembly.....	14
c) The OSCE Secretariat.....	15
3. Diversity in the OSCE’s dialogue engagement	17
a) Diverse thematic engagement.....	17
b) Diverse stakeholder engagement.....	19
c) Engagement at different levels.....	22
Lessons (to be) Learned	28
a) Strategic approaches to cross-dimensional dialogue facilitation.....	29
b) Systematic dialogue-process design.....	30
c) Dialogue facilitation capacity-building.....	31
d) Inclusivity and local ownership.....	32
Recommendations	34
a) Strategic approaches to cross-dimensional dialogue facilitation.....	35
b) Systematic dialogue-process design.....	36
c) Dialogue facilitation capacity-building.....	36
d) Inclusivity and local ownership.....	37
List of Acronyms	38
OSCE Resources	39



FOREWORD





In an increasingly diverse and complex world, the ability to live together peacefully is being challenged in new and different ways. In the OSCE, we know that in order to thrive, societies require tolerance, understanding, trust and a strong sense of social cohesion. One of the most important ways we can nurture these qualities is through dialogue.

The power of dialogue goes back to the very foundations of the OSCE. The Helsinki Final Act of 1975 was – at its core – about crossing political divides to build trust through open and honest dialogue on issues of common concern. Today, our work continues in that same spirit. We engage with communities on the ground across the OSCE area, offering platforms for meaningful exchange to prevent, manage and resolve conflicts.

As a founding member of the Northern Ireland Women’s Coalition, I witnessed the power of dialogue (that included women as participants and their perspectives) as an essential element in protecting the formal peace process in Northern Ireland. Dialogue took place, not only among the parties, but also between the parties and numerous individuals, groups and organizations who were indirectly involved. And, once the formal political agreement was signed, it was through community-level dialogue that we managed to ensure buy-in of the political agreement and to build trust between the communities.

Our OSCE field operations, too, have allowed us to gain invaluable experience in supporting community-level dialogue and in strengthening relationships between authorities and local stakeholders. In this work, we act not only as dialogue facilitators but also as connectors – linking local voices with broader political processes and initiatives, ensuring that the perspectives of all those affected by conflict can be heard.

Indeed, the meaningful inclusion of diverse voices is key to sustainable outcomes. Therefore, dialogue must be inclusive, taking place with diverse actors on multiple levels and with engagements tailored to local contexts and needs. This mapping study of the OSCE’s engagement in dialogue facilitation sets out the breadth and depth of our work in this field. Whether in addressing local grievances or in facilitating cross-border discussions, we engage with a wide range of interlocutors – from government officials and civil society to women activists and community leaders.

In its dialogue engagements, the OSCE is able to add unique value in several ways:

- **We are trusted.**

Through our decades-long field presence, we have developed strong relationships with local communities, civil society and national authorities. This trust allows us to understand local conflict dynamics and to respond quickly and effectively.

- **We connect.**

We bring together actors from various levels to facilitate mutual understanding of differing perspectives and to build trust as the foundation of social cohesion. Where OSCE field operations are present, we can link local initiatives with formal peace processes, ensuring that diverse voices are integrated into the broader political framework.

- **We are inclusive.**

By engaging minority communities, civil society, women and youth, we ensure broad ownership of national and local dialogue processes, which in turn enhances the sustainability of peace initiatives.

- **Our work is comprehensive.**

Addressing conflict from multiple angles – from supporting democratic governance to protecting human rights to the nexus of conflict and climate change – provides us with diverse entry points to engage stakeholders in dialogue.

- **Our work transcends borders.**

By facilitating regional dialogue on shared security challenges, we contribute to building confidence and broader social cohesion among affected communities.

Having personally witnessed the power of dialogue, I firmly believe in the need to talk in order to peacefully resolve our disputes. I am committed to working with partners, both within the OSCE and beyond, to continue advancing our approaches to dialogue facilitation and ensuring that our efforts contribute to lasting peace, resilience and stability across the OSCE area.

We have many successes to share, but there is still more we can do. While dialogue can yield immediate results in moments of crisis, truly sustainable peace requires continuous and long-term dialogue engagement. This mapping study identifies important lessons (to be) learned as well as concrete recommendations to enhance the coherence and effectiveness of our dialogue work.

I hope you find it of use in your own dialogue facilitation work.

Catherine Fearon

*Director of the OSCE Conflict Prevention Centre and
Deputy Head of the OSCE Secretariat*

EXECUTIVE SUMMARY





As a platform for inclusive dialogue, the Organization for Security and Co-operation in Europe (OSCE) has long-standing experience in facilitating dialogue with the aim of preventing, managing and resolving conflicts. Particularly through its field operations, the OSCE has gained rich experience in facilitating inter-communal dialogue as well as dialogue between local authorities and minority communities. It has also developed dialogue facilitation mechanisms and capacities for local mediation that play an important role in conflict prevention by building trust between stakeholders, by finding consensual agreements and by supporting reconciliation and peacebuilding.

In Ministerial Council Decision No. 3/11 on Elements of the Conflict Cycle, the OSCE's 57 participating States recognized dialogue facilitation and mediation, as well as preventive and quiet diplomacy, as critical instruments to address the different phases of the conflict cycle, which include early warning, early action, crisis management, conflict resolution, post-conflict rehabilitation and peacebuilding. This decision tasked the Secretary General to develop a standing mediation-support capacity within the OSCE Conflict Prevention Centre (CPC), and for this purpose the Mediation Support Team (MST) was established. The MST has since served as a dedicated mediation-support and dialogue facilitation capacity, offering strategic advice and technical support to all OSCE executive structures.

To better understand the OSCE's diverse dialogue facilitation experiences and to identify good practices, the MST conducted a mapping study of OSCE dialogue facilitation engagements that took place between 2020 and 2023. In doing so, the MST mapped the respective mandates and capacities of all OSCE executive structures that were operational during the review period, as well as the approaches they have taken to support dialogue facilitation endeavours. The mapping study also identified the key themes and stakeholders of dialogue activities, the OSCE's role in facilitating dialogue and the level and logic of dialogue engagements.¹

¹ The period under review (2020–2023) saw a number of exceptional (and unprecedented) developments, including the COVID-19 pandemic as well as situations of armed conflict in the OSCE area, which affected many of the Organization's dialogue facilitation engagements.

The criteria for the dialogue engagements mapped was based on the working definition of OSCE dialogue facilitation, as set out in the 'Reference Guide: Mediation and Dialogue Facilitation in the OSCE' (2014). It states that dialogue facilitation represents a distinct approach [to mediation] insofar as it is



a more open-ended communication process between parties in order to foster mutual understanding, recognition, empathy and trust. These can be one-off conversations, or go on over a longer period of time. Although dialogues can lead to very concrete decisions and actions, the primary aim is not to reach a specific settlement, but to gain a better understanding of the different perspectives involved in a conflict.

Against this background, the MST was able to map more than 120 dialogue engagements. The analysis of these engagements identified the following main ways in which the OSCE adds value as dialogue actor:

- **The OSCE as a trusted impartial actor:**

The OSCE's long-standing field presence and strong thematic expertise enable it to build trusted relationships with a wide range of stakeholders across different levels and thematic areas. Viewed as a genuine and credible partner, the OSCE – particularly through its field operations – is positioned to engage impartially in dialogue facilitation, as evidenced by continuous requests from local stakeholders for its involvement. These trusted relationships also allow the OSCE to obtain direct knowledge of local conflict dynamics, with field staff serving as indispensable assets in understanding emerging developments and escalating conflicts. Their specialized knowledge of differing perspectives, interests, and needs, as well as the underlying causes of disputes, enables the OSCE to respond swiftly and effectively to evolving situations by offering good offices and facilitating dialogue.

- **The OSCE as a connector:**

As a trusted partner on the ground, the OSCE is well placed to act as a credible convener of dialogue that aims to build trust and, ultimately, greater social cohesion. To this end, OSCE dialogue activities facilitate the establishment of networks and regional contacts around specific issues. In some thematic areas, the OSCE is the only credible actor able to convene and facilitate dialogue to address sensitive conflict issues at the local, national or regional levels.

- **Promoting inclusivity:**

OSCE executive structures support or directly facilitate dialogue on a variety of topics, engaging with a broad range of actors at multiple levels. Thus, OSCE dialogue work adds value by supporting inclusive institutions, policy development platforms and exchanges between governmental actors and civil society. Especially in engaging minority communities, women and youth, respectively, the OSCE's efforts to promote inclusivity contribute to stronger local ownership.

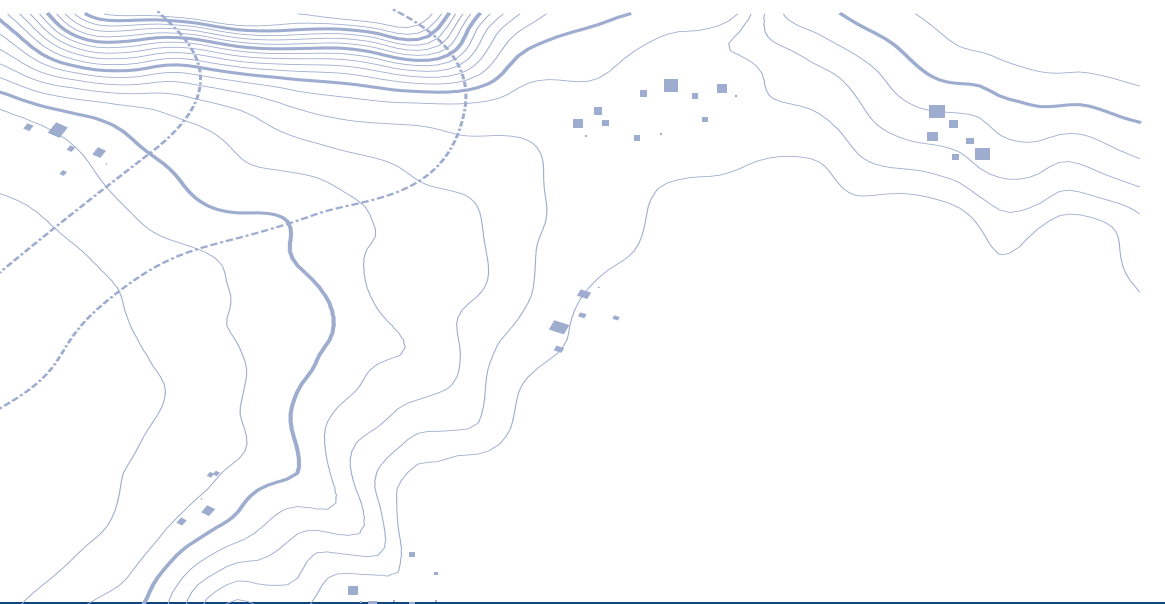
- **Using its comprehensive approach to security:**

Dialogue facilitation is actively used by all OSCE executive structures throughout the conflict cycle and in a cross-dimensional manner.² The OSCE's comprehensive approach to security empowers the Organization to engage in conflict prevention and resolution from a variety of angles. Executive structures can develop nuanced dialogue engagements in line with the needs of local stakeholders, with entry points for dialogue that include, for example, strengthening democratic institutions, protecting human rights, ensuring good governance and providing parliamentary support, among many others.

- **Building on its broad regional scope:**

The OSCE focuses on regional approaches, whenever possible and appropriate, which allows it to foster and support cross-border/boundary initiatives, networks and contacts around many thematic issues. Regional dialogue on shared security challenges contributes to confidence-building and to broader conflict prevention among affected communities.

² The OSCE's comprehensive concept of security comprises three dimensions: the politico-military, the economic and environmental, and the human dimension. OSCE activities are comprehensive in that are seen to be complementary and of equal importance, addressing issues in all three dimensions, for example, conflict prevention, fostering economic development, ensuring the sustainable use of natural resources and promoting the full respect of human rights and fundamental freedoms.



DETAILED FINDINGS

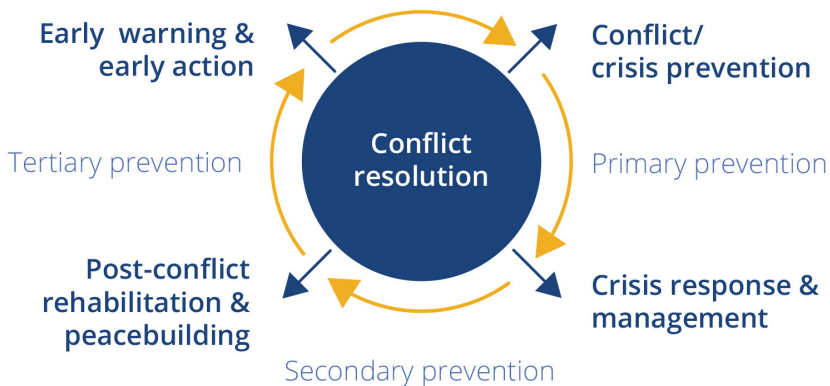
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Understanding the OSCE's engagement in dialogue facilitation

a) Dialogue facilitation along the conflict cycle

Dialogue facilitation is an important part of the OSCE's conflict cycle toolbox, which is based conceptually on the Organization's comprehensive and multidimensional approach to security, as well as on a "tiered approach" to conflict prevention: primary prevention refers to preventing violent conflict by successfully applying early warning and early action instruments and by implementing long-term measures that address root causes of conflict. Secondary prevention takes place when a conflict escalates into violence; it involves crisis management actions to stop violence from spreading, both in intensity and geographic scope. Tertiary prevention, which is usually referred to as post-conflict rehabilitation and peacebuilding, aims to prevent the re-emergence of tensions and the recurrence of violent conflict. Efforts to facilitate peaceful conflict resolution, including dialogue facilitation, can be applied in all three phases.

The OSCE Conflict Cycle



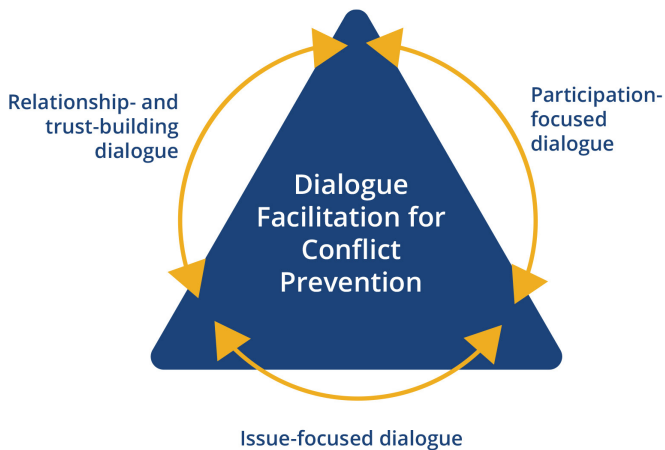
The results of the mapping study show that the OSCE supports and facilitates dialogue in all phases of the conflict cycle:

- **In primary prevention**, dialogue engagements typically focus on building national/local capacities to use dialogue as a tool to address and mitigate initial or emerging tensions/conflict.
- **In secondary prevention**, dialogue engagements aim to find mutually agreeable outcomes to specific crises or conflict situations.
- **In tertiary prevention**, dialogue engagements focus on strengthening the use of dialogue as a tool to foster social cohesion, responsive institutions, trust and reconciliation.

While dialogue facilitation can be a stand-alone effort to prevent conflict, it is more commonly and effectively used to support the OSCE’s broad and diverse engagement in the field, toward the full implementation of OSCE principles and commitments.

b) OSCE dialogue facilitation objectives

The OSCE’s dialogue facilitation engagements identified from the mapping study can be grouped according to three key objectives.



Relationship- and trust-building dialogue centres on fostering a mutual understanding of the different views and perspectives of parties to gradually build trust and empathy among them. Such dialogue ultimately supports greater social cohesion and potentially reconciliation between divided communities and stakeholders. Finding solutions or addressing conflict issues is usually a secondary aspect of trust-building dialogue. Examples of OSCE trust-building dialogue include inter-ethnic or interreligious dialogue, initiatives that connect women or young people from different backgrounds, and dialogue to improve relations among governance institutions and local communities as well as among institutions at various levels of governance.

■ Case study 1: Building capacities and trust among women negotiators in the Transdniestrian Settlement Process, Republic of Moldova

Within its mandate to facilitate a comprehensive and lasting political settlement of the Transdniestrian conflict in all its aspects, the OSCE Mission to Moldova supports the effective participation of women negotiators nominated by Chisinau and Tiraspol to the Joint Expert Working Groups. In 2021 and 2022, the OSCE Mission to Moldova, together with the MST and the Gender Issues Programme, brought together women negotiators from both banks of the Dniester/Nistru River through training that built trust among them and enhanced their negotiation and mediation skills.

Issue-focused dialogue seeks to address a particular problem and aims to pave the way for the development joint options or solutions. The OSCE's engagement in this context tends to be in the form of short-term interventions, for example, a single meeting or a limited number of exchanges.

■ Case study 2: Facilitating dialogue to help resolve post-conflict issues in Kosovo³

The OSCE Mission in Kosovo has been facilitating dialogue between Kosovo institutions and the Serbian Orthodox Church to help its clergy obtain the necessary personal documents to exercise their rights, privileges and immunities in accordance with applicable laws. Difficulties in the process arose owing to Kosovo's complex legal framework and the post-conflict reality on the ground. The OSCE's facilitation has contributed to creating a better understanding of the application process, which has allowed personal documents to be issued to members of the clergy. Moreover, exchanges on the issue are helping to normalize relations between Kosovo's institutions, religious communities and the Serbian Orthodox Church.

Participation-focused dialogue typically serves to broaden inclusion in multi-stakeholder processes and to include new perspectives in policymaking, as well as broader governance and peace processes. Such activities generally focus on including the respective views of women, youth and minority groups. Participatory approaches may not always involve direct dialogue between parties or directly address conflict issues, but they do aim to increase the quality of processes with a view to creating more sustainable outcomes.

■ Case study 3: Participatory dialogue in North Macedonia

In 2012, based on an OSCE-funded needs assessment, the OSCE Mission to Skopje supported the establishment of the Participatory Forum in North Macedonia, which serves as a consultative body that brings together government institutions, central-level bodies and representatives of community civil society organizations. The Forum's recommendations, which are submitted to the government for further action, have proven to be a catalyst for positive change, shaping policies and ensuring that the voices of even the smallest communities are heard and acted upon.

³ All references to Kosovo, whether to the territory, institutions or population, in this text should be understood in full compliance with United Nations Security Council Resolution 1244.

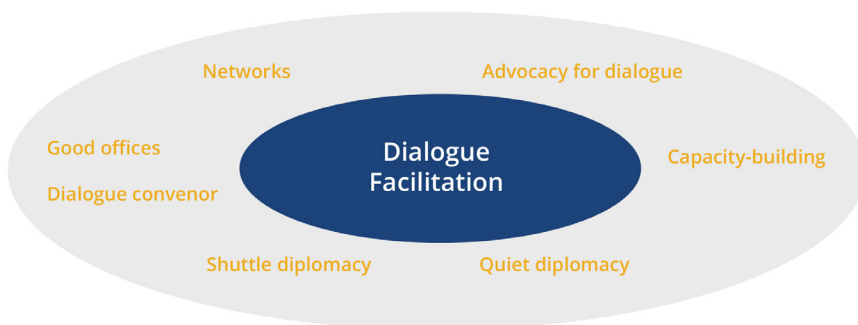
c) OSCE dialogue facilitation roles and activities

The OSCE takes on a number of different roles and implements dialogue facilitation activities in various ways, depending on the mandate of its executive structures and the specific context in which the engagement takes place. Some of these roles and activities aim to prepare the ground for dialogue, while others are carried out in support of ongoing dialogue processes.

In situations where parties are unwilling to meet or negotiations are interrupted, the OSCE can act as a **convener of dialogue**; as an impartial and trusted partner, it can play an important role in bringing parties together. When the space is not (yet) ripe for facilitated dialogue, the OSCE can offer and provide **good offices** to de-escalate tensions or to encourage disputing parties to resume negotiations, without necessarily offering substantive suggestions toward resolving the dispute.

The OSCE can also conduct **shuttle diplomacy**, in which it consults separately with parties or other stakeholders, conveying messages back and forth. While good offices and shuttle diplomacy do not always lead to the convening of dialogue, they are important in preparing the ground for direct talks and in facilitating connections between disputing parties.

Quiet diplomacy, in which dialogue is facilitated discretely behind closed doors, is another OSCE role that can help to build trust between parties by limiting public exposure. In contrast, the OSCE may also choose to **advocate publicly for the need of dialogue** on issues about which the parties are unwilling to meet or talk.



When tensions are escalating, the OSCE may be requested or may itself offer to **facilitate quick impact dialogue interventions** that directly engage disputing parties to address a specific issue. Such solution-focused dialogue is usually limited in time and aims to identify immediate solutions.

In post-conflict situations, the OSCE facilitates **long-term dialogue** processes that aim to build trust and to improve relations between former conflict parties. In addition to convening meetings between the actors involved, the OSCE implements trust-building activities that can involve a larger number of stakeholders.

■ Case study 4: Promoting municipal co-operation in the Majevica region, Bosnia and Herzegovina

Majevica is a low mountain range in north-eastern Bosnia and Herzegovina (BiH), which consists of several municipalities of the country's two entities – the Federation of BiH and Republika Srpska. Between 1992 and 1995, armed conflict tore this area apart, leaving behind deeply rooted divisions and lasting consequences. However, to overcome economic challenges and to boost development, the mayors of five municipalities in the Majevica region (three from the Federation of BiH and two from Republika Srpska) began working together in 2019 as part of an initiative spearheaded by the OSCE. Through regular meetings of the Majevica Inter-Municipal Working Group, supported by the OSCE Mission to BiH, the municipalities developed a variety of dynamic ways to strengthen co-operation between them, with a vision to develop rural tourism on the Majevica mountain range. The support of the OSCE Mission to BiH has helped them to form partnerships and regional networks, to better address common concerns and to develop new approaches to challenges, such as environmental degradation, economic stagnation and a turbulent political climate.

Insider mediation is another area in which the OSCE engages. Insider mediators are respected and well-connected individuals in their societies, who can bring parties together or who can work to increase the readiness of parties to engage in dialogue. For example, long-serving national staff of OSCE field operations can act as insider mediators by convening and facilitating dialogue.

The OSCE also actively creates and makes use of **dialogue networks** that connect people from different backgrounds to engage in dialogue on a specific topic. Such networks can be established at various levels and may include a variety of stakeholders, such as civil society organizations, youth, women professionals or thematic experts. Networks in the OSCE area vary in thematic and geographical scope, focusing, for example, on water governance in Central Asia, combatting gender-based violence in BiH, or empowering young women through the Dialogue Academy organized by the OSCE Mission in Kosovo and the OSCE Mission to Serbia.

■ Case study 5: OSCE Networking Platform for Women Leaders, including Peacebuilders and Mediators

Launched by the Secretary General in 2021, the platform is a unique network that connects dozens of women peacebuilders and mediators from the OSCE area. The network aims to strengthen the ability of women to meaningfully engage in and influence peace processes at all levels. A flagship activity of the network is the OSCE Women's Peace Leadership Programme, launched in 2022, which connects high-level women mentors and women leaders, who are selected as mentees. The programme empowers women peacebuilders, by creating spaces for their voices to be heard. In early 2023, as part of the Networking Platform, the Young Women for Peace Initiative was launched to bring young women's perspectives on peace and security to the forefront and to ensure their voices are heard. The 2023 cohort of the Young Women for Peace Initiative brought together 18 participants from Central Asia and Afghanistan. By creating a networking space and providing opportunities for learning and sharing best practices, the initiative contributes to the creation of a generation of women peacebuilders and mediators.

While the OSCE is often at the forefront of facilitating and convening dialogue, it also engages in **partnerships**, including at the strategic level, to support dialogue activities and to create links between political engagement and programmatic activities. For example, sustained programmatic partnerships with civil society organizations can be used to leverage their expertise and contextual knowledge in guiding specific approaches to dialogue. Moreover, the OSCE engages with partners by funding the activities of local actors.

The OSCE engages also extensively in **capacity-building** in support of dialogue facilitation, mediation and negotiation. Building capacities to engage in constructive dialogue is essential, for example, when one party is significantly less experienced in dialogue or when abilities are limited to engage in dialogue about technical issues. Many participatory dialogue activities incorporate capacity-building for specific actors or institutions in order to develop local capabilities to engage in dialogue, which can also help to foster a more widespread culture of dialogue as well as the use of inclusive approaches at various levels of government and civil society.

2

Dialogue facilitation in support of mandate implementation

OSCE participating States have adopted various decisions that affirm the role of dialogue in addressing conflict and in building sustainable peace, both in general and related to specific thematic matters. Against this backdrop, dialogue constitutes an important instrument in the OSCE's conflict cycle toolbox to be used by executive structures in implementing their diverse mandates.

a) Field operations

Field operations are at the forefront of the OSCE's engagement in dialogue facilitation. Field operations are of various sizes, and the thematic focuses of their respective mandates are broad – ranging from conflict prevention and resolution, through good governance and democratization, to regional stability and addressing transnational threats, among others. Many field operations facilitate dialogue as a tool to flexibly respond to requests from their host countries in a wide variety of thematic areas.

In **South-Eastern Europe**, the OSCE has an extensive network of field operations, including multiple sub-offices, giving the Organization an exceptionally wide presence on the ground. Dialogue facilitation engagements focus, among others, on building trust between different ethnic and religious communities; on supporting the participation of minorities, women and youth, respectively, in decision-making processes; and on strengthening good governance and human rights, including the rights of persons belonging to national minorities.

Building trust and supporting inclusive approaches play an equally important role in **Central Asia**. Owing to the context-specific mandates of field operations in the region, they focus strongly on cross-border dialogue – such as between border management officials or communities living in border areas – and on dialogue related to economic and environmental issues – such as water management and energy security.

In **Eastern Europe**, the Mission to Moldova implements various dialogue facilitation activities in support of its mandate. Until their closure in 2022, both the OSCE Project Co-ordinator in Ukraine and the OSCE Special Monitoring Mission to Ukraine engaged in dialogue on specific issues, to build relationships and trust, and to broaden participation and inclusion for various purposes. Today, the OSCE extrabudgetary Support Programme for Ukraine engages in efforts to build national capacities to facilitate participatory dialogue.

Although the OSCE no longer hosts a traditional field operation in the **South Caucasus**, the Organization supports dialogue in the region through its institutions and the Secretariat. Moreover, the Personal Representative of the Chairperson-in-Office on the Conflict Dealt with by the OSCE Minsk Conference maintained and facilitated dialogue between the sides in a discrete manner and supported confidence building between Armenians and Azerbaijanis.

b) OSCE institutions and the OSCE Parliamentary Assembly

With a mandate to provide early warning on national minority issues and to assist participating States in meeting their commitments related to the protection of national minorities, the **High Commissioner on National Minorities (HCNM)** conducts quiet diplomacy and advocacy toward building integrated societies with respect for diversity. Thus, dialogue facilitation is a prominent aspect of the HCNM's engagement across the OSCE area in support of participating States, in particular in Eastern Europe, the South Caucasus, Central Asia and South-Eastern Europe. The HCNM applies a broad interpretation of dialogue facilitation, which has developed over time in combination with other instruments, such as policy advice for participating States. Bilateral conversations with various stakeholders – primarily conflict parties – constitute the building blocks of mediation and dialogue facilitation. Shuttle diplomacy, by conveying confidential verbal or written messages between parties, is another method. Other forms of dialogue include consultative mechanisms and participatory platforms for national minorities to communicate with authorities.

The **OSCE Office for Democratic Institutions and Human Rights (ODIHR)** predominately engages in participatory dialogue to strengthen democratic institutions and to promote the full respect for human rights and fundamental freedoms as well as tolerance and non discrimination. ODIHR also promotes and facilitates interreligious and interfaith dialogue, including by providing practical guidance for participating States on the use of non-violent communication, dialogue and mediation. Recommendations from ODIHR election observation missions can also provide entry points for dialogue on election reform and can be used to identify and co-ordinate actions to sufficiently address any shortcomings identified in advance of the next election. While these engagements often have an OSCE-wide focus, ODIHR also conducts targeted dialogue engagements in co operation with field operations in South-Eastern Europe and Central Asia.

In fulfilling its mandate, the **OSCE Representative on Freedom of the Media (RFoM)** engages in dialogue with representatives of OSCE participating States. The RFoM also holds annual regional media conferences – bringing together journalists, academics, and representatives of civil society and government – to engage in dialogue about media freedom issues.

The **Parliamentary Assembly** facilitates interparliamentary dialogue to advance the OSCE's goals of comprehensive security.

c) The OSCE Secretariat

The **Conflict Prevention Centre** provides dialogue-related methodological guidance, policy advice and operational support to field operations and participating States. It serves as the OSCE's in-house capacity for the provision of strategic advice and practical assistance on mediation and dialogue facilitation. In doing so, it builds on the early warning function and conflict analysis capacity. The **CPC** also supports the OSCE's engagement in formal mediation processes, as well as the work of Personal and Special Representatives of the Chairperson-in-Office, who are appointed to serve as mediators in OSCE-supported formal negotiation processes. In particular, the CPC supports the Special Representative of the Chairperson-in-Office for the South Caucasus, who serves as one of the mediators in the Geneva International Discussions that deal with the consequences of the 2008 armed conflict in Georgia. In the same context, the CPC supports the Incident Prevention and Response Mechanism in Ergneti, which is co-facilitated by the Special Representative of the OSCE Chairperson-in-Office for the South Caucasus and the Head of the EU Monitoring Mission in Georgia. Moreover, the CPC also provides spaces for dialogue in support of formal processes, facilitates dialogue to address issues that affect the daily lives of conflict-affected people and supports cross-regional activities to connect young people and to foster mutual understanding of each other's experiences and perspectives.

The **Programme for Gender Issues in the Office of the Secretary General (OSG)** provides OSCE staff with expertise and guidance to advance the meaningful participation of women in dialogue processes and to integrate a gender perspective in dialogue activities. More broadly, the **OSG** also supports the promotion of dialogue and mutual understanding among young people across the OSCE area. Its flagship series the 'Model OSCE' builds confidence and strengthens dialogue between young women and men from different backgrounds and increases their knowledge of OSCE principles, values and processes, which they can apply as future professionals in the political and civic sphere.

■ Case study 6: The Model OSCE

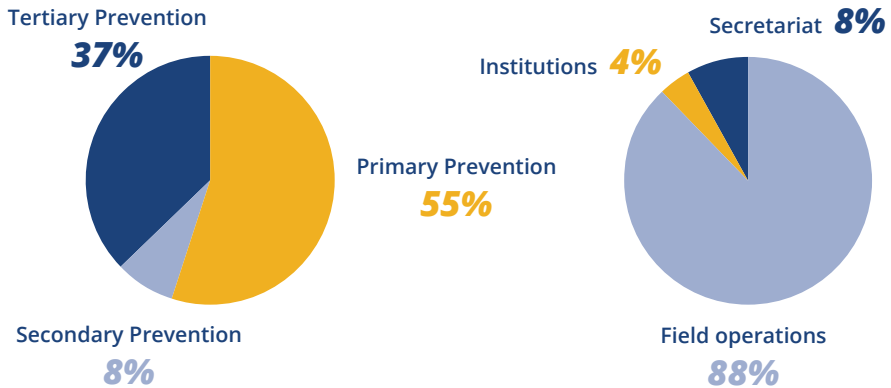
In March 2023, as part of implementing the Youth, Peace and Security agenda, the OSCE launched a series called the 'Model OSCE' – a simulation exercise to help young people learn about conflict resolution, mediation and peace processes. The first Model OSCE brought together 26 young people from Western Europe, while the second convened 25 young women and men from Central Asia. With the aim to promote dialogue and mutual understanding, these events provided hands-on training in mediation, dialogue facilitation, negotiation skills and strategy building. They also increased the knowledge of young people about multilateral decision-making processes; the Youth, Peace and Security agenda; and the OSCE's work with and for youth. The Model OSCE will continue for participants from other OSCE regions.

The **Office of the Co-ordinator of Economic and Environmental Activities (OCEEA)** facilitates dialogue as a tool to support participating States with the implementation of economic and environmental commitments, including related to anti-corruption, strengthening good governance, water management, energy security and migration.

The **Transnational Threats Department (TNTD)** supports dialogue facilitation in the field, for example, related to policing and border security and management. The TNTD supports the **OSCE Border Management Staff College** in Dushanbe, which provides border management officials with both capacity-building in dialogue and a platform to exchange on an array of topics in all three dimensions of security. Dialogue is also an important element of the TNTD's support for activities to strengthen multi-ethnic policing, community policing and public-police partnerships in the field, among others.

The **Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings** brings together national agencies and organizations as well as civil society and others to engage in participatory dialogue toward enhancing transborder collaboration and multi-agency co-operation in combating trafficking in human beings.

Diversity of the OSCE's engagement in dialogue facilitation



3 Diversity in the OSCE's dialogue engagement

a) Diverse thematic engagement

OSCE executive structures support or directly facilitate dialogue to various extents on a variety of topics. The mapping study identified **nine main thematic clusters of dialogue activities** implemented by the OSCE in all three dimensions of security between 2020 and 2023: (1) relationships, (2) inclusion, (3) political participation, (4) governance, (5) human rights, (6) security and justice, (7) economy and environment, (8) education and culture and (9) transnational threats.

Relationships

- Cross-party relations
 - Inter-community relations
- Inter-ethnic relations
- Interreligious relations
 - State-community relations
 - Networks (women, youth)

Political Participation

- Participation in decision-making
- Parliamentary support
 - Elections
- Inclusion in national institutions
- Inclusion in legislation
- Women in decision-making

Human Rights

- Rights advocacy
 - Citizens' and community rights
 - Minority rights
 - Property rights
- Freedom of movement
 - Community engagement

Security & Justice

- Access to justice
- Community and human security
 - Conflict prevention
 - Gender-based violence
- Hate speech/crimes
- Social protection

Economy & Environment

- Economic and social development
 - Environmental, livelihood protection
 - Housing
 - Infrastructure
 - Transportation
- Water management

Inclusion

- Participation of youth
 - Participation of women
- Inclusion of minorities
 - Participation of civil society

Governance

- Local administration
 - Rule of law
 - Public reforms
- Decentralization

Education & Culture

- Cultural heritage
- Dialogue capacity-building
- Arts and media
 - Sport

Transnational Threats

- Border security and management
- Combating trafficking in human beings

Dialogue activities can, and often do, relate to more than one thematic area at a time; for example, cultural activities that bring together youth from different communities focus thematically on both relationships and culture. While there are some minor differences in terminology and by region, these themes are reflected in an overall consistent manner across the OSCE area.

Relationships are by far the most common key theme of dialogue activities and include engagements that focus on fostering trust and building ties among individuals and groups through various means. The frequency of this theme corresponds with the finding that trust-building dialogue – that is, dialogue to deepen understanding and empathy between groups – is at the core of OSCE dialogue engagements.

The other themes that most consistently form the basis of OSCE dialogue engagements are inclusion and political participation, while several executive structures also engage in dialogue to strengthen good governance, the rule of law, public reform processes and decentralization. Dialogue activities also commonly aim to promote local ownership and inclusive national policy development.

b) Diverse stakeholder engagement

In its dialogue facilitation activities in the field, the **OSCE engages with a broad range of stakeholders**, including (former) conflict parties, constituencies, political representatives, decision makers, institutional actors, ministry and security sector officials, civil society, local (conflict-affected) communities and their leaders, war veterans, elders, women, youth, representatives of ethnic or religious minorities and human right defenders. The OSCE's long-standing presence in the field and its network of field operations provide the Organization with direct access to stakeholders, which is reinforced by its reputation as a trusted intermediary and facilitator of dialogue.

As a substantial amount of dialogue focuses on trust-building and improving relationships, the OSCE's engagement with stakeholders needs to be focused and meaningful. The beneficiaries of OSCE-facilitated dialogue depend on the objective and thematic focus of the activity. Stakeholder engagement varies by region, owing in part to the specificities of OSCE mandates. For example, field operations in Central Asia engage more with central government representatives, while in South-Eastern Europe, most dialogue engagements take place with local communities or with local government representatives.

Numerous OSCE activities are carried out to support **the meaningful inclusion and participation of women in dialogue processes**. Many of these activities are designed around the specific – and often decisive – role that women and women’s networks can play in creating informal (cross-border/boundary) contacts or in drawing attention to particular topics. For example, the OSCE has worked to connect women in the security sector, in water management and in parliamentary networks, and has served as an important instrument to advance women’s participation in peace and political processes.



It is very simple: a society cannot recover from conflict or develop the necessary tools to avoid repetition unless you have an inclusive peacebuilding process. When you exclude half of the population from the equation, you are bound to live an incomplete peace.”

Helga Maria Schmid,
OSCE Secretary General 2020–2024

■ Case study 7: OSCE Dialogue Academy for Young Women

With the support of the OSCE Mission in Kosovo and the OSCE Mission to Serbia, the annual Dialogue Academy gathers young women from Prishtinë/ Priština and Belgrade to enhance their capacities to become leaders of change, in line with the Women, Peace and Security agenda and the Youth, Peace and Security agenda. Through the Academy and its related activities, contacts and dialogue on joint issues of interest have been fostered between the two societies. Key issues include women in politics, dialogue and mediation, gender equality and women’s empowerment. The Dialogue Academy’s Network of Alumnae provides a platform for more than 200 young women from Prishtinë/ Priština and Belgrade, who actively engage in activities to foster reconciliation, to promote dialogue and to empower women across the divide.

In addition to efforts that explicitly focus on dialogue between women, most other OSCE-supported dialogue activities seek to mainstream the participation of women in dialogue engagements. As women remain largely underrepresented in decision-making, additional efforts are required to enable their contributions, that these are recognized in peace processes, and that they are linked on all levels to formal peace processes, ultimately increasing their meaningful participation in dialogue processes. Understanding the contextual and process-related factors that enable or prevent the meaningful inclusion and participation of women in OSCE-supported dialogue processes is key to that end.

Across the OSCE area, increasing attention is being paid to promoting the **participation of youth** in dialogue initiatives. As young people often make up a substantial part of the population in host countries where the OSCE is present, their meaningful participation is essential to ensuring social cohesion and broad ownership of peace processes. A number of OSCE executive structures implement activities to create contacts between youth of different backgrounds, across boundaries or in divided societies. Several of these activities aim to develop connections between youth and decision-making authorities.

Several OSCE dialogue facilitation activities involve **religious actors**. For example, the OSCE Mission to Bosnia and Herzegovina works with relevant institutions and organizations to facilitate interreligious dialogue as a key element in building peace and in de-escalating tensions between ethnic-religious groups. Another example is the work of the OSCE Mission in Kosovo, which is focused on strengthening dialogue among religious communities and institutions, on advocating for better legal frameworks and policies, and on building the capacities of representatives of institutions and religious communities related to freedom of religion or belief, preventing violent extremism and combatting domestic violence.

Overall, **inclusivity is strong** in OSCE dialogue facilitation engagements, which seek to bring together or to mainstream the involvement of specific groups, with an emphasis on civil society, women and youth. However, additional efforts are needed to enhance the quality of inclusive approaches, in particular, by designing and implementing activities in genuine partnership with local stakeholders, in building on their ideas and initiatives, and in creating local ownership of outcomes – and thereby also sustainability. It is crucial to ensure that inclusivity is not limited to the mere presence of stakeholders in dialogue activities but that their voices are meaningfully heard and acted upon.

c) Engagement at different levels

Conflicts and the processes to address them can involve complex sets of interdependent actors, including decision makers and institutions at various levels of governance, local communities, experts and civil society, among others. Accordingly, the OSCE engages in dialogue facilitation at multiple levels.

Much of the OSCE's engagement takes place at the **local level**. In this context, OSCE staff on the ground often facilitate the creation of safe spaces for exchange, in which stakeholders are able to voice issues of local importance and listen to the narratives and experiences of the other. Such engagements can involve confidence- and trust-building activities that take place over a longer period of time. Beyond creating safe spaces for open discussion, the OSCE often plays an important role as a convener or an enabler for parties to begin to engage in dialogue.

In polarized or divided societies, OSCE dialogue activities aim to develop and sustain relationships between different communities, in particular, to address emerging tensions as early as possible and to prevent relapses into conflict. In such contexts, local OSCE dialogue engagements work toward (re-)establishing trust and promoting tolerance. Activities include dialogue on community security, land issues, the return and reintegration of displaced persons, and reconciling differing narratives and divisive memories of the past.

■ Case study 8: Dialogue facilitation at the local level for prevention and security

In Kosovo, **Municipal Community Safety Councils** were established in most municipalities to formalize co-operation between municipal institutions, communities and the police. Although they comprised a broad range of stakeholders, numerous Councils had not taken into account the representatives of religious communities. Through dialogue and advocacy facilitated by the OSCE Mission in Kosovo, many Councils started to include all religious communities. With the inclusion of their perspectives, religiously motivated security incidents were increasingly condemned and additional steps were taken by local administrations to repair the sites affected by such incidents.

Since 2008, the OSCE Mission to Skopje has supported the development of **Local Prevention Councils** in North Macedonia, working to increase their number, to enhance their capacities and to improve their efficiency. The aim of the Councils is to provide a platform for law enforcement officers, municipal authorities, relevant state institutions, and community representatives to collaboratively address local community concerns, to develop measures to prevent incidents or issues that affect community safety and to support effective and targeted service delivery by public sector institutions. Although results have been mixed, and some Councils are diminishing or operating on an ad hoc basis, a number of municipalities have created sustainable and fully functioning Councils. These have been successful in fostering co-ordination among local institutions and in promoting civic participation in decision-making processes.

OSCE field operations in Central Asia jointly initiated **cross-border community meetings** between Kyrgyzstan, Tajikistan and Uzbekistan. These meetings brought together the residents of border communities – including community leaders, elders, youth and civil society representatives – with the representatives of the border guard services responsible for their respective region. The meetings provided a platform to exchange on daily matters and were an important step toward building trust and collaboration in neighbourhoods. Owing to their success, similar such meetings were subsequently initiated by local authorities.

Another main area of OSCE dialogue facilitation is related to the **relationship between citizens and governing institutions**. Sustainable peace requires strong, responsive and inclusive institutions. Thus, related dialogue activities focus on strengthening exchanges between governing institutions and the societies and communities they serve. Such engagements can involve solution-focused dialogue on specific conflict issues, such as the provision of and access to public services – for example, housing, education or infrastructure – for minority groups. In parallel, these engagements can also support other ongoing processes by linking them to related initiatives or by providing input or recommendations to policy makers. As a trusted actor on the ground, the OSCE is also capable of facilitating participatory processes between governing institutions and communities, thereby contributing to more inclusive and locally owned outcomes.

OSCE dialogue facilitation **at the level of governing institutions** tends to focus mostly on thematic issues, such as transnational threats, economic and environmental issues and cultural heritage, among others. Another focus is the **development of local capacities to engage in dialogue**. Accordingly, the OSCE works with targeted governing institutions to build their capacities to use dialogue as a means to prevent and to address conflict or to use participatory approaches in their work. The OSCE also supports parliaments by developing the capacities of **parliamentary actors** to engage in dialogue both between parties and with citizens.

In some contexts, OSCE dialogue facilitation take place at the **regional level**, linking stakeholders from different countries to address shared challenges. For example, **cross-border/boundary dialogue** can be used to address border disputes or the distribution and management of natural resources. In Central Asia, the OSCE Border Management Staff College plays an important role in this regard, by facilitating lasting contacts between border management officials through joint professional training.

■ Case study 9: Promoting women's economic and political participation in the energy and water sectors in Central Asia

Together with the five OSCE field operations in the region, the Office of the Co-ordinator of OSCE Economic and Environmental Activities actively supports women's economic and political participation in the energy and water sectors. Regular activities, including capacity-building and policy events, are used to develop strong networks of women professionals. These networks are valuable mechanisms for cross-border communication and dialogue and have helped to increase trust and contacts across the region. They also play a crucial role in helping women to build confidence and to overcome the challenge of gender stereotypes, allowing them to more meaningfully participate in developing solutions that meet the needs

Many OSCE dialogue engagements take place simultaneously on **multiple levels**, from the local to the national or even the international level. While not all activities require formally defined links to processes on other levels, the effectiveness and sustainability of outcomes will increase if OSCE dialogue activities are in some way connected to or at least take due account of broader political and/or peace processes at the national or international level. Where the OSCE directly supports formal processes, it can play a unique role in enabling both formal and informal linkages. Where such processes are led by other actors, the OSCE can play an important facilitating role.

■ Case study 10: Dialogue in support of formal negotiation processes


The OSCE Mission to Moldova supports and facilitates negotiations at all levels in the **Transnistrian Settlement Process**. The Head of Mission regularly engages in dialogue with and provides good offices to both Sides, in particular the respective Chief Negotiators and participants of the Joint Expert Working Groups. Dialogue also takes place with mediators and observers, civil society representatives and other relevant stakeholders.

In dealing with the consequences of the 2008 armed conflict in Georgia, the OSCE facilitates a number of confidence-building measures in support of the **Geneva International Discussions (GID)** and its Incident Prevention and Response Mechanism (IPRM) in Ergneti, in which discussions focus on the daily challenges faced by conflict-affected communities. For example, the OSCE has supported dialogue on the preservation of cultural heritage and on environmental issues, such as wildfire management and water sharing – topics that are frequently discussed in the GID or the IPRM. In doing so, the OSCE works closely with its fellow co-chairs – the EU and the UN – with the EU Monitoring Mission in Georgia and with local stakeholders.





LESSONS (TO BE) LEARNED



Dialogue processes are often long-term endeavours that aim to positively affect conflict dynamics, including by (re-)establishing relations, building trust and helping stakeholders to learn about and consider the other's perspectives and perceptions. In particular when conflicts are protracted and societies are highly polarized, much time and preparation are required before parties are willing to engage in meaningful dialogue.

The OSCE's dialogue facilitation engagements make an important contribution to conflict prevention and resolution on different levels and in a variety of contexts. There are many good practices to be continued in the future. At the same time, there are vital lessons (to be) learned that can further enhance the OSCE's dialogue facilitation capacities. These lessons relate, in particular, to the need for (a) more strategic approaches to cross-dimensional dialogue facilitation, (b) systematic dialogue-process design, (c) tailored dialogue facilitation capacity-building and (d) more inclusive processes and local ownership.

a) Strategic approaches to cross-dimensional dialogue facilitation

When dialogue facilitation engagements are strategically aligned with the broader goals of conflict prevention, they contribute to more sustainable outcomes. Accordingly, OSCE executive structures should **embed dialogue facilitation engagements into broader strategic approaches**. Doing so will help to link both short-term and long-term dialogue facilitation activities with strategic objectives and related activities, which are carried out in support of the cross-dimensional implementation of OSCE commitments and principles.

Executive structures that strategically integrate dialogue facilitation into their long-term programmatic work will be better able to ensure that related **activities are designed and implemented in a tailored, co-ordinated, mandate-specific and context-sensitive manner**. To that end, strategic approaches will need to be based on systematic analyses of the root causes of conflict and conflict dynamics, as well as on needs assessments that are grounded in a thorough understanding of the strategic options to address conflict over a longer period of time.

Integrating dialogue facilitation into strategic approaches will **increase the coherence and consistency** of related activities, which will not only enhance co-operation within and among OSCE executive structures, but also co-ordination and collaboration with (international and national) partners. A strategic approach that includes dialogue facilitation will demonstrate to local counterparts that the OSCE's dialogue facilitation activities are not ad hoc or sporadic but rather well planned toward the achievement of strategic objectives. Thus, they will also contribute to **building trustful relations with parties, encourage political commitment for engagement** – especially in protracted or complex conflict settings – and help to **increase the legitimacy of dialogue facilitation engagements**.

In addition, executive structures that integrate dialogue facilitation into their strategic approaches will be better able to **evaluate their dialogue facilitation engagements**. The mapping study showed that the **impact assessments and evaluations** of dialogue engagements often focus on the output level – the activities implemented – rather than on the outcome level – the changes that arise because of those activities. This result highlights the need to invest more into developing strategic approaches, upon which the (long-term) change facilitated through dialogue engagements can be assessed and evaluated, in particular, in complex conflict settings. Effective impact assessments and evaluations are also essential means to **identify and justify the human and financial resources required to implement dialogue facilitation activities**.

b) Systematic dialogue-process design

The OSCE's trusted relations with local interlocutors and its presence in the field generate a **wealth of information for comprehensive conflict analyses and needs assessments**. The results of such analyses and assessments need to form the basis of systematic dialogue-process design. To lead to successful interventions, **process design must be rooted in viable theories of change**, which will enable the identification of suitable entry points for dialogue activities.

While OSCE-facilitated dialogue processes require systematic planning and preparation, their design and subsequent implementation need to be flexible enough to **account for sudden changes in the conflict context and dynamics**. As conflicts are often multi-layered and involve various actors with differing interests, dialogue facilitation processes should be designed systematically but also in a way that allows for adjustments to changes in the context. Doing so will help to ensure that **complexities are addressed through tailored dialogue facilitation interventions at different levels**.

Responses to the mapping study showed that dialogue facilitation is generally seen as cross-dimensional. At the same time, many OSCE field operations highlighted the leading role of their human dimension departments in implementing dialogue activities. They emphasized the value of dialogue in promoting the inclusion and rights of minority groups or in encouraging the participation of women and youth in political processes. In comparison, staff working in politico-military dimension saw dialogue primarily as a tool to address immediate tensions and to find practical solutions to localized conflicts.

As dialogue facilitation was perceived to be specifically useful in addressing human dimension issues, more resources for dialogue facilitation activities are typically allocated to human dimension departments. Thus, systematic process design can also be useful to **generate resources for dialogue activities in all three OSCE dimensions and to leverage opportunities for cross-dimensional activities**, both within and between executive structures and in line with a **“whole-of-OSCE” approach to conflict prevention and resolution**.

c) Dialogue facilitation capacity-building

The **mandate-specific aspects of dialogue facilitation across OSCE executive structures** result in a variety of approaches, styles and objectives of dialogue activities. Moreover, executive structures are able to draw on different capacities – the number of staff, mandates and available resources – to engage in dialogue facilitation. The amount of field staff who are directly involved in dialogue facilitation varies widely. Some OSCE field operations have small specific units or limited staff dealing with dialogue activities, while others maintain large sections, whose work involves dialogue in some form and where numerous staff are involved to different extents.

More awareness is needed of **dialogue facilitation as a professional field that requires specialized skills**. Executive structures often perceive dialogue facilitation as something that any staff member can do. Therefore, to strengthen dialogue facilitation as a professional field, more clarity and understanding is required about the specific roles and responsibilities of dialogue facilitators. This awareness must be the basis of **systematic capacity-building for all staff who are (potentially) involved in the planning, implementation and evaluation of dialogue facilitation activities**. The provision of specialized capacity-building, including coaching, mentoring and peer-to-peer learning, will ensure effective support for staff who facilitate dialogue. The flagship OSCE Mediation Course and other tailored training can be used to build relevant capacities.

d) Inclusivity and local ownership

Another key challenge is **fostering strong political commitment among parties** to engage in and meaningfully advance dialogue processes. While there are a number of contextual factors that are beyond the OSCE's control, the success and sustainability of dialogue facilitation engagements can be increased by **adapting them to evolving contexts and creating incentives for parties to find common ground**. Identifying and leveraging options to empower local actors to take ownership of dialogue processes is vital to that end.


To increase political commitment and to foster local ownership, it is necessary **to broaden inclusivity by engaging with a wide range of interlocutors**. The mapping study indicates a tendency to rely on individual local actors as key drivers of change. While these trusted interlocutors are invaluable to the success of dialogue initiatives, relying solely on a few key individuals can limit impact and sustainability. If such "dialogue champions" are absent or unable to influence their constituencies – whether in government, civil society or local communities – the dialogue process can be vulnerable to failure. To ensure long-term success and to leverage all available opportunities for dialogue, it is crucial to **cultivate a diverse network of relationships and actors**.

Many OSCE dialogue activities are undertaken at the request of local counterparts. While the desire of stakeholders to engage in dialogue is critical for the OSCE's engagement, it does not automatically translate into meaningful participation throughout the process. In addition, some stakeholders might be overlooked because they do not have sufficient capacities to make their voices heard. A **well-designed inclusive dialogue process** can help to **ensure that all relevant stakeholders are engaged in a way that adds value**. When stakeholders feel heard and see their concerns reflected in the process, they are more likely to commit to it.



RECOMMENDATIONS





From the OSCE's diverse engagement in dialogue facilitation and the lessons (to be) learned, a number of recommendations can be made to further strengthen the effectiveness and sustainability of OSCE dialogue engagements.

a) Strategic approaches to cross-dimensional dialogue facilitation

- Executive structures are encouraged to review their existing dialogue facilitation portfolios, **to identify cross-dimensional synergies** and to integrate them into a broader strategic approach.
- The CPC should **assist executive structures in the development of cross-dimensional strategic approaches** and provide reference documents, strategic planning tools and other relevant materials.
- To support the development and implementation of strategic approaches to cross-dimensional dialogue facilitation, the CPC should **review and update the OSCE working definition of dialogue facilitation**, in consultation with all executive structures.
- The CPC should assist executive structures in exploring opportunities to **include a dialogue facilitation component in ongoing and future programmatic activities**.
- The CPC could advise executive structures on the **design of programmatic frameworks and dialogue-specific projects**, in line with respective mandates and resources.
- Executive structures are encouraged to **make greater use of evaluation methodologies that support learning** and the possibility to flexibly adapt dialogue engagements to emerging developments.
- OSCE participating States should consider providing **flexible and multi-year extrabudgetary funding for dialogue projects** to better match the long-term and evolving nature of dialogue work.

b) Systematic dialogue-process design

- Executive structures should invest in **systematic process design** and in developing a **clear, complementary and mutually reinforcing division of labour with regard to roles and responsibilities**, whenever more than one executive structure or more than one department or section within an executive structure is involved in a dialogue activity.
- The CPC should continue to **offer process-design support** – which builds on systematic analyses of the root causes of conflict, conflict dynamics and needs assessments – to executive structures that engage in dialogue facilitation.
- As part of its **knowledge management** function, the CPC should continue to work closely with relevant staff in executive structures to **identify good practices in process design** and to integrate them into general and thematic guidance.
- The CPC should continue to capture experiences in relation to the **use of digital tools in designing, facilitating, sustaining and supporting dialogue engagements**, while carefully considering the advantages and disadvantages of using such tools.

c) Dialogue facilitation capacity-building

- The CPC should continue to provide executive structures with **regular capacity-building in dialogue facilitation** as well as **knowledge management products** to preserve institutional memory, including for seconded staff. Field operations are encouraged to ensure their staff engaged in dialogue facilitation receive adequate training, support, and guidance, including through CPC-supported learning opportunities integrated into annual training programmes.
- To address the growing demand for tailored thematic interventions, the CPC should develop, in co-operation with OSCE institutions and relevant Secretariat departments, **guidance on dialogue related to climate change, natural resource management, transnational threats, youth and security, and psychosocial support**.
- The CPC should provide regular opportunities for peer exchange and learning for dialogue facilitation staff from all executive structures, including through the establishment of an **OSCE-wide dialogue practitioners platform**.

- The **OSCE roster of mediation and dialogue experts** should be better used to mobilise expertise in a flexible and timely manner.

d) Inclusivity and local ownership

- Executive structures should identify and leverage opportunities to **increase local ownership of dialogue processes through stronger co-ordination and collaboration with local actors.**
- Executive structures should ensure that their **dialogue facilitation engagements feed into local processes and policy making**, wherever and whenever possible and appropriate.
- The OSCE should further **strengthen partnerships with national and international actors** engaged in dialogue facilitation, in particular the UN and the EU, to ensure complementarity and to benefit from their expertise and contextual knowledge.
- The OSCE should continue to explore opportunities and entry points for **dialogue facilitation engagements at the regional level**, for example, related to the management of natural resources or addressing the impacts of climate change.
- When planning and implementing dialogue facilitation activities, executive structures should pay specific attention to **the meaningful inclusion and participation of marginalized stakeholders.**
- Executive structures should endeavour to engage more frequently and systematically in **gender- and youth-sensitive conflict analyses** and to implement **participatory approaches in dialogue-process design.** The CPC, in co-operation with the Secretariat's Gender Issues Programme and the Adviser on Youth and Security, can support such efforts.
- Together with the OSCE Chair, the CPC should **engage Special Representatives of the Chairperson-in-Office, who are involved in formal OSCE-supported dialogue processes, to identify opportunities to advance the inclusion of women and youth**, respectively, in those processes. Proposals to do so should capitalize on the mandates of the respective Special Representatives on Gender and Youth, and be identified in consultation with the Gender Issues Programme and the Adviser on Youth and Security.

List of Acronyms

BiH	Bosnia and Herzegovina
CPC	Conflict Prevention Centre (OSCE)
EU	European Union
GID	Geneva International Discussions
HCNM	High Commissioner on National Minorities (OSCE)
IPRM	Incident Prevention and Response Mechanism
MST	Mediation Support Team (OSCE)
OCEEA	Office of the Co-ordinator of Economic and Environmental Activities (OSCE)
ODIHR	Office for Democratic Institutions and Human Rights (OSCE)
OSCE	Organization for Security and Co-operation in Europe
OSG	Office of the Secretary General (OSCE)
PA	Parliamentary Assembly (OSCE)
RFoM	Representative on Freedom of the Media (OSCE)
TNTD	Transnational Threats Department (OSCE)
UN	United Nations

OSCE RESOURCES

- Factsheet: What is the OSCE?
<https://www.osce.org/whatistheosce/factsheet>
- The OSCE Concept of Comprehensive and Co-operative Security
<https://www.osce.org/secretariat/37592>
- Decision No. 3/11 on elements of the conflict cycle, related to enhancing the OSCE's capabilities in early warning, early action, dialogue facilitation and mediation support, and post-conflict rehabilitation
<https://www.osce.org/ministerial-councils/86621>
- Survey of OSCE Field Operations (2021)
<https://www.osce.org/secretariat/74783>
- Mediation and Mediation Support
<https://www.osce.org/secretariat/107488>
- Mediation and Dialogue Facilitation in the OSCE
<https://www.osce.org/secretariat/126646>
- Inclusion of Women and Effective Peace Processes: A Toolkit
<https://www.osce.org/secretariat/440735>
- Enhancing Gender-Responsive Mediation
<https://www.osce.org/secretariat/107533>
- Women's Peace Leadership Programme: 2nd Edition
<https://www.osce.org/secretariat/573394>
- OSCE Support to Insider Mediation: strengthening mediation capacities, networking and complementarity
<https://www.osce.org/support-to-insider-mediation>
- Building Sustainable Peace and Democracy: OSCE Experiences in South-Eastern Europe
<https://www.osce.org/secretariat/383751>

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