



Republic of Serbia
MINISTRY FOR HUMAN
AND MINORITY RIGHTS
AND SOCIAL DIALOGUE

THE GUIDE TO SUCCESSFUL SOCIAL DIALOGUE

SERBIA | SEPTEMBER 2024



The Guide to Successful Social Dialogue targets all potential initiators and participants in social dialogue who strive to enhance tolerance, trust, partnership, and solidarity in society and participate in making decisions relevant to the decent lives of all citizens of the Republic of Serbia.

We invite citizens, representatives of civil society and governmental authorities to contact us and propose organising a social dialogue in areas of human and minority rights that, in their view, need improvement.

Let's nurture the culture of dialogue because that's how we build mutual trust and respect!

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**All terms expressed in the grammatical masculine in this text imply the natural masculine and feminine gender of the persons to whom they refer.*



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Minister of Human and Minority Rights
and Social Dialogue

LET'S SHED SOME LIGHT ON THE PHENOMENA AND TOPICS OF VITAL IMPORTANCE FOR THE CITIZENS OF SERBIA

The social dialogue delivery process will be rooted in the principle of cooperation between the governmental and civil sectors, with the participation of experts and representatives of academia.

Through social dialogue, we establish a space where 'being different from others' is a treasure to be nurtured. By respecting people as they are, with all their flaws, virtues and peculiarities, talking to them and listening to them with respect, we build a world of tolerance, mutual solidarity, coexistence, and peace. Social dialogue serves to build a world that cannot be created by an individual but by the entire society.

Within the Ministry of Human and Minority Rights and Social Dialogue, we conduct debates on significant and sensitive topics that have not been discussed publicly or have not been discussed adequately.

The cooperation between the governmental and civil sectors, with the participation of experts and representatives of academia, is the principle that I will follow when shedding light on social phenomena and topics of vital importance for the citizens of Serbia to protect and improve their human and minority rights.



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WHAT WE WANTED TO ACHIEVE BY INTRODUCING SOCIAL DIALOGUE

The phenomenon undoubtedly and inevitably applicable to every form of community (be it the state or the world) is change, and social dialogue is a necessary tool for reaching a compromise on responses to such changes, especially when it comes to challenges that lead to the exclusion of vulnerable and marginalised groups.

Social dialogue is a guarantee of making decisions that contribute to the sustainable development of society, greater social cohesion, and the quality of life of each individual.

Therefore, ensuring conditions for ongoing and constructive social dialogue in public space – resulting in a *Consensus for Actions* that includes attitudes, opinions, and value systems of all stakeholders interested in a specific topic - is the obligation of every state striving for economic, commercial, and social development, where no one is left behind.

The Ministry of Human and Minority Rights and Social Dialogue is responsible for delivering this task. **By mid-July 2024, the Ministry's Sector for Social Dialogue had conducted 57 social dialogues.**

The Guide to Successful Social Dialogue aims to increase the number of successfully delivered social dialogues in the future, inspiring as many initiators and participants as possible to initiate and actively engage in the social dialogue process.



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HOW TO INITIATE SOCIAL DIALOGUE?

Social dialogue is organised according to the annual Plan of Social Dialogues prepared by the Ministry of Human and Minority Rights and Social Dialogue **or at the initiative of an authorised proponent.** Specifically, if the Ministry's Plan does not specify a social dialogue on a certain topic, it can be initiated by an authorised proponent.

Authorised proponents of initiatives for organising social dialogue include the President of the Republic of Serbia, ministries, the Government of the Republic of Serbia and other state authorities, institutions, organisations and other public services, judicial bodies, a member of the Parliament and the Government of AP Vojvodina, provincial secretariats and other authorities, institutions and organisations whose founder is the Government, AP Vojvodina, the head of the administrative district, the authority of a local self-government unit in the Republic of Serbia, the national council of a national minority, a civil society organisation established and registered under the positive regulations of the Republic of Serbia, a trade union whose representativeness is determined at the level of the Republic of Serbia, a political party registered in the Register of Political Parties, a media outlet registered in the Media Register, an academic institution, a registered religious community, and citizens of the Republic of Serbia.

The Ministry considers the submitted initiative for organising social dialogue, while the Minister issues final consent for organising social dialogue. If the Minister issues consent for organising social dialogue, **the Proposed Agenda of Social Dialogue and the Proposed Invitation Letter for keynote speakers and participants in the dialogue** are agreed upon with the authorised proponent or the sector within the Ministry responsible for that topic.



HOW TO GET INVOLVED?

Social dialogues involve representatives of public authorities, the academic community, and the civil sector, who are also key stakeholders in initiating and defining topics for the dialogue. They also participate in jointly drafting the *Consensus for Actions*, a document on social dialogue outcomes. It may also contain proposed solutions to be adopted or proposed by the Ministry.

Social dialogues can be organised within the public consultations and public debate processes to enable **the inclusion of a broader range of interested parties and target groups in the process of drafting regulations and public policy documents**. The proposed programme of social dialogue and the notice of the conducted social dialogue are, in this case, published on the eConsultations portal.

A social dialogue organised in this way precedes the conduct of public consultations and public debates, falling under the procedure to which special regulations governing these institutes are applied



RULES OF SOCIAL DIALOGUE

In the Ministry of Human and Minority Rights and Social Dialogue, social dialogue is conducted **based on predetermined rules**.

All participants in the dialogue are treated equally. The order of presenters is determined so as to enable dynamic dialogue and constructive exchange of opinions. The agenda for each social dialogue includes the duration of the keynote speakers and participants' addresses to ensure more rational and efficient conduct of the debate and the adoption of jointly defined measures and activities.



The media play a crucial role in the success of social dialogue by informing the public about the progress and ultimate outcome of the dialogue

Social dialogue begins with an introductory address by the Minister of Human and Minority Rights and Social Dialogue. The Minister introduces the Ministry's position on the topic of the dialogue, participates in the discussion, and summarises the presented views.

At the end of the social dialogue, the Minister presents a document which is the result of the agreement of all participants – *Consensus for Actions*.

The media play a crucial role in the success of social dialogue by informing the public about the progress and ultimate outcome of the dialogue.



KEYNOTE
ADDRESS



DEBATE



CONSENSUS
FOR ACTIONS

DESIRABLE OUTCOME OF EACH DIALOGUE

Social dialogue enables the exchange of arguments and opinions on topics initiated through social dialogue. This process aims to determine the directions for further action of the dialogue participants in a document which expresses the agreement of all participants in the public dialogue. Therefore, this document is called *Consensus for Actions*.

Consensus for Actions is the desirable outcome of every social dialogue. This document contains relevant information and data on the outcomes of social dialogue, jointly agreed activities, and their coordinated implementation with the aim of improving the situation. *Consensus for Actions* is published on the Ministry's website.



The Ministry monitors the implementation of agreed-upon activities based on data and information obtained from all participants in the social dialogue

HOW ARE THE RESULTS OF SOCIAL DIALOGUE MONITORED?

The work of the **Ministry of Human and Minority Rights and Social Dialogue** continues even after the social dialogue process is completed.

Based on data and information obtained from all participants in the social dialogue, the **Ministry of Human and Minority Rights and Social Dialogue monitors the implementation of agreed activities defined in the *Consensus for Actions***.

Monitoring involves recording positive outcomes and proposing additional activities in case of non-compliance with the implementation of agreed activities. At the same time, it timely informs the Minister and the public.

Once a year, the Ministry prepares a ***Report on the Outcomes of the Implemented Social Dialogues in the Previous Year*** and submits it to the Minister. This report maps areas where human and minority rights are most often violated and the causes leading to such practice. It is uploaded on the Ministry's website and forwarded to the Government of Serbia.



WHAT WE HAVE ACHIEVED SO FAR

In the period between 2021 and 20 July 2024, the Ministry of Human and Minority Rights and Social Dialogue organised **57 social dialogues with more than 3,500 participants** from governmental authorities, institutions, parliamentary and independent bodies and courts, international organisations, national councils of national minorities, schools, faculties, universities, institutes, diplomatic missions, religious communities, media associations, civil society organisations, trade unions, local self-government units, national and provincial public services and institutions, MPs and the Assembly of AP Vojvodina and the secretariats of AP Vojvodina.



Social dialogue

The role of companies in the protection and promotion of human rights and social inclusion in the Republic of Serbia

23 December 2022



Social dialogue

Multiculturalism and interculturalism in the Republic of Serbia- best practices and challenges

17 November 2023

THROUGH SOCIAL DIALOGUE

The dialogues encompassed discussions on a wide variety of topics in the field of human rights protection - such as the situation in the area of gender equality, anti-discrimination, same-sex unions, education and upbringing development strategy, social protection, strengthening the position of Roma men and women, the culture of dialogue, sustainable development goals, social entrepreneurship, intergenerational solidarity, additional psychological and psychiatric services, decent work in the media and responsible journalism. **The conducted social dialogues were media-covered with the participation of a large number of representatives of different types of media outlets.**



Social dialogue
*International Human Rights Day -
Leave no one behind*
10 December 2022



Social dialogue
*Philanthropy as giving for the common good
- Enhancing the enabling framework*
5 March 2024

*In the following pages, we briefly present some
successfully conducted social dialogues...*

From 2021 to July 2024, the Ministry of Human and Minority Rights and Social Dialogue conducted several ***social dialogues on gender equality*** to define strategic legal solutions in the area of gender equality in the sphere of economy (labour market, entrepreneurship, agriculture and village), gender equality in the field of education (teaching and learning curricula), social and health protection, equal opportunities for access to goods and services, as well as participation in political action and public affairs.



Social dialogue
Including women and girls in technological and social innovation- challenges in institutional framework development
 25 October 2023

Following the amendments to the Law on Gender Equality in part related to the use of gender-sensitive language, to create conditions for the broadest possible application of gender-sensitive language, **three additional social dialogues on the application of gender-sensitive language were organised** - in Belgrade, Novi Pazar and Novi Sad. A large number of representatives from state authorities, academia, independent institutions, religious communities, and international organisations participated in these social dialogues.



These social dialogues were an opportunity to make the obligation to use gender-sensitive language available to all interested parties across the territory of the Republic of Serbia and to hear the opinions and arguments of the debate participants.

Social dialogue
Economic empowerment of women
 9 February 2021

Firmly believing that social dialogue is the best way to solve problems and establish trust between representatives of Albanians and the institutions of the Republic of Serbia, the Ministry of Human and Minority Rights and Social Dialogue, in cooperation with the Coordination Body of the Government of the Republic of Serbia for the municipalities of Presevo, Bujanovac and Medvedja, initiated *social dialogues on the topic of implementing measures for the affirmation of the rights of the Albanian national minority defined in the 7-point Plan* adopted in 2013.



Social dialogue
*The 7-point Plan- integration into
governmental institutions*
11 March 2022

The result of two dialogues - on the topic of education and representation/integration into state institutions - held in 2021 and 2022 is the agreement of state authorities and the National Council of the Albanian national minority to continue solving problems related to the missing textbooks for primary and secondary school students, improving the teaching and learning curricula of the Albanian language with elements of national culture, as well as increasing the representation of members of the Albanian national minority when deciding on employment in governmental authorities.

The importance of the *2030 Agenda* and Serbia's efforts in achieving sustainable development goals, which represent a national priority implemented in parallel with the European integration process and make an inseparable part of democratic progress, **were highlighted in the course of the dialogue on sustainable development goals**. During the dialogue on the economic empowerment of Roma men and women, activities of all competent governmental institutions were initiated to ensure better living conditions and education for Roma children, as well as new programmes for the education of senior Roma.



Social dialogue

Achieving SDGs through social dialogue

8 March 2024



Social dialogue

Economic empowerment of Roma and Sustainable Development Goals in Serbia

22 September 2021

In the process of conducting social dialogues dedicated to homeless people, it was emphasised that social justice is achieved by illuminating all problems, adopting the best solutions, and implementing measures to overcome them. Dialogue participants highlighted the need to build a solidarity state on the foundations of a single platform and the principle that no one is left behind, especially not the most vulnerable social groups.

Social dialogue
*Homelessness – solving the issue of
personal documents on the path
towards social inclusion*
20 February 2023



In the *social dialogues on mental health*, the need was highlighted for a new law regulating the conditions for undertaking psychological activities, the activities aimed at creating a unified register of individuals, professional organisations, institutions, and private organisations involved in preserving and improving mental health, establishing centres and counselling services for preventive protection, improving mental health and providing psychosocial services at the local level.

Social dialogue
The mental health of youth
20 October 2023



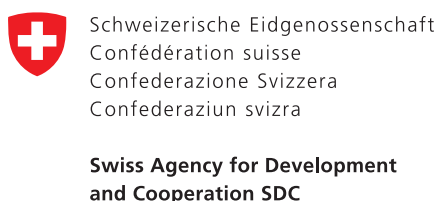
SOCIAL DIALOGUE FOR SUSTAINABLE DEVELOPMENT

The Ministry of Human and Minority Rights and Social Dialogue's *Guide to Successful Social Dialogue* is in line with the sustainable development goals contained in the United Nations *2030 Agenda* implemented in cooperation with *the Public Finance Reform—2030 Agenda* project, supported by the governments of Germany and Switzerland and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

The 2030 Agenda is a universal strategy that obliges signatory states, including Serbia, to mobilise all resources to achieve 17 critical goals in three dimensions of sustainable development by 2030: economic growth, social inclusion, and environmental protection. A broad social dialogue is an underlying condition for implementing *the 2030 Agenda's sustainable development goals*.

The 2030 Agenda unites the world in a new, sustainable approach to societal development and integrates the "Leave no one behind" principle in most of its goals, which is closely related to creating conditions for the delivery of human rights of the most disadvantaged and vulnerable social groups, such as the poor, children, youth, women and girls, the Roma population, people with disabilities, developmental disorders...

**The views expressed in this publication do not necessarily represent the official views of the governments of Germany and Switzerland, as well as GIZ.*



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