



Summary Report

International Conference

"Dialogue as a means of overcoming the crisis: international experience and prospects for its application in Ukraine"

December 10-12, 2014

Compiled by D. Protsenko
on commission from OSCE Project Co-ordinator in Ukraine

ODESA - 2014

TABLE OF CONTENTS

1. INTRODUCTION. Information about the National Dialogue Project instead of a short summary of the preconditions for the conference	3
2. INTRODUCTORY PLENARY REMARKS	7
2.1. Ambassador Vaidotas Verba , OSCE Project Coordinator in Ukraine	7
2.2. Ambassador Erturul Apakan , Chief Monitor of the OSCE Special Monitoring Mission in Ukraine	8
2.3. Inna Tereschenko , Odessa Regional Mediation Group.....	8
2.4. Stan Whitesman , Peace and Development Adviser of the UN Resident Coordinator in Ukraine.....	9
2.5. Kirsi Joenpolvi , Mediation Support Team, OSCE Conflict Prevention Centre	10
3. PLENARY PRESENTATIONS OF UKRAINIAN AND FOREIGN EXPERIENCE OF HOLDING DIALOGUES	12
3.1. Dialogues at Maidan , G. Valensa	12
3.2. Odesa model dialogues , G. Slavinska, ORMG ..	13
3.3. Experience of holding dialogues in Mykolaiv , A. Sklyarov, E. Paramonov	15
3.4. The draft concept of the national public dialogue and the "Dnipropetrovsk Dialogue" , D. Protsenko, the National University of "Kyiv-Mohyla Academy".....	17
3.5. Experience of holding dialogues in Kharkiv , A. Kopina, Peaceful Solutions Laboratory in the Local Democracy Fund.....	19
3.6. Peacekeeping and GPPAC experience in conducting dialogues , A.Kamyenschikov, Z. Movlazade, Global Partnership to Prevent Armed Conflicts	20
3.7. The challenges facing mediators and facilitators in the new realities of Ukraine , V. Kanevska, the National Association of Mediators of Ukraine.....	21
3.8. The "Bermuda Triangle" of Ukrainian issues and how to make conflict work for the common good , S.Chebakova, Ukrainian Mediation Center	22
4. EXPERT PRESENTATIONS	24
4.1. "Organization of a three-day dialogue," Steinar Brin , Nansen Center for Peace and Dialogue (Norway)	24

4.2. "Plurilogue in complex conflicts. From chaos to symphony", Ursula Kasser (Portugal)	25
4.3. "How to develop own (local) solutions to intractable conflicts," Srdjan Djerich (Bosnia and Herzegovina)	26
4.4. "Dialogue: preparation and conduct," Martin Snoddon (UK)	27
4.5. "Dialogue and mediation in complex disputes and settlements: barriers, challenges and dilemmas – a practitioner’s view", Miron Moti (Israel)	28
4.6. "Finding consent. Odessa dialogue model in a social conflict", Odesa Regional Mediation Group, Inna Tereschenko (Ukraine)	29
5. PLENARY DISCUSSIONS	32
5.1. Features of the social and value conflicts. The differences between the various types of dialogue and other forms of intervention in group conflicts	32
5.2. Forms and methods of intervention in social conflict to reduce tension. The roles of facilitator and mediator	33
5.3. Strategy and principles of engaging people to dialogue.....	35
5.4. Dialogues during peace: objectives and implementation methods.....	37
5.5. The role of international organizations in the situation in Ukraine: opportunities and prospects. Description of objectives and interaction. What international organizations can do to support dialogue. Discussions on future project efforts of the OSCE Project Coordinator in Ukraine	39
6. THE RESULTS OF COOPERATION IN THE WORLD CAFÉ FORMAT	43
6.1. Conflicts that may lead to social unrest	43
6.2. Regional specifics of holding a dialogue in Ukraine	45
6.3. Competencies of those who hold dialogues (professionals) and dialogue participants (citizens) and ways of developing such competencies.....	47
6.4. What is needed to promote dialogue and implement dialogue-based practices in Ukraine to ensure further development of dialogue-based practices and the community of mediators.....	49
6.5. The mission of the dialogue	51
7. FINAL CONCLUSIONS	54
8. FACTS	58

INTRODUCTION

Information about the National Dialogue Project instead of a short summary of the preconditions for the conference

On March 20, 2014, in the framework of the National Dialogue Project and at the invitation of Ukraine, the Organization for Security and Cooperation in Europe sent a group of 15 international experts to identify the areas of future OSCE activities in the field of building confidence between the different groups of the Ukrainian society.

For four weeks the group of experts has been working in five regions of Ukraine that have been previously agreed with the Government of Ukraine: Lviv, Kharkiv/Luhansk, Dnipropetrovsk and Donetsk. The project is implemented by the OSCE Project Coordinator in Ukraine. The group of experts was led by Ambassador Hido Bishevich (Croatia). Project experts held meetings with local authorities, civil society and other stakeholders in order to gather information on issues of concern, including political, humanitarian and national minority issues.

Recommendations on how the OSCE can continue to maintain dialogue and the unity of the society in Ukraine were presented to all OSCE member states, including Ukraine, at the meeting of the Permanent Council in Vienna on April 30, 2014. For details, see: www.osce.org/ukraine/118166.

Among other project-related efforts and to implement these recommendations, the OSCE Project Coordinator organized a conference on "Dialogue as a means of overcoming the crisis: international experience and prospects for its application in Ukraine", on December 10-12, 2014 in Odesa. The event was held in response to the request of Odesa Oblast State Administration and Odesa Regional Mediation Group. It was designed to help strengthen skills and facilitate exchange of experience between professional mediators who are working to resolve conflicts and overcome differences



at the local level and international experts involved in supporting dialogue and conflict resolution in Ukraine. A number of international experts from Norway, Ireland, Bosnia and Herzegovina, Israel, Portugal and Ukraine were attracted to conduct seminars and workshops. They trained the participants and provided support and advice and shared experience of dealing with different conflict and post-conflict situations. By providing participants with international experience and best practices and the opportunity to communicate in a professional environment, the conference contributed to the support of future efforts in the field of mediation and dialogue in Ukraine.

The National Dialogue project is financed by the governments of Austria, Denmark, Germany, Italy, Lithuania, Norway and Japan.

OSCE Project Coordinator is a permanent form of OSCE's presence in Ukraine since 1999. The Coordinator plans, implements and monitors implementation of projects aiming to assist the country to strengthen its security and stability, improve legislation, institutions and practices in accordance with the democratic standards. The purpose of this activity is to support the efforts of the country aimed at making its laws, structures and processes comply with the requirements and characteristics of a modern democratic state by creating a safer environment for its citizens. The projects are planned at the request of the Ukrainian partners and may cover all aspects of OSCE activities. Their implementation may involve both governmental and non-governmental organizations of Ukraine. For more information see: <http://www.osce.org/uk/ukraine>

The Special OSCE Monitoring Mission was established on the basis of consensus decision made by all 57 participating states on March 21, 2014 in response to critical events in Ukraine. The mission operates on the basis of impartiality and transparency. Its civilian international observers gather information and report on the situation regarding security; establish and report the facts in response to specific incidents; establish contacts and dialogue at the local level to facilitate the situation. For more information see: <http://www.osce.org/uk/ukraine-smm>

INTRODUCTORY PLENARY PRESENTATIONS

Ambassador Vaidotas Verba, the OSCE Project Coordinator in Ukraine in the opening statement spoke of the importance of support to the people who are somehow involved in the process of setting up and maintaining a dialogue between the social groups with different views on social and political issues in Ukraine. Dialogue is an instrument that underlies the emergence of the OSCE and all its activities. The crisis in Ukraine has become one of the most pressing challenges in the post-soviet space for the security in Europe. The Ambassador noted that the conference on the "Dialogue as a means of overcoming the crisis: international experience and prospects for its application in Ukraine" is one of the important elements of a complex of OSCE efforts in response to the Ukrainian crisis. On one hand, it was important during the event to create the opportunity for the Ukrainian participants to gain access to the international experience of holding a dialogue in difficult conditions, while remembering that the experience of mediation in the process of reforms, finding social compromise in social and economic conflicts have a special value for Ukraine and this experience should also be presented here.

Certainly, international experience, according to the Ambassador, will not offer universal solutions to local problems, but it can be a source of inspiration for finding unique solutions that will help find the answers to the specific problems of Ukraine. This conference is very important for both the OSCE and other international organizations trying to help Ukraine in these difficult times, since the experience and the ideas of non-governmental organizations, international experts and professional mediators are important in order to identify concrete measures and efforts that can be supported to help with addressing existing and potential conflicts in Ukraine.

Ambassador Erturul Apakan, Chief Monitor of the OSCE Special Monitoring Mission in Ukraine, said that the conference aimed to meet the needs of experience exchange and establish professional competences of the mediators who deal with conflict resolution and build a bridge between the differences at the local and regional levels. This event will enable the exchange of regional and international experience of using dialogue techniques. The representatives of the OSCE Special Monitoring Mission in Ukraine present at the event tried to be helpful and offered their good services to promote dialogue as part of the mandate of the OSCE Special Monitoring Mission in Ukraine, which had been unanimously supported by 57 OSCE member states.

Inna Tereschenko, Head of Odesa Regional Mediation Group, Associate Professor of Odesa National University, mediator, facilitator, leader of a proactive movement - "Odesa for Harmony", a member of the National Association of mediators of Ukraine and the Ukrainian Academy of Mediators, Coordinator of the "Dialogue and Mediation" Program in the Eastern European Network GPPAC expressed her gratitude to the Odesa Oblast Administration for the support of the dialogue process. ORMG and the "Odesa for Harmony" movement were grateful to OSCE for the help and support of the dialogues in Odesa and for the trust and the opportunity to test and discuss the achievements of Odesa in the area.

Inna Tereschenko said that the venue for the dialogue conference (the first conference of the kind after the Ukrainian crisis) had not been chosen by accident, because until now Odesa has been the only place where the dialogue in the social sphere was supported deliberately and systematically. These dialogues were attended by the experts from different regions, and as a result, there was established the Odesa dialogue model. These dialogue initiatives have been supported by the OSCE mission since the very beginning. This conference will give impetus to the expansion of

interactive platforms, search for new approaches and tools. Considering the above, Ms. Tereshchenko focused her attention on the following objectives of the conference: **presenting experience** in establishing various forms of dialogue, primarily **in the south and the east of the country, introducing** domestic mediators and dialogue organizers **with different approaches and techniques** existing **in the world**; the Ukrainian, Russian and Western mediators and peacemakers together discussed the main **challenges of organization and promoting dialogue** at the regional level and the promotion of the national level dialogue, as well as the **possibilities of cooperation of civil society and international organizations**; discussion of the **prospects of developing dialogue** in the near future.

Stan Veitsman, Peace and Development Adviser of the UN Resident Coordinator in Ukraine presented the main provisions of the UN Guidelines for effective mediation, which absorbed the rich experience of the mediators who work at the international, national and local levels. The paper noted that during the implementation of mediation measures one must take into account a number of key issues, including: proper training, the presence of consent by the parties to the conflict, impartiality, inclusion, national responsibility for implementing measures, international law and the regulatory framework, coherence, coordination and complementarity of mediation efforts and qualitative peace agreements. The document stresses that "mediation" is not a series of ad hoc diplomatic steps, but the activity which, despite its flexible approach, features some structure. Mediation begins with training when a mediator establishes contact with the parties to the conflict and other stakeholders and may include informal "talks about the talks".

For effective mediation one needs the following: 1) the main parties to the conflict should be open to negotiations aimed at resolving the conflict; 2) the proposed mediator should be accepted by the parties and the mediator should enjoy confidence



and broad support; 3) a broad consensus on regional and international levels to support the mediation process. However, due to the increasing number and variety of actors involved in the mediation process, coherence, coordination and complementarity of mediation efforts are both necessary and extremely difficult to secure. Coordination involves agreed and/or coordinated approaches, while complementarity refers to the need for a clear separation of functions based on the comparative advantages of the participants of mediation operating at different levels.

Kirsi Joenpolvi, Mediation Support Team, OSCE Conflict Prevention Centre told about the OSCE Reference Guide on Mediation and Dialogue Facilitation, and focused on different levels of dialogue.

Dialogues at the higher political level are usually formal processes held among the political leaders. The goal usually is to find a way to end the violence. In the case of Ukraine, a good example of dialogue at the political level is the Trilateral Contact Group, where the representatives from Ukraine, Russia and the OSCE met with the representatives of the so-called "DPR" and "LPR". **National level dialogues** typically bring together main powers within the nation: political parties, the business sector, academia, civil society, etc. In May this year, the Government of Ukraine organized consultative meetings in three cities of Ukraine (Kyiv, Kharkiv and Mykolaiv). Nearly 400 people participated in these activities. These types of dialogues at the national level can offer the means to increase participation and increase the level of involvement in the policy development process. In a certain sense, the national dialogue process can be described like scaffolding with the task to temporarily support and strengthen existing democratic structures, to be dismantled later when the structures are strong enough to operate independently. **Dialogues at the local level** are typically held within or between the communities. There are many such dialogue platforms in Ukraine. The dialogues at the local level are usually not designed to address major



challenges facing the nation. The dialogues at the local level can help solve local problems and improve interpersonal relationships within and between the communities.

In the presentation, special attention was paid to the OSCE Reference Guide on Mediation and Dialogue Facilitation, which covers the United Nation's eight key principles of mediation and dialogue, of which Kirsi highlighted two most important ones: **inclusion and consent**. **Inclusion means** having the right people around the negotiation table, taking into account the principle of "nothing about them without them." Inclusion can also mean including public bodies especially when the goal of a dialogue is to influence public policy. Regarding the consent for a dialogue, we mean a fair process in which the participants are willing to participate. For this, dialogue processes should be designed so as to respect the hopes and fears of the participants. and so that they are acceptable to all.

In addition, during the plenary session there was also presented the Nansen approach to dialogue and its principles. The report on the topic was made by **Inhunn Trosholm - Executive Director of Nansen Center of Peace and Dialogue**. **Natalia Mirimanova from the Humanitarian Dialogue** said the prospects for dialogue in Ukraine, which were based on a review of the situation in the country, as well as existing generalized experience of realization of dialogue efforts.

PLENARY PRESENTATIONS OF UKRAINIAN AND FOREIGN EXPERIENCE OF HOLDING DIALOGUES

The peculiarities of identifying issues and needs of the dialogue, objectives and challenges of a dialogue process in different regions of Ukraine were presented as a follow-on during the conference, to include: Donetsk, Dnipropetrovsk, Mykolaiv, Odesa, Lviv, Kyiv, Kharkiv and Kherson. Also there were presented various models and approaches to dialogue practices, experience of their use in post-conflict situations, both in Ukraine and in other transition countries.

In particular, **Hanna Valenca, a social philosopher, methodologist and developer of humanitarian techniques, coach and facilitator** presented the experience of using her own special dialogue format during the Revolution of Dignity - "**Dialogues at Maidan.**" For holding the dialogues in difficult stressful conditions, the necessary components of the process were identified as follows: create a friendly atmosphere and provide a non-violent way to include people in a dialogue; provide opportunities to everyone to reflect on things and express opinions; prevent conflicts and quickly direct communication towards simultaneously creating personal and collective decisions. Thus, to prevent conflicts in a constrained environment, one must ensure the sincerity of the organizers, courage and prudence, confidence and acceptance, self-esteem and respect, willingness to help, congruence and openness to people and situations.

The format was designed in such a way as to satisfy the need to discover new meanings every day, wanting to preserve respect for each other aiming at finding associates and projects for joint action with a sense of human and civil dignity, faith in the future of Ukraine and that the desired changes and the victory are possible. Overall,

this format of civil dialogue was used for over 70 meetings in Kyiv, Donetsk, Dnipropetrovsk and Kharkiv with over 1 300 participants from all over Ukraine with the age between 20 and 75, to help understand their position and find like-minded participants and understand where to move on. One positive effect from the use of the dialogue was the creation of a culture of communication in the community, overcoming disappointment about the fact that the contribution of an individual citizen cannot make a difference, developing skills and habits to declare their "**civil position**" ("your opinion matters"), restoring determination and ability to act in their own interests (acceptance of self and the others), the desire to combine efforts to achieve common goals.

Anna Slavinska, a fellow of the World of Peace Rotary Center for International Learning for Peace and Conflict Resolution, International Christian University (Japan), Odesa Regional Mediation Group introduced the approach of the organization to the dialogue space in their city and presented the participants with the Odesa Dialogue Model (ODM) scheme and the content of its key elements. As seen in the diagram below, the central part of the ODM shows a brief mission statement of the ORMG team and the work of the activist groups in the city today, namely: popularization of the dialogue as an alternative solution in interpersonal or intergroup conflict. To implement the above mission they create dialogue platforms or spaces to invite people with different social and political views to formal and secure conversations on topics related to the reflection on the events and the processes in the city and the country, as well as to develop effective solutions to normalize the situation and reduce social tensions.



Fig. "Odesa Dialogue Model." Odesa Regional Mediation Group.

ODM is a constantly updated model that has the following unique features:

1. ODM emphasizes the need for an integrated approach to a dialogue, so, apart from organizing a permanent platform, dialogue processes are supported by 1) training in non-violent conflict resolution and/or conflictology competence for the activists and the locals; 2) measures to raise people's behavior awareness in intergroup conflict; 3) a set of measures that form a peacekeeping-oriented public discourse (press conferences with international peacekeepers, etc.); 4) interregional cooperation with mediators and facilitators in other cities of Ukraine. In addition, **there is a center line cross-cutting** the above mentioned activities, its the **regular monitoring of conflict escalation** in a municipality (discourse analysis of activists' social media groups, attending the meetings of the activists, etc.) and organization **of training activities for the mediators** of Ukraine on how to work with intergroup social conflict (conferences, seminars, etc.).

2. ODM regards dialogue both as a practice aimed at community experiencing and living through traumatic experiences in the past (in the case of Odesa its May 2 and other tragic events in the context of the situation in the east), as well as the process that promotes the prevention of inter-group violence in the present and in the future of the city, as well as response to different variations in the attitudes in the city.

3. ODM is based on a strong theoretical base - the latest research in dynamics and psychosocial processes in intergroup conflicts, effectiveness of intervention based on the theory of inter-group contact. First of all, according to the contact hypothesis (Allport, 1954; Pettigrew & Tropp, 2011) **for establishing contact it is important to have** equal status, regardless of which group the members of interventions represent (majority or minority); association should take place on the basis of common goals; contact should be held with institutional support (public institutions, legislative, cultural institutions, etc.); contact should be structured so that it leads the participants to perception and understanding of common interests and common (shared by everyone) humanity between the members of different groups; ideally, encourage the development of friendly relations between the parties. Secondly, **dialogue organizers should** involve the participants who are seen as typical representatives of their group and promote personalized relationships by helping participants get to know each other as individuals (regardless of the groups to which they belong) and provide space for inter-group contact on a regular and continuous basis, in a safe and open atmosphere, encouraging participants to try to "put themselves in someone else's shoes" - see the situation from the perspective of the opponent.

The experience of holding dialogues in Mykolaiv was presented by O. Sklyarova and E. Paramonov who focused more attention on how to move from a dialogue to the next controlled peace process in the society. It was noted that this task lies on the shoulders of the civil society who could not see any positive results from the

politicians and diplomats, therefore they started working independently to localize the conflict, support and maintain peace in the regions that are not touched by the war. The author of the "Step Towards" Project - Yevhen Paramonov emphasized on some observations that are important for Ukraine and that were made during the dialogue between the warring parties in Mykolayiv to compel the parties to abandon violence against the opponents, namely:

1. Firstly, potential participants of the dialogue have suggested somewhat skeptical thoughts, later transforming them into a full project support and consent to participate, however **a special interest in** a dialogue was not expressed by the activists of both conflicting parties, **but the ordinary and in many ways neutral minded citizens** invited to participate in the project and concerned that the actions of the radical parties could lead to riots and casualties among the civilian population.
2. Possible peacekeeping **success** in every **single city directly depends on the situation not only in this city but also in the cities** located in the immediate vicinity and in the overall country.
3. Many participants referred to the fact that **"some" people or the people they didn't name from each of the parties talked them out of participation in the meeting, interpreting their consent to participate in conciliation activities as a "treason"** of interests of the movement, i.e. in the face of rising tensions, especially in a situation of growing threat to life and health of the representatives of one of the parties to the conflict, some members of the movement "move into the shade" and occupy a more radical position than those who "remain on the surface".
4. Practical experience shows that for purely technical reasons **the number of participants of a meeting should not be more than 30 people** (otherwise the total time of the meeting will exceed two and a half hours, which is not a desired

outcome), while **reducing the number of participants will lead to narrowing the peacekeeping process framework** in the community, and the method of holding more meetings while reducing the number of participants in each meeting is also not an option, considering the time spent for thorough preparation of increased number of meetings.

Mr. Paramonov concludes that the right thing to do is to form permanent community groups on various topics from among the most proven participants. It is assumed that these groups continue to work even after the completion of the project and involve the work of more and more participants. It is assumed that the coordination of peace groups will be made by the City Peacekeeping Center, composed of the groups leaders and individuals who are enjoying confidence and respect of the locals.

Diana Protsenko, a mediator, lawyer, coach, senior lecturer of the National University of Kyiv-Mohyla Academy (NUKMA), a board member of the National Association of mediators of Ukraine, Head of NUKMA Moderation and Mediation Group presented the **experience** of "Dnipropetrovsk Dialogue" (the dialogue was held under the auspices of the Maidan community - "The Circle of Public Trust" in June 2014, joining more than 90 people from all over Ukraine) and the draft **concept of the national public dialogue developed by the participants** where it was determined that **a public dialogue** was a mechanism to solve problems **for which one should obtain a consolidated position of the civil society as such and reach agreement between the society and the government on specific future interactions** and where the conversation should take place on the basis of equality with wide involvement of all stakeholders from both the state and the civil society, regardless of the level at which such public dialogue was held - local, regional or national level. **Public dialogue mandates for an extensive information** of the citizens, authorities and the world both about its launch, the stages of implementation, including direct public negotiations of the



parties, intermediate successes and the agreements reached and their implementation by all the parties involved.

A public dialogue has to become regular in order to facilitate the achievement of both **short-term** (combating "zombie-making" and manipulation of public consciousness through the media and instant accurate information exchange) and **long term** goals (encouraging citizens to active and conscious inclusion in the life of the state and forming public opinion and a source of national confidence the formation of a new generation of public figures and politicians; forming and developing civil society as a whole, society monitoring over the work of government agencies, growth of social welfare and improving Ukraine's image in the world.

A specific subject matter of public dialogue - **"the keepers"** (a circle of **"keepers"**) was separately reflected in the draft concept. These are the people responsible for the proper conduct of public dialogue who are to be impartial and politically neutral and enjoy trust both from the state and the civil society. The structure of the circle of keepers should include the representatives of various organizations, communities, movements of Ukraine and foreign participants.

It is also important **to properly form a public dialogue space**, that includes: information on the previous topic, identifying stakeholders (who is influenced by or whose interests are affected); **holding a comprehensive public education on the topic of public dialogue and forming a common vocabulary**; validation and checking the feasibility of the topics (agenda) of a public dialogue.

In addition, the concept indicates that a public dialogue can not be considered successful and effective, where the results have no further embodiment, hence the developers of the draft noted that the **results of public dialogue shall be issued in writing in a document** that is signed by all the stakeholders involved in the specific dialogue. The results of the dialogue include **recommendations for government and civil society, indicating the urgency of their implementation - immediate, short**



term and long term recommendations. The guidelines should be set out with a focus on different areas of implementation: economic, humanitarian, etc., and accordingly - different areas of implementation. The guidelines shall determine the persons and/or organizations of the state and the civil society who are **responsible for their implementation and the mechanisms for public monitoring of their implementation.**

Yelena Kopina told the participants about Kharkiv dialogue experience. Yelena is a sociologist, head of the Laboratory for peaceful solutions in the Local Democracy Fund. Since September 2014 and until now Yelena holds dialogues in the framework of the **initiative by the Institute of Peace and Understanding, the Center for Humanitarian Dialogue "Overcoming polarization and conflict resolution in Ukraine".** The author of Kharkiv dialogue methodology said that before initiating dialogue it is critical to pay attention to the previous "analysis of the field and geography of conflict." This can be done by the methods of content analysis, media reports, online publications, social media communications and expert surveys. Dialogue openly involves various stakeholders (event participants, authorities, opinion leaders and experts) who are invited through the available information base (websites of organizations), social network accounts, personal meetings ("snow ball method"). Also, holding open events aims at the involvement of participants (showing films about reconciliation, lectures), personal meetings with the establishment of trust, explaining the objectives and showing that dialogue means "learning by talking" and "dialogue is a flexible tool."

Prior to the start of direct dialogue the organizers make prediction of possible outcomes of conflict resolution, the effects of conflict resolution, and then, together with the participants, collect expectations and the vision of conflict resolution, clarifying themes and dialogue plan, compose indicative strategy of the dialogues in a certain

field, develop flexibility in responding to the challenges of the situation (the ability to change the subject), communicate with the participants of the dialogue. Following the results of the dialogue or its individual sessions, the organizers will analyze statements, adjust the strategy if necessary, establish new objectives in the field, attract new members as recommended by those who took part in the dialogue, and/or the experts.

Based on the experience of Kharkiv, Ms. Kopina has made conclusions about the following issues for holding a dialogue: the fear of potential participants of the dialogue to engage in dialogues, obstruction by law enforcement authorities, municipal/regional government, supporters/opponents against the potential participants in the dialogue, changing socio-political situation in the country as a whole.

Andriy Kamyenschikov representing Global Partnership to Prevent Armed Conflict (GPPAC) told about the general context of peacekeeping. He stressed that **peacekeeping** was a "**different** humanitarian, human rights, cultural, sports, analytical, educational and other activities carried out when and where it is able to make a real impact on the development of the situation in a particular region towards violence prevention, reducing tension and conflict between different groups that are capable of self-identification". Thus, in terms of the importance of dialogue, he also pointed out that it is impossible to speak to someone who is shooting at you and when he is shooting at you, but when he misses, it is going to be exactly the time when you need to start a dialogue to try to dissuade him from making the next shot. In addition, for a dialogue to be effective, one should try to understand "the truth of the other" by bringing the participants to the idea that understanding the other does not weaken but strengthens the bargaining position. His colleague, **Zakhid Movlazade** introduced the participants with the examples of the work of the Global Partnership to Prevent Armed Conflict (GPPAC) and four types of public dialogues conducted by GPPAC in different countries where there is tension on the background of armed conflict.

More information about the challenges facing by the mediators and facilitators in the new realities of Ukraine was presented **by Vladislava Kanevska - a mediator, facilitator, vice President of NAMU, a member of the dialogue facilitators network in Ukraine.** She drew attention to the fact that in Ukraine we are dealing with a complex conflict with the following features: the conflict itself is multifaceted, multilevel and multitopical and the internal situation is complicated by the fact that Ukraine became a platform for international conflict which we can not fully influence and that results in the state of simultaneous active hostilities and the armistice and global lack of resources.

As for potential participants of the dialogue, the entire population is living through a post-stress (someone "caught up" with it only now, with someone, given the international experience it will "catch up" in 10 years). The citizens show high distrust in the process of reconciliation and understanding and very low willingness to participate in mediation and dialogue, disbelief, disappointment in the possibility of reconciliation. However, the above is dissonant with that the people have an urgent need to be heard and their excessive emotionality, inability (mental absence) to make decisions about the distant future and/or to take responsibility, which is complicated by the lack of time to participate in the dialogue, so there is a need for "prompt and efficient" dialogue formats.

In the the dialogue domain, the challenge was that most of the actual mediators and facilitators were pro-Ukrainian and the involvement of international experts also proved to be ineffective. Given the versatility and multitopical nature of one and the same dialogue process, the mediators and facilitators had difficulty to maintain absolute neutrality (personal "involvement" of mediators/facilitators due to activating triggers). Additionally, there emerged the need in new skills to be able to effectively manage a variety of meetings and dialogue formats. It was also necessary to take into account the high risk of professional burnout due to constant engagement, finding suitable formats,

lack of supervision and a platform for ongoing communication, lack of mutual information and mutual support and lack of awareness that ALL the specialists will have enough work for at least the next 20-30 years.

Among the general issues, the experts note that it is difficult to ensure the flexibility of the process while establishing structure and creativity, and there is no clarity as to who should provide confidence between the parties to the mediation, dialogue and recovery processes and how. It is due to these challenges, one should build a joint action strategy for implementation of dialogue, because their neglect or partial consideration will lead to yet another defeat.

In the context of the dialogue for the reform on the "Bermuda Triangle" of Ukrainian problems **S. Chebakova, a facilitator, coach and a mediator of the Ukrainian Mediation Center** told about how to make conflict work for the public good. She drew the participants' attention to the fact that in the dialogue context it is important to remember the triangle made of three groups of participants: **people** ("us"), **politicians** ("not us") and **the state** ("officials"). This triangle has suffocated more than one good idea, however there is yet no answer to why this happens. For illustration purposes, she briefly covered positive achievements of the collective work held as part of a new vision - a vision of the future of Ukraine under the New Country Project, which was a success due to the fact that it was the result of professional moderation (facilitation) of strategic sessions in separate groups and "binding" the developments in one document through moderation between the groups. Nevertheless, in the process of implementation of reform ideas, it turned out that the officials are blocking change and the politicians are playing with their ambitions.

S. Chebakova quoted a famous specialist in political negotiation - professor Lars Kirkhoff, stressing that "if you will not be talking to the enemy, your war will never end, and you will not find out what Peace is". She drew attention to the fact that it is



Організація з безпеки та
співробітництва в Європі
Координатор проектів ОБСЕ в Україні



Одеська обласна
державна
адміністрація



Одеська
обласна
група
медіації

possible to solve one controversial issue by negotiations, but reaching a sustainable result requires regular dialogues at three levels: 1) **dialogue in the society**, needed in order to identify like-minded people and hear from the opponents; 2) **dialogue in horizontal "circles"**: a) citizens, civil society organizations to form a common goal, to unite and become a strong and effective instrument for implementation of goals; b) politicians, civil servants, to identify their interests and concerns of irreversible changes in Ukraine; c) the businesses followed by expression of their needs; 3) **dialogue between these "circles" inside the "Bermuda Triangle"**. The speaker stressed that **all the way of implementing reforms in Ukraine needs to be build upon the dialogues - only this will help us make the quantum leap and surprise those who do not believe the future of our country.**

EXPERT PRESENTATIONS

Organization of a Three-day Dialogue Workshop by Steinar Brin, Nansen Center for Peace and Dialogue (Norway).

Mr. Brin said that dialogue is a tool that is needed everywhere, including in Europe. He said: "If you do not meet, you will not hear [Ed.: the other] ... and if you hear your own stories all the time, you are convinced that the others are evil." In view of this, the expert stressed that it is critically important that the facilitator knows how to motivate people and to share their narratives (stories).

The expert explained why the win-win situation is not considered appropriate by the parties from the beginning. He believes that in isolated communities they allow for flourishing of different variants of "ethnic truths" and no one calls it into question, no one asks questions or requires proof. Different ethnic groups often have a deeply rooted mythological feeling of a "victim", thus emphasizing the evil deeds of the others, although they ignore their own guilt. In view of this, the people who feel like they are the only victim of the situation are not usually open to or unwilling to develop synergies and to come to a mutually beneficial solution. Only through dialogue and reconciliation work they discover this need to cooperate in order to overcome the pain and move forward. Mr. Brin stressed, in terms of key competences for dialogue facilitator, that a strong "man of a dialogue" is like a child that throughout the day constantly raises important questions, because in a good dialogue the "Questions and Answers" part is one of the most important. Separately, it is appropriate to emphasize the following expert statements, as important reference points for each facilitator of a dialogue, *"the most important meeting for me is the one where I am currently involved"*; *"Long conversation*

is not a waste of time, it actually saves us a lot of time"; "By treating people as equals, you are not teaching them to fish, you go fishing together"; "The truth around is a lot more than we sometimes believe. We make mistake when assume that if we are 80% right, than whats left for the other party is only 20%. There may be such conflicts in which each party is 80% right. "

**Workshop " Plurilogue in complex conflicts. From chaos to symphony",
Ursula Kasser (Portugal).**

Ms. Kaser drew attention to the fact that "we must understand how to make the silent ones talk" and for success in a dialogue "it is important to have a set of tools and a clear methodology and a strategically planned event." The task of the person initiating dialogues is to create Symphony Plurilogue ("Symphony" - from the Greek Συμφωνία - harmonization of sound), thus it is important to note that the participants in each group have their own forms of informational interaction, as shown in the diagram below.

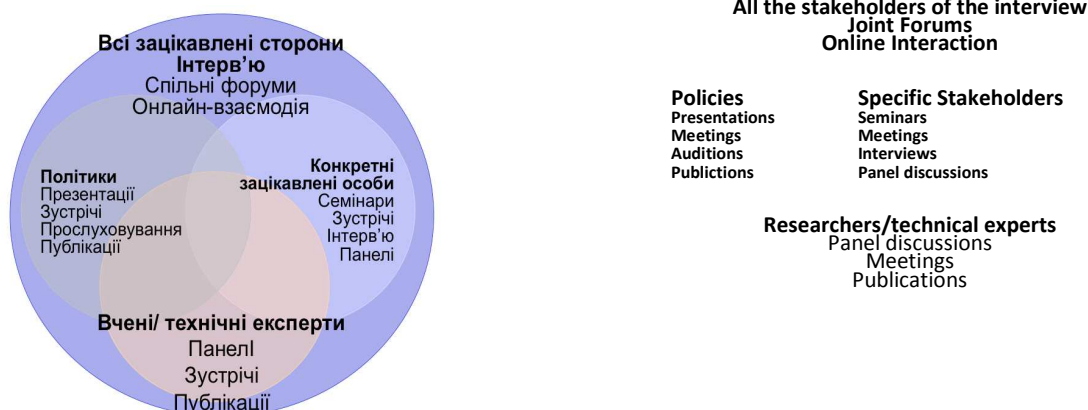


Fig. "Symphony Plurilogue" by U.Kasser

The expert focused participants' attention on the fact that for symphony plurilogue to happen, they need to make those in power listen. Although there is no



single recipe for this, but there are three key tools and a strategy - building trust through: 1) finding a common language (need to clarify concepts, but do not allow for mocking); 2) empowerment of "shy and" weak" ones (attract but do not put them on the show); 3) a balanced time management (encourage people to speak but do not let them waffle).

The workshop on "How to develop own (local) solutions to intractable conflicts," by Srdjan Dzherich (Bosnia and Herzegovina).

Mr. Dzherich shared with the participants the fact that Bosnia enjoys peace and stability, but different communities do not communicate with each other, because the society is still sitting in the swamp of the events of two decades ago. Given this, it is important that Ukraine paid much attention to the process of identity formation, and this is what they ignored in Bosnia. The expert also stressed in a nontrivial fashion that the presence of international organizations and their dependence on their funding increases confusion in the local community since the projects are "grant-tailored", rather than reflecting the real needs of the community.

Having analyzed the experience of Bosnia, Mr. Dzherich stressed that it is important to work on local solutions to local needs, for which one should do good things and infect other members of the community with "health", to inform about conflict related facts, carefully examine the ground (emotional readiness for discussion), starting with yourself, debunk the feared monsters, and what is extremely important for successful facilitation, the dialogue mediator/initiator should develop sensitivity to see whether the conflict is ready for resolving and whether it is not too early to begin such a dialogue, because choosing a "wrong time" may adversely affect the willingness to participate in dialogues and may even lead to escalation.

Workshop on "Dialogue: preparation and conduct," by Martin Snoddon (UK).

M. Snoddon addressed the audience with these words: "Peace - it is the responsibility of everyone and, above all, the local community and not the politicians."

According to the expert - losses, injuries, pain and suffering experienced as a result of armed conflict, often have a huge impact on the society and can help create barriers between people from opposing camps. If these feelings are left alone, they may continue to degenerate into violence. Many generations in Ireland have experienced more than one cycle of such repeated bursts. The expert's experience indicates that in order to overcome these feelings and experiences the society should provide opportunities, where appropriate, the provide curative care and promote the idea of understanding and acceptance.

Mr. Snoddon built his workshop around the method of communicating different points of view called "dialogue building" when the dialogue is seen as a movement where the participants share what they have for the sake of new opportunities. The purpose is not to achieve a particular individual result, such as: convince someone, win a dispute or reach an agreement, but instead encourage the participants to be open, to listen and ask questions. The dialogue can build a bridge over the abyss of differences unless the parties see and recognize each other the way they are: different, but the same people on the same globe. It allows the participants see how much they have in common and helps to better understand the real meaning of the differences.

The expert noted that the issue of cultural differences is usually considered a typical explosive issue, but this is not always the case. Two people from one and the same cultural community can just grab each other by their throats in the same obsessive manner like any other two people from completely different cultural

communities. It is quite possible that the participant will have more in common with the person from the other end of the planet, who he has just met than with his neighbor near to whom he lived all his life.

Workshop on "Dialogue and mediation in complex disputes and settlements: barriers, challenges and dilemmas - a practitioner's view" by Miron Moti (Israel).

Mr. Mironi: "We talk a lot about the need to listen and to be heard, but in fact we don't really care about it," the most important issue here and in Israel is how we should behave towards each other", "the mediators are a kind of revolution agents and we have many enemies along the way, because we challenge the balance of power in social discourse".

Mironi's master class was based on his practical expert experience of organizing dialogue processes and mediation in some pretty difficult situations which, with one exception, dealt with the public sphere and all of them were of the national scale, namely: (1) administration of tense elections of a student advisory and governing body in the largest university in the region (35 000 students); (2) the dispute over representation of the interests of widows and orphans of the war on one hand, and the parents of dead soldiers on the other; (3) national 16-week doctors' strike in all public hospitals and health care establishments; (4) continuous (66 years long) dispute between the Bedouin minority in Nehivi (southern part of the state) and the State of Israel; (5) national level lay-offs of medical interns who worked in public hospitals.

During the event he analyzed and discussed with the participants the following questions:

- 1) How to deal with risks and adverse effects related to media coverage of the process of national dialogue and mediation? How to work in the situation of low interest and media coverage of the issue?
- 2) The boundaries and differences between the implementation of the dialogue processes and mediation (strategic/tactical, working with crisis situations and reaching consensus).
- 3) Various concepts and the sense of time in the process of dialogue and mediation.
- 4) Does the main idea around which the whole dialogue process is built play an important role? When and under which conditions?
- 5) The boundaries of public confidence in the process of dialogue and mediation.
- 6) The role of negotiations within the group of one party in the process of dialogue and mediation.
- 7) How to balance the value of process transparency with the need for some level of process intimacy?
- 8) How to help the parties to work with their "second and third tables"?
- 9) How to identify, find and keep the right actors in the process?
- 10) A special role of repetition, review and underlining the main themes and ideas in a dialogue and mediation.

Workshop on "Finding consent. Odessa dialogue model in a social conflict" by Odesa Regional Mediation Group, Inna Tereschenko (Ukraine).

The main objective of the master class was to convey to the representatives of other regions working with social conflict, the approach and the algorithm of working in the community. To this end, with the master class consisted of **three parts**:

1. **Description of the process of creating the OOGM model** that, since January 2014, has passed several development stages:
 - 1) The first attempt of the work included activities with different categories of residents aiming to seek various forms of analysis, conflict reflection (master classes, workshops and presentations conflictological instruments);
 - 2) Transition to work on a city level, creating their own models and different dialog working groups (May - August 2014);
 - 3) Testing of the model with the participants from other regions. (August - December, 2014).
2. **Identifying the actual model**, which consists of 4 interrelated components:
 - 1) Monitoring the situation and urgent problems;
 - 2) Maintaining the dialog platform (can be general, citywide platform or topical or targeted, like youth, education, etc.);
 - 3) Measures to maintain dialogue (various training activities);
 - 4) Accompanying measures to raise community awareness (round tables, presentations, discussions).

3. Comparing understanding of the current situation in different regions of eastern and southern Ukraine. While discussing the situation in the East with the participants from various regions, they said that in the east and the south they have a similar situation, so there is an urgent need for public dialogue.

At the end of the master class they agreed on further cooperation by informing each other about the problems and achievements in the development of the dialogue their communities and joint action.

Finally Inna Tereschenko stressed that **to organize a dialogue it is important to implement two functions: 1) organization and 2) facilitation. If the latter requires at least minimal training, the first one most importantly should require possessing those competencies that you can not teach – a peacekeeping position.**

PLENARY DISCUSSIONS

"Features of the social and value conflicts. The differences between the various types of dialogues and other forms of intervention in group conflicts."

MODERATORS: A. Gusev, G. Pokhmyelkina.

While thinking about how to work effectively with value conflicts, the participants first worked out the list of features pertaining to such conflicts and developed appropriate recommendations for the mediators/facilitators, namely:

Features	Recommendations
Values - deep inside; people are reluctant to go down to them and are not ready to discuss them with everyone	consider the specifics of facilitator's intervention in value conflicts, consider the willingness of participants to talk about values and carefully choose the wording of the invitation to discuss and clarify values; the analysis of actions/acts founded upon the values cherished by such a person/participant can also be useful.
Special attention is given to the principle of neutrality - a serious risk of loss of neutrality even by an experienced facilitator, as values are important for everyone	hold dialogues in a team consisting of several facilitators to track cases of loss of neutrality among the team members
Value conflicts may have additional complications - psychological (historical) "injury", which are the representatives of the community	focus on the diagnosis at the preparatory stage, if possible, deal with "injuries" as a separate process
The same person may have different values at the same time but in different roles (so-called role-values: for example, as a citizen, society, a specific policy-maker)	it is necessary to check and specify which values correspond with which roles, and invite participants to see the situation from the opponents' perspective in the respective roles by putting hypothetical questions
Views expressed by the participants of dialogues may differ, but the participants may be united by common values	check the level of confrontation between the parties and whether you can bring them together exactly at the level of values.
The meaning of values of each given person may vary over time	check what is meant behind the stated value
The same value can have different meaning for different generations	check what is meant behind the stated value
The same value can have different meaning depending on the "mental age" of the participant and lack of possibility to understand the values that are important for the "older" by the "younger" ones. In particular one cannot expect that someone who is mentally a "teenager" will appreciate the values which are important for a mentally "mature person".	consider the likelihood of diagnosing such features as "mental age" of the participants; serve as a "transformer" that facilitates understanding and invite participants to see the situation from the opponent's perspective by putting hypothetical questions

During the discussion, the participants concluded that in the process of working with any conflict it is important to pay attention to the signs by which you can recognize that there is a conflict of values. In particular, the following features can be the verbal markers, which include the following: confrontation between the dialogue participants as "they" - "we"; "they (nobody) do not understand (us)," "oh, better not!" "oh, that's it!" "let's not talk about it", "and who are you to talk about it?," "nobody can (only we) judge our situation!". Calling names, verbal abuse, foul language, making special words and using other dehumanizing vocabulary. Participants identified the need to continue to work on supplementing the vocabulary of such "markers", which is necessary for distribution between the moderators who have not previously specialized in working with value conflicts aiming to accelerate training of a new generation of dialogue moderators/facilitators.

"The forms and methods of intervention in social conflict to reduce tension. The roles of facilitator and mediator."

Moderators: L. Kanevska, I. Brunova-Kalisetska.

First, the participants felt it was necessary to analyze the conflicts in Ukraine where the social tension can be reduced through facilitation/mediation, and that whether there is a need to take into account regional differences of such conflicts. The participants noted that intervention in the form of facilitation or mediation is appropriate both in the conflicts that already exist and in the potential ones. Severe cases can be the conflicts where the dynamics of conflict prevails over the intervention where it is difficult to attract the other side to the dialogue, and when one party tries to lure a mediator/facilitator to take its side.

Separately, we should consider the regional characteristics existing in border towns and it is appropriate in some cases to consider the similarities between the cities,

for example, between Kharkiv and Odesa. Economic interests in the region make additional impact upon a specific social conflict.

In carrying out intervention in the conflict (in facilitation, mediation), the participants emphasized the following principles and guidelines:

- openness and honesty of participants,
- common interests,
- human contact,
- "nothing about them without them",
- slow building of confidence to the dialog platform.

At the time the discussion there were defined the following acceptable forms for intervention: interactive platforms, interaction between NGOs, public anonymous measures for those who are hard to attract. To reduce social tensions in the society, it is important that the working methods are closer from cultural/mental point of view to the participants, because in some cases it is important to give preference to dialogue and facilitation as opposed to mediation, however mediation can be used strategically and tactically and with this purpose it is necessary to separately develop the methodology of involving people in a dialogue. During the discussion, the participants agreed that the role and the dialogue/mediation toolbox will depend on each particular situation. Apart from the above, there was also highlighted the role of "critical friend" - a mediator, which raises uncomfortable but useful for the process questions.

In order to conduct effective interactive activities there were also identified resources needed by the intervention mediators/facilitators/organizers:

- Skype conferences to share experiences
- attention to self-motivation

- permanent platforms
- neutral room
- neutral funds/resources (their balanced sources)
- pay for the facilitators/mediators (based on the philosophy that it is necessary to compensate for what facilitator/mediator is giving, the cost of facilitator/mediator services is the cost of their professionalism)
- safety of participants
- ability to support participants outside the dialogue platforms
- a system of professional development, supervision, monitoring, evaluation, support and prevention of professional burnout,
- a system of interaction and information exchange.

"Strategy and principles of engaging people to a dialogue."

Moderators: I. Tereshchenko, O. Datsko.

The participants who took part in the discussions of the strategy and the principles of engaging people to dialogues have focused their efforts around the following questions: who to engage in a dialogue; how to engage participants in a dialogue; why engage in a dialogue; at which stages of the conflict engage people in a dialogue.

According to the results, the following conclusions were made:

1. Who and how to engage in a dialogue depends on the stage of the conflict which equally applies to the question of diagnosis.

2. For greater efficiency it is important to involve people enjoying good reputation in their respective communities.

3. The motivation of the party who "lost" the conflict at some point to attend is much lower than the motivation of the seemingly winning party.

4. The role of the media is different at different stages of the conflict. Thus, one can cover the work in the dialogues of the representatives from different expert communities. In the case when the dialogue participants are reserved, involving the media is inappropriate and may even cause harm.

5. The following is important to the success of a dialogue:

- a. Reputation of the dialog organizer (in most cases, the participants will go to the trusted organizer);
- b. Previous meetings with stakeholders to clarify the principles of the dialogues;
- c. A safe place for holding a dialogue;
- d. Preliminary design of the whole dialogue process.
- e. Widely invited to participate in the dialogues: using the recommendations through social networks, individual invitations and more.

In addition, the group of participants who took part in the discussion also formulated **policy recommendations to facilitate involvement of participants in the dialogues, including: participants' interviews after completion of the dialogue; active work with the younger generation and acquiring skills to participate in the dialogue; sending a proposal to the Ministry of Education of Ukraine for the introduction of a second higher or additional education qualification - "dialogue facilitator".**



"Dialogues during peace: objectives and implementation methods."

Moderators: D. Protsenko, G. Kadyrbyekova.

Reflecting on the opportunities and tasks for holding the dialogues during peace, the participants came to the conclusion that it is necessary to distinguish between "dialogue" as a concept and "dialogue" as a technique.

Dialogue as a concept is a part of the national dialogue and has to be implemented proactively in a planned fasion, widely and aiming at the development. In this sense dialogue has a long-term goal: implementation of the national strategy "Ukraine – is the country where you want to live" and unification, strengthening of the state and promoting national identity. Short-term objective of a dialogue in this case is to meet the

expectations of those who made the revolution of dignity and who defends Ukraine against the aggressor.

Dialogue as a technique is a long, free, repetitive and targeted conversation that leads to systemic change. More structured and result-oriented technique takes the form of mediation/facilitation and provides for the use of the "second" and the "third" table in complex negotiations on a national scale (similar to scheme developed by Moti Mironi for the international summits)

The participants pointed out that the perception and practice of using dialogues that exists at this point should be amended as follows:

Aspects	Current Status	Desired Future
---------	----------------	----------------

Bylateral/mytilateral communication practice	debate habit	the culture of dialogue as a mass phenomenon everywhere and always
Implementation format	parallel monologues between the government and th society	effective dialogue / polylogue
What it can be used for	“Pseudodialogue” – substitution! (legalization of solutions imposed by others)	effective implementation of reforms and any changes, conflict prevention

During the analysis of tasks and importance of dialogue in the time of peace as well as reflecting on ways to implement such tasks, the participants came to the following conclusions:

Meta-level objective:	- Contribute/introduce the idea of coexistence of ideas and possibilities of alternatives to the society
Desired trend:	- Dialogue - the main tool to find solutions in the society - Approval of policy programs for the development and to benefit the society only through dialogue
Implementation:	- Introduction of clear regulation in the process of interaction between the state and the society during communication in the policy making process, taking into account Ukrainian novelties: initiation of policy development shall be allowed from below, i.e. from the society - Widespread use of ICT: <ul style="list-style-type: none"> ▪ E-Democracy ▪ Online mediation ▪ Online dialogue - Identify/establish/use the need of the government agencies to engage in a dialogue - Promote dialogue in schools/children’s institutions (mandatory for teachers) - development of a new culture of behavior in conflict or during cooperation - Implement dialogue not only for vertical communication but also for horizontal: - Facilitating non-governmental organizations (NGOs) reach a new level: <ul style="list-style-type: none"> ▪ reduction of tacit competition, ▪ eliminating one-man NGOs, ▪ consolidating activities for the civil society to engage in relationships and partnerships with government agencies in a new quality

Thus, we can conclude that the scope of the dialogue use is broader than mere value or armed conflicts, as social tensions may arise in a peaceful environment when it is time for change and reform. Given this, it is important to develop a platform for dialogue in the broadest context and provide a basis for growth of a new culture of communication and enable effective interaction for making the "Ukrainian miracle" possible and making a qualitative leap in the development of Ukraine.



"The role of international organizations in the situation in Ukraine: opportunities and prospects. Description of objectives and interaction. What international organizations can do to support dialogue. Discussions on future project efforts of the OSCE Project Coordinator in Ukraine."

Moderators: A. Dzubenko, N. Mirimanova, Z. Movlazade.

During the two sessions at the conference, the participants discussed two areas of possible participation of international organizations in establishing and supporting various forms of dialogue in Ukraine - direct participation in dialogue initiatives and work to strengthen the institutional capacity of the mediation community in Ukraine.

In the context of direct participation in the organization and holding a dialogue, the participants discussed the following points:

- It was noted that the presence of international organizations in the dialogue may be useful because it creates/reinforces the sense of security of participants, stimulates and enhances the willingness of the parties to express their views and positions (Recommendation: a possible role for the OSCE Special Monitoring Mission);
- However, there is a risk that international intervention could harm or impair dialogue by sending it into a false channel (i.e. ignoring local circumstances or erroneous understanding of the interests of the parties); it was stated that the best option of direct participation of international organizations in the local dialogue is the presence of a request for such participation by the Ukrainian participants.



In addition, the participants identified issues that do not have the answer, since they need additional research/discussion or an individual approach in terms of application depending on the case, in particular:

- Should the international organizations initiate a dialogue process on their own initiative?
- When during the dialogue processes international participation becomes relevant (initiation/preparation/holding a dialogue/formalizing agreements)?
- How ambitious should be the intervention (observation, creating conditions facilitation, ensuring implementation of agreements)?

As part of the institutional development of mediation and professional community of dialogue facilitators, the participants noted that the community of dialogue mediators/facilitators already actively uses a variety of approaches and methods to handle different aspects of conflict and support diverse dialogues. Nevertheless, local initiatives need support, including from the international organizations to meet the following needs:

- 1) additional training, professional growth of mediators/facilitators:
- 2) access to international experience, best practices, learning from the research experience, particularly in determining the parameters and characteristics of the parties to a dialogue;
- 3) Opportunities and resources to adapt international experience to local realities;
- 4) Access to professional communication in the internal Ukrainian level, sharing best local practices;
- 5) Ability to quickly get advice, consulting from the peers (local and international experts) and to discuss professional issues (for example, through permanent consultation platform, hotlines, etc.).

- 6) Resource/financial support of the dialogue initiatives at the local level (particularly for building permanent dialogue sites/platforms in small towns);
- 7) Means of coordinating the efforts of various initiatives (local and regional level);
- 8) The need for long-term programs of dialogue and reconciliation;
- 9) Support to dialogue practices at the micro level (e.g. at the level of families);
- 10) There is an urgent need to work with the audience of internally displaced persons (integration into local communities, conflict prevention, post-stress rehabilitation);
- 11) Access mechanisms and instruments for attracting financial and resource support (crowdsourcing, crowdfunding) - acquiring skills of writing/preparation of project proposals, grant applications.

In view of the discussion results, the participants formulated areas of improving cooperation with international organizations, community mediators/facilitators of dialogue, including:

1. The area of dialogue support between the social groups with different views, interests, values as a tool to prevent or de-escalate conflicts has only recently become actualized for the donor community. Therefore, the need to coordinate and exchange information in this area became urgent to improve support and to avoid redundancy of efforts.

Recommendation: OSCE Project Coordinator in Ukraine should soon initiate and maintain the practice of regular coordination meetings between the donors interested in supporting initiatives in this area.

2. Such coordination in the donor community can be a source of information for the dialogue initiatives - during meetings one should collect information on the principles

and areas of work of various international organizations in the field to inform Ukrainian NGOs about opportunities to support local initiatives.

3. To improve intervention/support, the community of international organizations requires:

- 1) More information about the various initiatives / needs / opportunities at the local level;
- 2) Clear understanding of the identity and capacity of local potential partners (organizational structure, experience, skills, needs);
- 3) Understanding of dialogue needs at the local level - specific proposals to support initiatives;
- 4) Understanding the strategic needs of the community development.

4. The answer to these needs can be the support to strengthen the institutional capacity of mediator community. Assistance to institutionalization may take the form of both support to the development of national organizations and associations of interregional cooperation (e.g. Kharkiv, Odesa).

5. Improvement of interaction should be a movement in both directions. Professional national, sub-regional and regional mediator organizations should coordinate their efforts to share best practices/lessons learned and for better informing international organizations about the opportunities and prospects for effective support of useful initiatives, offer the donor community a "menu" of projects, provide support to local initiatives to formulate proposals and requests for support, help the donor community to shape the strategic understanding of the real community needs, as well as to conduct "preliminary audit" of proposals and organizations working in this field.

THE RESULTS OF COOPERATION IN THE WORLD CAFÉ FORMAT

THE QUESTION FOR DISCUSSION: "Conflicts that may lead to social unrest."

MODERATOR: Galyna Pokhmyelkina

In order to investigate which conflicts can lead to social unrest, from the beginning the participants were asked about their own experience of conflict and their own assessment of the importance of conflicts taking place in Ukraine. The purpose was to make the variety of conflicts a reality that is studied and researched and "laid out on the table", with which they have the desire to work in the future. This approach as a work method is one way to transform and reduce the radical attitude of the parties to the conflict.

When asked about the personal experience of conflict, the participants identified the **following parties to the conflict**: the old and the new government; people with different ideological positions; people with different ideas about the resources needed to overcome the crisis (internal resources, external support); policy-makers and business people; judiciary and civilians; international organizations; police and citizens; military and citizens; NGOs - target audience or different branches of government (including on the matter of dialogues) or professionals (lawyers); creative activists and volunteers; community members among themselves; mediators among themselves (inter-regional competition); volunteers among themselves; groups in their professional community; members of working teams; IDPs and locals; volunteers and IDPs; interfamilial - between generations, between mythologies; subjects in schools (all sides, including between students and teachers), kindergartens - as related to IDPs; builders - government - court - police.

The participants named **the subject of conflict** as inconsistencies about **the past and future, national and European values, the ways out of the crisis; property relations** and so on.

They also talked about the philosophical interpretation of identity conflicts and the scale of what is happening; the content of the intrapersonal conflict, which is manifested in the protest and acute form of conflict in the society.

The participants believe the following conflicts are important for Ukraine: between many parties in the civil war; between the military from various parties; geopolitical conflict (Russia-America); military leaders and subordinates; between the media and the public; between the oligarchs over the resources; employment centers and IDPs; the pension fund and the pensioners; subjects related to the ATO; neighbors, friends – those representing cliches (including media) of views and ideologies; internal (between man and reality).

The subject of such conflicts as the participants pointed out, was **interpretation of historical events, reformer initiatives, perception of government maturity; information about events in terms of reliability/falsifications; protection of dignity.** Thus the participants identified protest as a characteristic feature of such conflicts.

THE QUESTION FOR DISCUSSION: "Regional specifics of holding a dialogue."

MODERATOR: Olga Datsko

The issue of regional dialogue characteristics provoked a lively debate in terms of whether they exist at all, and whether these regional differences should be isolated to be later considered when building up regional strategies to promote dialogue. Given that building regional strategies without getting information and not taking into account the differences and limitations or resources in the regions is premature, the participants paid attention to sharing experiences of participation or holding dialogues in the regions, while taking into account both personal experience of the participants and the

experience that was known to them elsewhere, provided that it was relevant and important to take into account. The answers may be grouped as follows for clarity:

Region	Features	
	Complexity	Resource
Donetsk	<ul style="list-style-type: none"> - People do not want any dialogue, they walk with weapons, there is a desire for monologue, they carry myths in their minds and loose contact with reality - people living in a new situation using old principles - Blurred identity in the Donbas - People are angry and cold, the volunteers feel toasty and well (Svyatohirsk, Donetsk region) - It is difficult to maintain the social gap (people immediately switch to calling you by your first name), it is hard to resist, confrontation is easily transformed into aggression - No platforms for holding a dialogue 	<ul style="list-style-type: none"> - Video dialogues between Kyiv and Donbas - Networking in progress in the social networks aiming at survival and mutual support, then these contacts and ties go into the real world. Organized by those who left the Donbas
Dnipropetrovsk	<ul style="list-style-type: none"> - Dialogue or a round table is just a "screen" for the decisions already taken - Presence of the representatives of communities that seemed to be set for a dialogue, but they yell trying to outcry the others, they want to be visible, noticeable. The dialogue looks like a sabotage of new processes that begin to occur 	Not identified
Kyiv	<ul style="list-style-type: none"> - There is an understanding that "Maidan protesters" are different - Ongoing radicalization of the parties - The war intensifies segregation, increased demand for showing your position 	<ul style="list-style-type: none"> - Dialogues related to future planning - Video dialogues between Kyiv and Donbas - There are consolidation of civil society and reforms in different spheres
Lviv	<ul style="list-style-type: none"> - Dialogue participants were surprised by the presence of the "other side" (thinking that the "other side" did not exist) 	Not identified
Mykolaiv	<ul style="list-style-type: none"> - It is more difficult to identify the "other side," it says nothing, stays out of the dialogue - Old ladies are not ready for the dialogue (indoors) while being more active outside, show aggression - Participation of the military and civilians with symptoms of post-traumatic stress syndrome in the dialogues - Apparent diversity appears within one seemingly homogeneous group in the process of a dialogue - Coordination of the dialogues is different - fragmentation and lack of coordination 	Not identified
Odesa	<ul style="list-style-type: none"> - It is more difficult to identify the "other side," it says nothing, stays out of the dialogue - The "pro-Ukrainian" side was reluctant at first to take part in the dialogues, though gradually coming out, and the opposite side has "gone underground" - Radicalism is enhanced the "pro-Russian" ones are afraid, they not see any leadership in their environment, "hiding" - There took place a division - some dialogue participants became more radical, others - less radical. More radical ones see combat as a solution - Value conflict 	<ul style="list-style-type: none"> - The conflict was "imported" because during the discussion on levels 2 and 3, they had no arguments, the reason being - "Odesa is a tidbit" - The regional administration supports dialogue, municipal government does not support it and does not participate - People are able to maintain a constructive confrontation

	<ul style="list-style-type: none"> - Legitimacy conflict for the Ukrainian authorities - Specific cases were the impetus for the dialogue - Adaptation and socialization of newcomers, radicalization 	<ul style="list-style-type: none"> - Dialogues are held regularly, every Friday, the governor supports these processes (government), there is a collaboration with the organizers of the dialogues
<p>Kharkiv</p>	<ul style="list-style-type: none"> - Harder to detect / invite the "other side," it says nothing, stays out of the dialogue - Apparent diversity appears within one seemingly homogeneous group in the process of a dialogue - Passive participation in the dialogues - Ongoing radicalization of the parties - The war intensifies segregation, increased demand for showing your position - There is a struggle for resources between newcomers and local population - Specific cases were the impetus for the dialogue 	<ul style="list-style-type: none"> - Shifting the discussion to a more global perspective, discussing the formation of a new identity. The February events (change of government) made Kharkovites reinvent their identity) - Good dialogue coordination - Imported polarization - Participation of government in the dialogues - Participation of IDPs in the dialogue
<p>Common threats</p>	<ul style="list-style-type: none"> - The general public does not support dialogue ("How can you talk to them?") - Intolerance of others' thoughts, lack of tolerance, ignorance of the rules of dialogue <ul style="list-style-type: none"> - Some people "left" and it seems that its good. - People "in the shade" represent the power which you want to engage in dialogue, otherwise they will "tear" the country apart. <ul style="list-style-type: none"> - The conflict is at different stages, noone is talking to people. - There is no regularity in holding dialogues and their sustainability (no stable outcomes in the ATO area). 	

Summarizing the information collected from the regional representatives, we can conclude that there are regional differences which should be taken into account when organizing and conducting dialogues. For the elaboration of regional strategies to promote dialogue, the analysis of such features should be more integrated with careful research and consideration of regional resources and constraints, as well as the impact of external factors, such as: rapidly changing environment due to external influence on the situation in Ukraine and so on. One thing in common for the regional strategies should be the objective of establishing a balance, a system and inclusiveness in promoting dialogue practices to reduce social tensions.

THE QUESTION FOR DISCUSSION: "Competencies of those holding the dialogues (professionals) and dialogue participants (citizens) and the ways of developing such competencies".

MODERATOR: Hanna Slavinska

The reason for this debate was the question which is common to many participants – understanding that low level of participation in dialogues on one hand is due to the fact that ordinary citizens are not able to work constructively in a dialogue with their own conflicts, so efforts should be made to improve the negotiating culture in Ukraine in general, for which it is necessary to work out a list of competencies for the citizens and to think about how to help acquire these competencies. On the other hand, all the mediators, facilitators, volunteers who deal with the dialogue issues should work out certain minimum standards of necessary knowledge and skills that should be shared by those who organize and/or conduct dialogues in order not to damage processes in their respective communities and not to damage the reputation of a dialogue as a technique used to reduce social tensions.

For demonstration purposes the results of the participants are outlined in the following table:

Citizens' competences	Methods of acquisition / development	Mediator/facilitator competences	Methods of acquisition / development
<ul style="list-style-type: none"> - culture of communication • ability to exercise tolerance (neutral language, listening and hearing) • sense of the limits of acceptable (permissible) when expressing opinions • emotional competence (empathy) • conflictological competence - behavioral flexibility - interest in participating 	<ul style="list-style-type: none"> - creating a culture of dialogue through education, setting standards, creating institutions that provide interactive space for a large number of people; through the rules of entering a dialogue; - ensuring equal opportunities for the participants of the dialogue as such - selecting important 	<ul style="list-style-type: none"> - meta-position (methods inside and outside) - neutrality and impartiality - skills: <ul style="list-style-type: none"> • active listening • analytical • negotiator and mentalist - skills: <ul style="list-style-type: none"> • raise credibility and create a safe space • involve / include / capture in the process • develop own motivation • enter into a state of 	<ul style="list-style-type: none"> - high quality training and life-long professional development (incl. highly specialized trainings in communications, psycholinguistic, etc.) - Regular training (e.g. through conscious rejection of value judgments in everyday life, conscious communication with people with different views) - sharing experiences and learning from peers, both successful and unsuccessful, meetings with experienced

- **goodwill in understanding** the history and prospects
- **understanding** the dialogue format
- **critical position** (friendly, without being destructive to the relationships)
- **creativity**
- **understanding** the responsibility for the process and the outcome

themes and creating a **safe space**

- showing facilitator's **own example**, especially when entering into a dialogue, including importance of consent in the mediator community
- **combination of a variety** of engagement measures using **individual** approach for each target audience
- **attracting media** coverage for the results of the dialogue

understanding the other without causing harm to themselves (incl. a civil position)

- do not rush to conclusions
- think critically, creatively, flexibly and openly
- maintain confidentiality

- **awareness:**

- the risk of professional burnout
- risk of manipulation
- boundaries of own competences
- own domestic and professional resources

colleagues (guru)

- **constant self-improvement** through self-reflection (analysis and understanding/rethinking mediator/facilitator experience)
- **permanent filter** of the moderator/facilitator for information flows
- **daily mental hygiene and restorative techniques** (yoga, meditation, etc.), including strengthening of resisting capacity of the mediator/ facilitator (art therapy, family support)
- **supervision**
- **publicly available methodology**, including the creation of an open universal strategy of engagement

THE QUESTION FOR DISCUSSION: “What is needed to promote dialogue and implement dialogue-based practices in Ukraine to ensure further development of dialogue-based practices and the community of mediators”.

MODERATOR: Iryna Brunova-Kalisetska

The purpose of this group was to analyze the required types of activities and work out a list of specific steps to accelerate spreading of dialogue and mediation practices in Ukraine and stimulate the development of mediator community. Considering the events after the Revolution of Dignity and the military aggression against Ukraine, which exacerbated social contradictions on the background of low negotiation culture in general, it became clear that to strengthen civil society from within, strengthening its ability to resist negative external influences, including information influences, they require development of a system of measures for national and local implementation of new models of communication and interaction in the Ukrainian society, promoting and strengthening a new negotiation culture in general. With this in mind, the participants formed the following suggestions:

Preparation	Introducing the value of perceived effective cooperation, promotion	Institutional and organizational support	Other support
<ul style="list-style-type: none"> - Determine why dialogue is needed - Promote democratic values in the society 	<ul style="list-style-type: none"> - <u>Introducing the value</u> of a dialogue through education of the following target groups: <ul style="list-style-type: none"> - expectant mothers, as part of the course for pregnant women - children, in an entertaining way in kindergartens - students, as an additional lesson within the school curriculum - progressive active adults - through the introduction of additional training modules/blocks in other related training - experts who are constantly working with people (teachers, librarians, doctors etc. By separately identifying these groups of specialists and adapting trainings to the needs) – by offering to develop additional competencies for effective interaction - government officials (especially law enforcement bodies, local authorities, which the protest, or conflict groups often turn to) making them able to propose and initiate dialogue between conflicting groups - administrators, including officials - to improve the efficiency of administrative activity, especially when it is associated with changes, reforms, and hence there is a need to harmonize the interests of different stakeholders - by offering to develop additional competencies for effective interaction - <u>Demonstration</u> - to stimulate use of mediators/facilitators leading by example, thus interacting in their communities, groups, etc in a new, efficient and environmentally-friendly way. - <u>Promoting dialogue</u>: <ul style="list-style-type: none"> - Clarification of what dialogue is, rules of the dialogue (tolerance, lack of personal accusations, constructive criticism, etc.) - The strategic plan for information through regional and national media with a focus on the therapeutic function of a dialogue, reducing aggression and conflict prevention - Work proactively to cover different platforms through the media 	<ul style="list-style-type: none"> - Dialogue school for people who can moderate - Creating interactive platforms (warm, dry and safe) - A separate expert platform for developing "frame" methodology by the regions and interregional methodological principles - Creating a general concept, a "frame" methodology (what the interactive platform may offer to the people), followed by the elaboration of own, Ukrainian regional rules, dialogue procedures and adapting them to the needs of the community - Methodological crowdsourcing: aggregate the experience, take the experience and place the experience (incl. to reduce the risk of manipulation) - Databases: experts and specialists, methodologies, initiatives and platforms - Interregional and international exchanges (e.g. groups of international exchange program graduates - Fulbright, Flex, etc.) - Creation and testing of online platforms for dialogue (website with professional moderators) 	<ul style="list-style-type: none"> - Government's (top leadership) recognition of the importance of using dialogue practices in cooperation between government and society - Promotion, monitoring power usaging dialogues (clarify, justify own actions and decisions, receive feedback from the public, the experts)
<p>The strategy for a specific dialogue:</p>	<ul style="list-style-type: none"> - <u>Monitoring</u> people's issues, for example through: <ul style="list-style-type: none"> • "free microphone" - along with experts on specific issues • visiting communities to understand their problems and people's challenges - <u>Proper selection of</u>: issues which are natural for the people, specific issues and problems; for example, the residents in Odesa are concerned about the development of <i>Langeron</i>, the parents face the problem of what to do with the kids during long holidays when parents are working, since people are willing to talk about concerns that are important in their lives (not just theoretical models). - <u>Test dialogue topics</u> through these platforms - <u>Making the agents of influence</u> from the key figures in the cities, regions, through which we can promote the idea of dialogue, for example using cultural and opinion leaders, etc. - <u>Using those who are already there for the pupose of the dialogue</u>: groups, communities - institutionalized (e.g., student and other organizations) and noninstitutionalized ones (social network groups, etc.) 		

In conclusion, the participants identified that during promoting dialogue practices, including for the purpose of strengthening the mediator community, it is important to take into account three key groups of **participants: GOVERNMENT, PROACTIVE CIVIL SOCIETY, ORDINARY CITIZENS**. Thus, it is important to build transparent and clear dialogue platforms at the level of **ACTIVE CIVIL SOCIETY**, so that later one could introduce such platforms at the level of **ORDINARY PEOPLE**. The platforms themselves will also contribute to building trust between the levels of **PROACTIVE CIVIL SOCIETY** and **ORDINARY CITIZENS**, which is important for making effective pressure on the **GOVERNMENT**. Activities to promote dialogue can be considered successful when whoever says "dialogue", all clearly and unequivocally can understand what it means.

THE QUESTION FOR DISCUSSION: The mission of the dialogue

MODERATOR: Galia Kadyrbyekova

The participants of the panel discussion received a vision-related question: if all the efforts of the participants and stakeholders are successful, how Ukraine would look like with new advanced dialogs culture. Thus, by answering the vision-related question, the participants explained the mission of the dialogue as such. Participants' vision was presented as follows:

COUNTRY REUNIFICATION	FORMING NEW VALUES: CONFLICT IT IS NOT A TRAGEDY BUT AN OPPORTUNITY TO DEVELOP: VALUE OF DIALOGUE	CHANGES AT THE MENTAL LEVEL
	MULTICULTURAL SOCIETY	
	THE PRINCIPLE OF EQUALITY AS A BALANCE OF OPPORTUNITIES	
	DIALOGUE CULTURE AT ALL LEVELS	
	CONSCIOUS CORE OF THE SOCIETY (SOLOMON UNIVERSITY) - OPINION LEADERS	
SOCIETY REUNIFICATION	Constitutional rules about the rights to dialogue as a way of conflict resolution and reduce social tensions	CHANGE OF QUALITY OF LIFE - CIVIL SOCIETY AS A BASIS!
	A DIALOGUE PLATFORM	
	DIALOGUE TRAINING (Effective communication for effective interaction)	
	PUBLIC HEARING AS A USUAL INTEGRAL PRACTICE	

	UKRAINE – A CREATOR OF NEW MEANINGS IN THE GLOBAL CONTEXT	
--	--	--

Ukraine's future in this context is the following: the schools are teaching the principles of dialogue; there emerged a new profession - dialogue facilitator; there was established an institute for conflict management and research; old and inefficient patterns of interaction are broken, the cultural attitudes to conflicts have changed, it is seen as a way to express their needs; the culture of the dialogue is present at the highest level of political community; dialogues are carried out not only horizontally but also vertically, while the society is shifting from a vertical to horizontal one; effective intergovernmental dialogue is also conducted, including: the Russia-Ukraine dialogue; groups have been formed for negotiations and the dialogue led by opinion leaders; a lot of members of the public are able to translate the dialogue from the plain of differences into the plain of unification; spread of the dialogues encourages development of social capital; there was introduced a system of prevention of conflicts, rapid response to the symptoms of conflict; there is ongoing consistent transformation of conflict potential into a positive one; there was formed a conscious nucleus of the society that enjoys a special confidence of the society; there was created a platform for dialogue of the Hyde Park type; Ukraine has introduced the rules in the Constitution that ensure the implementation and dissemination of the idea of dialogue; there was formed a multicultural society that enriched the cultural code of different communities; the opportunity to participate in a dialogue process at the "bottom" for keeping the balance guaranteed and provided for; the national dialogue extends beyond the limits and ceases to be a top-level dialogue and it includes everyone, when everyone is really heard that in turn ensures and guarantees the rights of minorities; the dialogue is two - (multi) lingual, it brings together the community, society and the country as a whole, equality of opportunities is provided for, including representation in the government; the voice of civil society organizations is taken into account when making legislative



decisions; there is a large number of civil society organizations producing good outcomes; ongoing and guaranteed informal, active inclusion and involvement of citizens in the dialogue-based development; people understand and realize using a broad dialogue that Ukraine is not only the area between the borders, instead it's the people who build Ukraine as an ideal model country that can serve as an example for the world.

On top of the results of the groupwork made by the participants set out above, we added the results of **the group of foreign participants** who worked on the issues of dialogue competencies and promoting of the mission of the dialogue **moderated by V. Kanevska**.

FINAL CONCLUSIONS

The Dialogue Conference took place against the backdrop of a difficult situation where the society urged the discussion about the need to strengthen the defense, reduce social tensions, implement comprehensive reforms which should solve the problems accumulated over the years of Ukraine's independence. Therefore, the center line of the event was the understanding that it was necessary to find a way how to reestablish communication and effective interaction in the Ukrainian society and the state by establishing a new culture of communication through dialogues.

The conference resulted in the following conclusions:

1. Professional mediators, facilitators, volunteers, saw increase of social tension in their communities and in Ukraine in general and in the spring of 2014 started accurately acting to localize conflicts, maintain peace in local communities and proactively detect "explosive themes" and work with them, inculcate a culture of dialogue at the grassroots level and separately convert local opinion leaders into proactive agents of influence regarding the use of interactive practices.
2. The initiators of the dialogue launched its own search for the most effective themes and forms of a dialogue in view of the features existing in a particular community, such as: the presence of IDPs, the proximity to the border or the ATO area, the proximity of other communities with experience serious tensions, significant value differences, the general level of culture of negotiation of ordinary members of the community and readiness to join the dialogue and so on.
3. Principles and approaches to holding a dialogue adopted by international organizations, including the OSCE are an effective framework and criteria for

interactive activities. In turn, learning from foreign experience is an incentive to match their own approaches with similar practices aiming to understand the specifics of Ukrainian dialogue activities.

4. Despite the fact that a large number of dialogues is initiated and carried out, the real picture shows that these efforts are not enough. It is necessary to increase the number of specialists and take care of their life-long professional development and exchange of experience. This requires not only training others, but also developing the principles of the facilitators of a dialogue and common methodological principles of conduct in order not to harm specific communities and not ruin the image of the dialogue as a tool.
5. For the development of the community of dialogue mediators and facilitators it is very important to get support from the international organizations, especially in terms of institutional, methodological and educational support, particularly to meet the needs of the Ukrainian and international exchange of experience and building professional competence of the mediators.
6. Since the scope of dialogue support as a tool to prevent or de-escalate conflicts has only recently gained importance for the donor community, the need to coordinate and exchange of information in this area became urgent to improve support and avoid duplication of efforts. The OSCE Project Coordinator in Ukraine should soon initiate and support the practice of holding regular coordination meetings for the donors interested in supporting the initiatives in this area and to promote mutual exchange of information between the donor community and civil society, including the dialogue experts.
7. There is some unclarity in the division of dialogues at various levels, although it is important for streamlining of efforts and positioning dialogues. The methods of work and resource requirements are different for different levels of dialogue, so first of all it is necessary to clearly delineate the areas of responsibility between all the

stakeholders. It is important to have coordination and complementarity of all mediation efforts of stakeholders for the purpose of synergy.

8. With the implementation of mediation measures one should take into account that dialogue is not a one-off irregular action, instead it's a complex coordinated work for which the following is especially important: proper training, availability of consent of the parties to the conflict, impartiality, inclusion, national responsibility for implementing measures, taking into account international law and regulations, coherence, coordination and complementarity of mediation efforts and qualitative peace agreements.
9. The participants also agreed that additional training, institutional, methodological and other support to the mediators and facilitators without a common strategy to promote dialogue mean only local sporadic efforts that will not have a synergistic effect. So its important to have a national dialogue to popularize a culture of a dialogue to reduce social tensions and increase efficiency of collective interaction in the society at various levels aiming to facilitate the rest of the processes in the country - both special sectoral reforms and global structural changes, starting from decentralization and down to proactive regular, fast and efficient citizens' electronic participation in public affairs and so on.
10. In view of the above, it is critically important to have a common national strategy, which would, in turn, be used to harmonize regional strategies and joint action plans for the authorities, opinion leaders, civil society activists and experts at all levels.
11. Given the historical heritage of Ukraine in the context of public administration, yet high levels of corruption, complexity of implementation of lustration measures, it is necessary to attract assistance (mediation) by international organizations to establish partnerships with the authorities to promote dialogue at the national level and the inclusion of the authorities in the national transparent and clear public

dialogue that will take place using the methodology developed by the joint efforts of all stakeholders.

Conference participants completed their work at the event with the knowledge that the solution of Ukrainian problems is the responsibility of the Ukrainians themselves - it is their business and their territory. It is therefore important to avoid dependence on international or foreign support by properly positioning their activities so that the Ukrainian "owners" of the Ukrainian "solution" regarding the needs of a dialogue are not dissolved in the process and preserve their identity and skillfully use international support as an additional resource without being dependent on it. Thus, the vision of a new dialogue in Ukraine can serve as a guide for working out the strategy for implementing dialogue at all levels.

FACTS

At the request of the Odesa Oblast State Administration and Odesa Regional Mediation Group NGO, the OSCE Project Coordinator in Ukraine organized the International Conference on "Dialogue as a means of overcoming the crisis: international experience and prospects for its application in Ukraine", held in Odessa on December, 10-12 2014.

The event was attended by 90 participants from 11 countries who had the opportunity to learn about and discuss international experience and best practices of mediation and facilitation of dialogue.

The participants had a unique opportunity to improve their skills by learning about the practices and methodologies of holding dialogues against the backdrop of military conflict during post-conflict period and peace, based on the experience of Ireland, Bosnia and Herzegovina and the Balkans as a whole, Israel, Portugal and Ukraine.



Advanced brainstorming focused on the tools for the analysis of social and value conflicts, forms and methods of intervention, de-escalation of tension, the strategy of attracting parties into a dialogue, features of a dialogue to support the implementation of reforms.

Discussions also were organized on the possible role of the OSCE and other international organizations to support initiatives to establish a national dialogue in Ukraine. 16 representatives of the OSCE Special Monitoring Mission in Ukraine both from the HQ and the regional team members attended the event to get a better understanding of the nature of conflicts in Ukraine and discuss the possible role of the OSCE Special Monitoring Mission in terms of promoting dialogue directly at the grassroots level.

The list of organizations that were represented at the event:

1. Association of business trainers, consultants, coaches of Ukraine, Kyiv
2. The State Emergency Service, Odesa
3. Dialogue Initiative, Mykolaiv
4. *Dobro* Dobropilskiy youth center, Donetsk region
5. Donetsk Mediation Group, Donetsk
6. European Association for the rights of people with disabilities, Kharkiv
7. Odesa for Harmony movement, Odesa
8. Police Institute, Odesa
9. Institute of Social and Political Psychology, Laboratory of social and psychological technologies, Institute of Social and Political Psychology, NAPS Ukraine, Kyiv/Simferopol
10. Clinical Hospital of the State Border Guard Service of Ukraine, Odesa
11. OSCE Project Coordinator in Ukraine, Kyiv
12. Mediation Group Luhansk, Luhansk-Cherkasy
13. Mykolaiv Law Lyceum, Mykolaiv



14. Youth Regional Development Center, Kherson
15. ICPS, Kyiv
16. National Association of Mediators of Ukraine
17. National University of Kyiv-Mohyla Academy, Kyiv
18. *Nova Kraina* (New Country), Kyiv
19. Odesa Regional Mediation Group, Odesa
20. Odesa Oblast Administration, Odesa
21. Odesa National Polytechnic University, Odesa
22. National Mechnikov University, Odesa
23. Foundations for Freedom, Lviv
24. The Alternative to Violence Project, Odesa
25. Psycho-physiological laboratory, Transport Medicine Research Institute, Odesa
26. Regional Branch of the National Institute for Strategic Studies, Odesa
27. Resource Center for NGOs, St. Petersburg, Rus
28. Working Group on e-democracy RPR, Kyiv
29. RPR Working Group, a member of the working group for the development of e-government under the Vice Prime Minister of Ukraine, Odesa
30. PORTOVIK Sanatorium
31. SpilnoTV, Kyiv
32. UKMC, Kyiv
33. Ukrainian Academy of Mediation, Odesa
34. Ukrainian Harmony Centre, Kyiv
35. Ukrainian Mediation Center, Kyiv
36. Education Management University, NAPS Ukraine, Odesa
37. University of Haifa, Israel



-
38. Kharkiv Foundation for Local Democracy, Kharkiv
 39. Center for Information and Communication Technologies "IT Incubator",
 40. Center for Applied Psychology, Teachers' Professional Development
Institute, Odesa
 41. Center for Social Partnership, Sumy
 42. Tamarysk Center, Dnipropetrovsk
 43. Global Partnership for Prevention of Armed Conflicts, Hague,
Netherlands
 44. Nansen center for peace and dialogue in Serbia, Serbia
 45. Nansen center for peace and dialogue, Norway
 46. NLP-ODESSA, Odesa
 47. Peace and Development Adviser of the UN Resident Coordinator, Kyiv
 48. Promotion of Intercultural Cooperation, Odesa
 49. The Conflict Trauma Resource Centre, Northern Irland