

DIVERSITY MANAGEMENT

Inclusion of minorities and strengthening of service delivery at local level

Webinar

15.11.2022



Implemented by:



In cooperation with:



Project: “Scaling up of minorities inclusion models and strengthening of service delivery in municipal structures in the Western Balkans””

Scope of the presentation

- Concept of Diversity Management
- Development of the learning concept, objectives and themes
- Advantages for municipalities from implementation of Diversity Management concept
- Model and achievements of SDG's

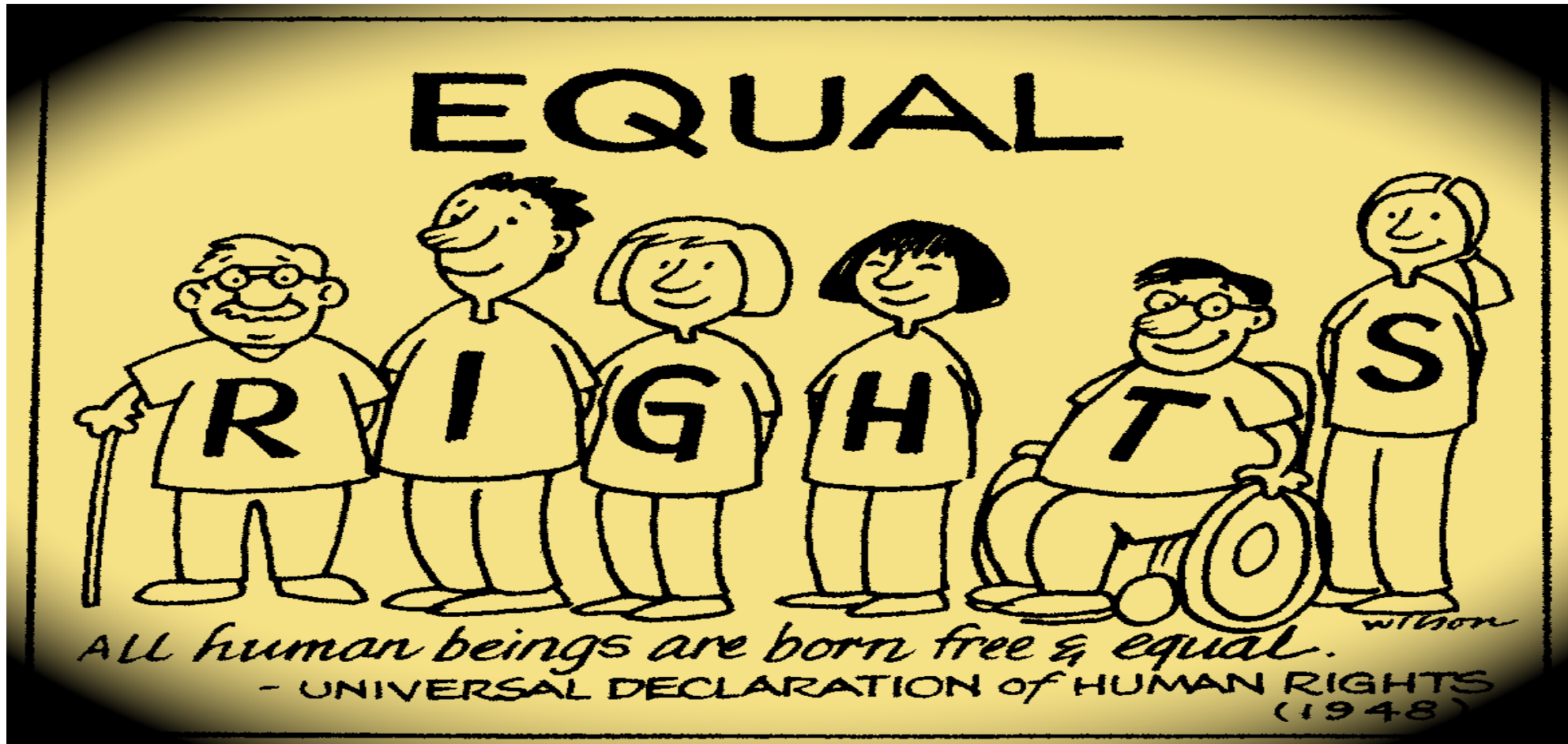
Second part

- Diversity initiatives at local level
- Key factors for successful upgrade of the existing practices to DM

Development of the learning concept

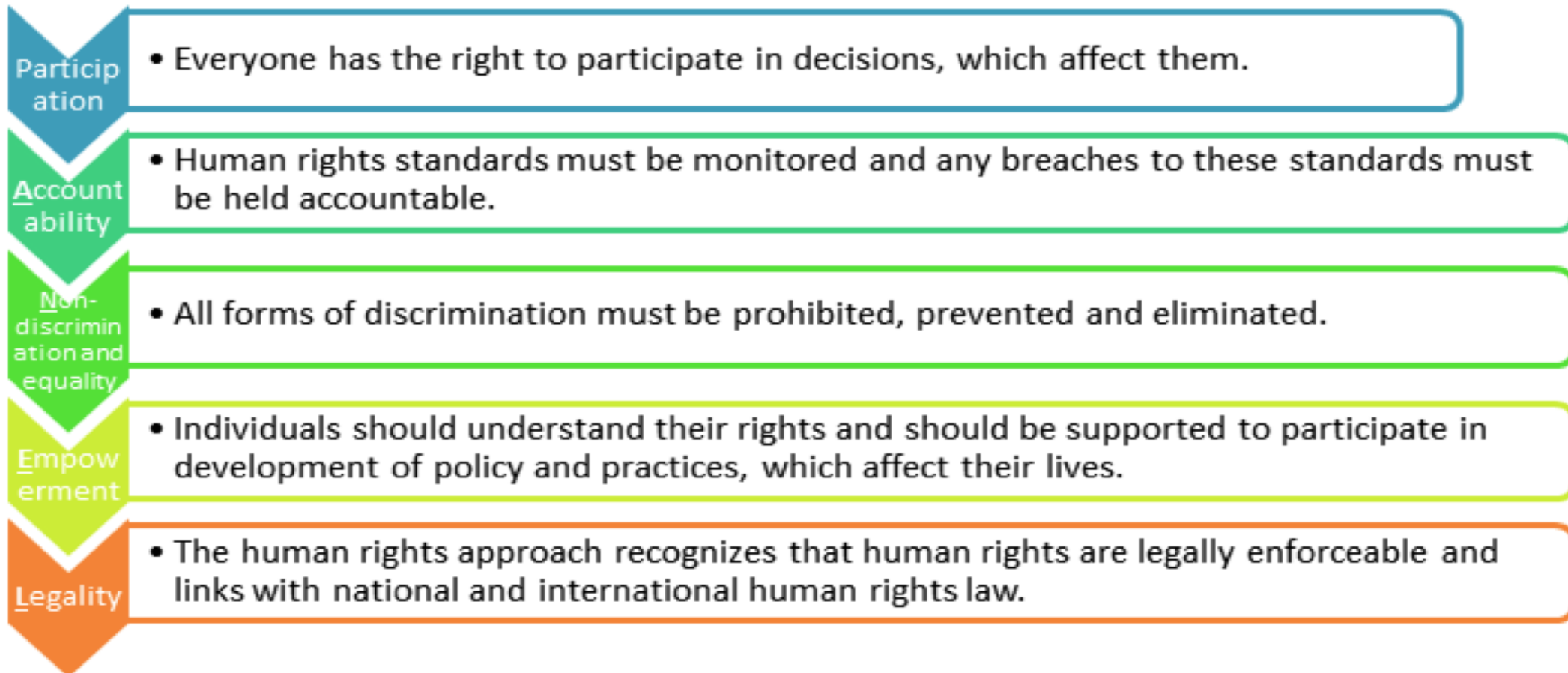
- The previous project supported local governments, local government associations and other stakeholders **to enhance their capacities** with regard to the **inclusion of minorities and other disadvantaged groups** based on successful social approaches implemented in the federal state of Schleswig-Holstein.
- The present project **builds on the results** obtained from its predecessor and aims **to further strengthen** the applied social approaches in the pilot municipalities and **extends the knowledge transfer** to other interested municipalities and stakeholders.
- Diversity management as **complementary capacity building topic** for improved municipal services and structures

Base for development of the course



Advantages for municipalities from implementation of Diversity Management concept:

Implementation of basic Human rights principles



The aim of this course for Diversity Management is to enhance the capacities of local governments, their Associations and other relevant stakeholders with a set of interlinked capacity development measures to apply 3 successfully approaches which strengthen the economic, social and cultural human rights of particularly vulnerable groups.



Learning objectives

- To understand the concept of diversity, multiculturalism and tolerance
- To understand and accommodate to the need for diversity of employees and inhabitants
- To comprehend diversity competences
- To comprehend and contextualize diversity management in the context of workplace, access to information, access to services, community engagement and participatory policy making
- To comprehend and contextualize Sustainable Development Goals (SDG's) into diversity management initiatives
- To understand the important role of involvement of the community in policy making process and tools for increasing participation of excluded
- To understand that access to service is human right and it is guaranteed with international human rights treaties such as the UN convention on racial discrimination (CERD), the convention on the rights of persons with disabilities (CRPD) as well as the women's rights convention CEDAW
- To understand and explore new approaches for access to information, access to services and participation in policy making to serve all citizens without discrimination

Pillars of the DM course

- a) diversity of the employees as a reflection of the composition of the municipality population,
- b) provision of municipal services that are available, accessible and adaptable to every member of the local community and
- c) diversity and inclusiveness in the process of public policies.



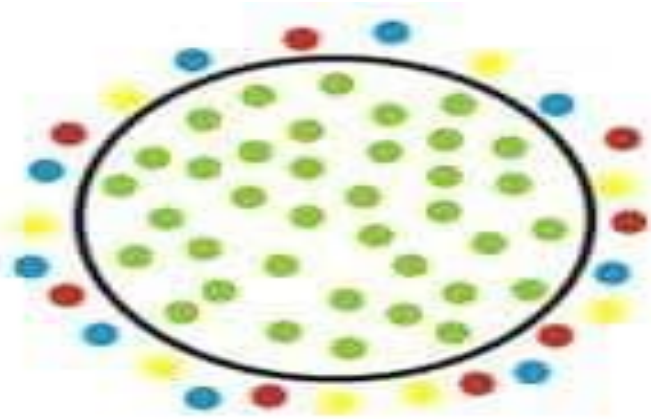
Modules of the course

- **Module 1:** Introduction of Diversity management and policy framework for diversity management
- **Module 2:** Policy framework for diversity management at workplace (municipality)
- **Module 3:** Diversity management and access to information and access to local services
- **Module 4:** Diversity management, community engagement and participatory policy making

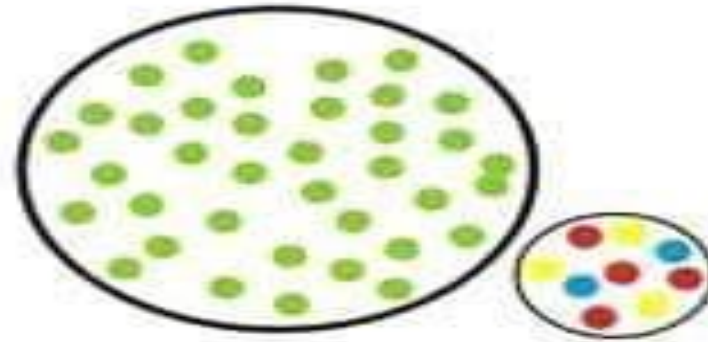
Between module 2 and 3 there will be a peer exchange webinar on the following topic: Good practices of diversity management in my municipality.



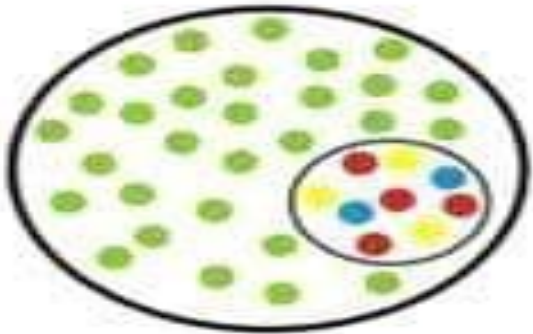
DM-path towards inclusion?



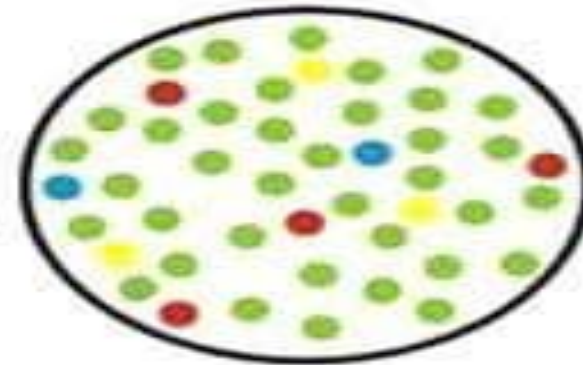
Exclusion



Segregation



Integration



Inclusion

Contribution to SDG's – Leaving no one behind!



Implementation of the model for inclusion of minorities and other vulnerable groups can contribute towards:

- a) SDG 1 – No poverty
- b) SDG 3 – Good health and well being
- c) SDG 4 –Quality education
- d) SDG 5 – Gender equality
- f) SDG 8 - Decent work and economic growth
- g) SDG 10 – Reduced inequalities
- h) SDG 16 – Peace, justice and strong institutions
- i) SDG 17 – Partnership for the goals

PART II

CHALLENGES

OPORTUNITIES



Diversity initiatives at local level – inclusion models for specific groups

- Models for ethnic minorities inclusion (Minority commissioner, Roma decade, quotas,...)
- Models for social inclusion of vulnerable groups (Social Dialogue Forum, Social councils, Youth councils,...)
- Models for Gender mainstreaming (Gender Responsive Budgeting, quotas in the local councils,)
- Initiatives for providing support to elderly but not their inclusion in the developmental practices
- Initiatives for assistance of the persons with disability but not real inclusion
- Non discrimination policies....

Key factors for successful transfer of the problem-solution model

- Implementation of DM should be with respect to a particular context and should be undertaken with respect to the specific legal and institutional frameworks, their own capacities, and access to resources
- Key preconditions for the achievement of the expected positive results:
 - ✓ support of the local government is crucial for development of unique models and their subsequent development
 - ✓ the good cooperation between the LGs and the civil society organizations and their continuous commitment to the development of the established mechanisms
 - ✓ the motivation of the involved parties, resulting from the conviction that the new mechanisms is directly relevant and can contribute to the improvement of the provision of needed services
 - ✓ the civil society organisations should be viewed as trusted partners (especially for services development and delivery) that can contribute to improving the provision of municipal support directed towards the advancement of the situation of the vulnerable groups at the local level.

Advantages for municipalities from implementation of DM

- It should be a grass-root initiatives corresponding to identified needs at the community level
- Fulfilling the gap of a lacking institutional structure providing targeted support to the minorities and vulnerable groups within the community
- Mechanism to enable regular and structured dialogue between the public authorities and the local community
- It allow development of different mechanisms to address the needs of different groups, delivery of targeted support to the vulnerable groups in the municipality
- Identification of specific target groups and establishment of new services
- Improvement of the institutional infrastructures to accommodate and make use of the new social initiatives and social innovations.

What else should we have in mind?

- A model-transfer is in fact a transfer of an idea, adapted to local needs and realities.
- Gaining trust among a wide range of stakeholders (representatives of different communities, of public and private institutions, of donors) is crucial for the efficient introduction of new structures and requires planning of specific activities.
- It will need additional support and effort to foster the dialogue between the public authorities, service providers, business, civil society, and the end-users, and to **interconnect** them
- Networking and promotion of the new practices should become an important aspect of the implementation of Diversity Management
- Diversity management is holistic approach that encompasses all approaches and existing inclusion mechanisms for different groups and thus fulfilling an existing gaps at local level towards integration

