Diversity Management

a model for inclusion of minorities and other vulnerable groups

The former projects "Promotion and scaling up of models for inclusion of minorities and other vulnerable groups in the Western Balkans" and "Enhancing local capacities to implement the 2030 Agenda and the 'Leave No One Behind' Principle" supported by BMZ and implemented by NALAS in coordination with GIZ, contributed to raising awareness of the Leaving No One Behind principle and social approaches for the inclusion of vulnerable groups among the target group.

Serbia, Bosnia and Herzegovina, North Macedonia, Kosovo and Albania are facing immense socio-economic challenges, overburdened with ethnic tensions and conflicts. Economic consolidation is slow and only reaches part of the population. The situation with income and living conditions is actually deteriorating for many citizens with the COVID pandemic adding to an already complex situation. Despite reforms in the area of rule of law and human rights, many people in all target economies in the Western Balkans experience multiple discrimination based on gender, ethnicity, age or sexual orientation.

Traditional roles, prejudices especially against members of the Roma minority and members of the LGBTI community, and exclusion of people with disabilities are anchored deep in society and influence the political discourse. This results in increased desire of many (particularly young) people in the region to emigrate and exacerbates societal and political conflicts.

Diversity management, although being a relevant area of concern within government structures at national and local level to create social justice and to eliminate discrimination against minorities, is a governance tool largely absent in the range of public services and lacks general attention as a notion.

HOW WILL THIS ONLINE COURSE HELP YOU?

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 capacity development measures comprised web seminars, e-learning courses, learning clusters and a virtual study visit as part of a systematic know how transfer methodology.

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. The transfer process is guided by adapting to local needs in a joint learning process with all stakeholders and includes open diversity management as complementary capacity building topic for improved municipal services and structures.

Local governments are responsible to ensure representation and participation of its citizens and to guarantee equality and non-discrimination. This consequently means that the diversity of the municipality local population should be reflected in the composition of municipal's officials for reasons of equality, but also in access to services and participation on determining local priorities.

Diversity management in the context of the course implies considering the variety of diversity dimensions among municipal employees and inhabitants and making sure that those characteristics are no reason for preventing individuals of their fair chances –as an employee in the municipal administration or as customers of local services.

COURSE OBJECTIVES

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.

Diversity management at local level in the context of this course encompasses the following pillars: 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) and diversity and inclusiveness in the process of public policy.

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

TARGET AUDIENCES

The course is designed for professionals working in the units of local self-government and Local Government Associations responsible for minority protection and having certain initial knowledge on the topic as well as for representatives of CSO's working with human rights and minority rights.

COURSE STRUCTURE

This course is divided into four modules:

- 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.

Each module will be delivered within one week, therefore, the entire course period lasts for one month.

LEARNING METHODS

This course is facilitator-guided and offers online learning methodology and tools including readings, videos, guided discussions, assignments and quizzes. These interactive tools will enable you to share your views, discuss with others and receive feedback. Vivid forum and online discussions and exchange of ideas and thoughts will encourage you to establish a permanent network of practitioners who work in local governments on social protection.

HOURS OF STUDY

For successful completion of the entire course, you will need to devote 12 hours in total, or 3 hours of learning per module, per week.

EVALUATION OF KNOWLEDGE AND CERTIFICATE FOR COURSE COMPLETION

In order to get a certificate for course completion, you should complete all the readings, actively contribute to the discussion forums, responding to the specific assignments, and complete the quizzes. Each of these tasks is scored with maximum of 100 points, while the threshold for successful completion of the course is 60 points.

LANGUAGE

This course is available in English language.

COURSE DELIVERY

The course will start on 2nd of December 2022 in collaboration with NALAS' member Local Government Associations. To express interest for the course, please contact the Local Government Association in your economy or NALAS at info@nalas.eu

THIS COURSE IS PART OF NALAS e-ACADEMY

NALAS e-Academy is an online platform which enables dissemination of relevant regional knowledge to each municipal employee in SEE, in the same time offering opportunity for an interesting, creative, step by step learning. NALAS e-Academy provides a superb knowledge on topic relevant for local government professionals in the areas relevant to their work. Taking advantage of new technologies, the learning experience provided by the NALAS e-academy is affordable, innovative and practitioner focused.

COURSE FACILITATORS

Memet Memeti is a public administration and policy making expert with an MPA from Indiana University and PhD in the area of decision-making process in the local government. His main interests include public management, public administration reform, public policy making process, citizen participation and inclusion, decentralization, gender mainstreaming and GRB in the public sector, leadership, institutional and human development of public administration and governance. He has been teaching in Universities in Republic of North Macedonia (South East European University) and Kosovo and has been engaged as a consultant on a variety of projects throughout the Western Balkans' economies, dealing with public administration reform, gender equality, decentralization, local government, e-governance, inclusive policy making good governance principles and decentralization.
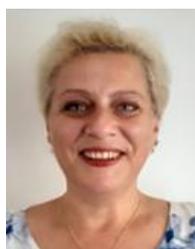
Gordana Nestorovska is a freelance consultant for project management and human rights-based approach. She closely cooperates with various NGOs (especially at the local level) and local self-governments on identification of their needs for capacity development. She is a trainer for strategic development, human rights-based approach, social inclusion, gender equality and mainstreaming, participatory budgeting, partnership and networking of different target groups. She has been engaged in many projects related to the preparation of research and capacity development methodologies for improved good governance of local democracies, as well as for civic participation at the local level. She is the President of the Association for Social Innovations and Sustainable Development RADAR and founder of several CSOs engaged in gender-related issues, environmental protection and sustainable development.