

Employment and Social Affairs Platform 2

Improving ASLD Institutions in the Western Balkan through Performance
Benchmarking Framework and Case Management Systems

Annual Regional Meeting

6 – 7 October 2021

AGENDA

6 October 2021

09:00 am – 16:45 pm

Performance Benchmarking Tool

09:00 am – 09:10 am

Welcome remarks and introduction to the objectives of the workshop

Ada Huibregtse, Chief Technical Advisor, ILO

09:10 am – 09:20 am

Keynote speaker

Darija Kisić Tepavčević, Minister of Labour, Employment, Veteran and Social Policy of Serbia

09:20 am – 09:30 am

ASLD performance benchmarking tool: purpose and feasibility

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

09:30 am – 10:30 am

Impact of the recent amendments to the ASLD law: is there still a need to improve?

Ivica Lazović, Director of the Agency for Amicable Settlement of Labour Disputes, Serbia

New developments in regulating mediation/conciliation in Albania

Luljeta Krasta, Chief of Labour Relations and Social Dialogue Sector, Ministry of Finance and Economy, Albania

Costs and benefits of labour dispute prevention

Vladimir Boyadjiev, Director, National Institute for Conciliation and Arbitration (NICA), Bulgaria

Lessons learned in the implementation of the Law on ASLD and necessary changes to address them

Goran Neshevski, Advisor on Social Tripartite Dialogue and Secretary of the Economic and Social Council, Ministry of Labour and Social Policy, North Macedonia

Impact of the latest legal changes on the effectiveness of the ASLD Agency work

Velibor Mikać, Director of the Agency for the Amicable Settlement of Labor Disputes, Republika Srpska, BiH

Novelties introduced by the new draft law on ASLD

Zdenka Burzan, Director of the Agency for Amicable Settlement of Labour Disputes, Montenegro

10:30 am – 10:40 am

ASLD institutions in Bosnia and Herzegovina (FBiH and RS), Montenegro, North Macedonia and Serbia: shared legacy, commonalities and differences

Bojan Urdarević, Labour Mediator and Professor of Law at the University of Kragujevac, Serbia

10:40 am – 11:00 am

Coffee break

11:00 am – 11:30 am

Discussion of the draft Performance Benchmarking Tool for ASLD Institutions in the Western Balkan

Ada Huibregtse, Chief Technical Advisor, ILO

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

11:30 am -12:30 pm

Assessing the Performance Benchmarking Tool for the ASLD Institutions

Group Work

12:30 pm – 14:00 pm

Lunch Break

14:00 pm – 14:30 pm

Reflections on the Performance Benchmarking Tool from the work group

Discussion moderated by

Ada Huibregtse, Chief Technical Advisor, ILO

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

14:30 pm – 15:30 pm

Agreement on Performance Benchmarking indicators

Discussions moderated by

Ada Huibregtse, Chief Technical Advisor, ILO

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

15:30 pm – 15:45 pm

Coffee Break

15:50 pm – 16:30 pm

Modalities for implementation and utilization of the Performance Benchmarking Tool

Discussion moderated by

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

Ada Huibregtse, Chief Technical Advisor, ILO

16:30 pm – 16:45 pm

Conclusions

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

7 October 2021

Case Management Information Systems (CMIS): drivers of ASLD reform

09:00 am – 14:00 pm

09:00 am – 09:10 am

From ASLD Performance Benchmarking to Case Management Information Systems: Aiming for effectiveness

Ada Huibregtse, Chief Technical Advisor, ILO

09:10 am – 09:30 am

Lessons learned in the reform process of ASLD system in Armenia

Attila Kun, Professor of Labour Law (Budapest KRE ÁJK & NKE ÁNTK), National Coordinator: Labour Advisory and Dispute Settlement Service (MTVSZ)

09:30 am – 09:40 am

Case Management Information System as key factor of effectiveness of ASLD institutions

Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO

09:40 am – 10:00 am

Advantages of using a Case Management Information System

Ivica Lazović, Director of the Agency for Amicable Settlement of Labour Disputes, Serbia

10:00 am – 10:20 am

Lessons learned from the implementation of a Case Management Information System

Goran Neshevski, Advisor on Social Tripartite Dialogue and Secretary of the Economic and Social Council, Ministry of Labour and Social Policy, North Macedonia

10:20 am – 10:40 am

Processes of developing a Case Management Information System

Dorina Nika, ILO Project Coordinator "Access to Justice in Labour Disputes through Mediation and Conciliation", Albania

10:40 am – 11:00 am

Coffee Break

11:00 am – 12:00 pm

Case management information systems: an essential data source for regional reporting

*Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO
Ada Huibregtse, Chief Technical Advisor, ILO*

12:00 pm – 13:30 pm

Lunch Break

13:30 pm – 14:00 pm

Closing Session

*Cristina Mihes, Senior Specialist for Social Dialogue and Labour Law, ILO
Ada Huibregtse, Chief Technical Advisor, ILO*

Employment and Social Affairs Platform 2

Training Program for ASLD Network Members and Mediators on Skills for Effective
Dispute Resolution

8 October 2021

AGENDA

09:00 am – 9:15 am Introduction to the subject matter

09:15 am -10:30 am Building rapport and empathy

This training session will take the form of a “Celebrity interview”: participants will have an opportunity to get acquaintance with a high-level conciliator and better understand the role and abilities of conciliator.

This session will aim to:

- Create rapport and empathy
- Identify skills and competencies for effective dispute resolution
- Reflect on the evolution of the role of conciliators/mediators
- Critically reflect on how dispute resolution institutions can support the professional growth of their staff

10:30 am - 10:45 am Coffee/tea break

10:45 am - 12:15 pm Dispute resolution in practice: which behaviors stand in the way of effective dispute resolution/what fosters dispute resolution

This training session will be a mix of experts’ presentation, individual reflection and group work. Participants will be invited to reflect on behaviors that stand in the way of effective dispute resolution and identify ways that individuals and institutions and work on these obstacles.

The aim of this session is:

- To identify obstacles to dispute resolution
- To identify institutional arrangements that can overcome these obstacles
- To identify and share practices that fosters dispute resolution

12:15 pm - 13:15 pm Lunch

13:15 pm - 14:45 pm Impact of bias and assumptions and dispute resolution

During this training session, participants will be exposed to the different bias and assumptions that affect dispute resolution. Parties to dispute resolution as well as third parties use a range of psychological bias during dispute resolution processes that have a, usually negative impact on dispute resolution.

The aim of this session is:

- To identify bias and assumptions that have an impact on parties behaviors during conciliation
- To identify bias and assumptions that have an impact on the conciliators behaviors during conciliation

14:45 pm - 15:00 pm Coffee/tea break

15:00 pm - 16:00 pm Working with bias and assumptions

What can we do to work with assumptions and bias that negatively affect dispute resolution? What are the methods and processes that labour dispute practitioners can use to decrease the impact of bias and assumptions? This training session will present and discuss processes and methods that can effectively promote consensus-based-solutions.

The session will aim to:

- Identify methods and processes that help overcome bias and assumptions
- Discuss and these methods and processes and reflect on their use
- Promote a reflection around the role of institutions in working with parties and conciliators for effective dispute resolution.