



Social Dialog, Labour Relations,
Collective Bargaining:
experiences DECP with Local and
Dutch Social Partners in Asia,
Africa and South America

Dirk Joosse, DECP



From Monolog to Dialog:

Discuss at your table:

- What is essential in dialog?
- What do you expect from this workshop?



Social Dialog and Collective Bargaining in the Netherlands

Cornerstone of Dutch Labour Relations

From monolog and fight
towards **creative dialog**





History of win/win approach in NL

- Early 80's Dutch Employers and Trade Unions start to introduce Interest Based Bargaining developed at the Harvard University (USA) in their Social Dialogue.
- Reason: Employers and TU's are in *need of harmonious Labour Relations* in a period of serious economical decline in The Netherlands.
- From monolog and fight to creative dialog: win win
- Ever since still developing and widely used in The Netherlands

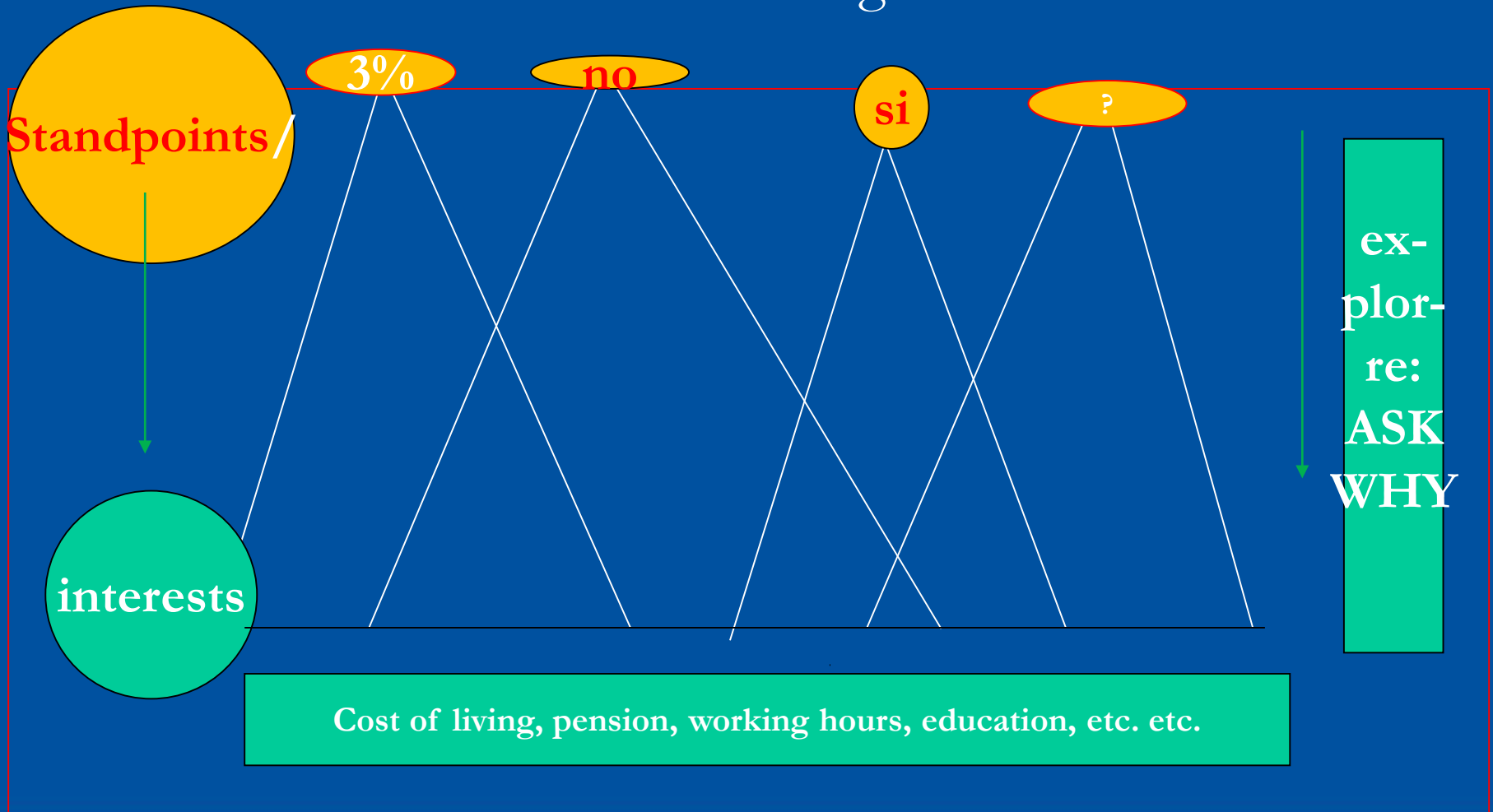


Basic principles for a creative dialog

- Trust: develop a situation of **transparency, integrity, respect, understanding and competence**
- Interest based** on what parties need, starting with common and parallel interests
- Creativity to find win win or gain gain solutions
- Package deal in which both parties can find their win or gain



Standpoints/Positions and Interests in negotiations in Social Dialog





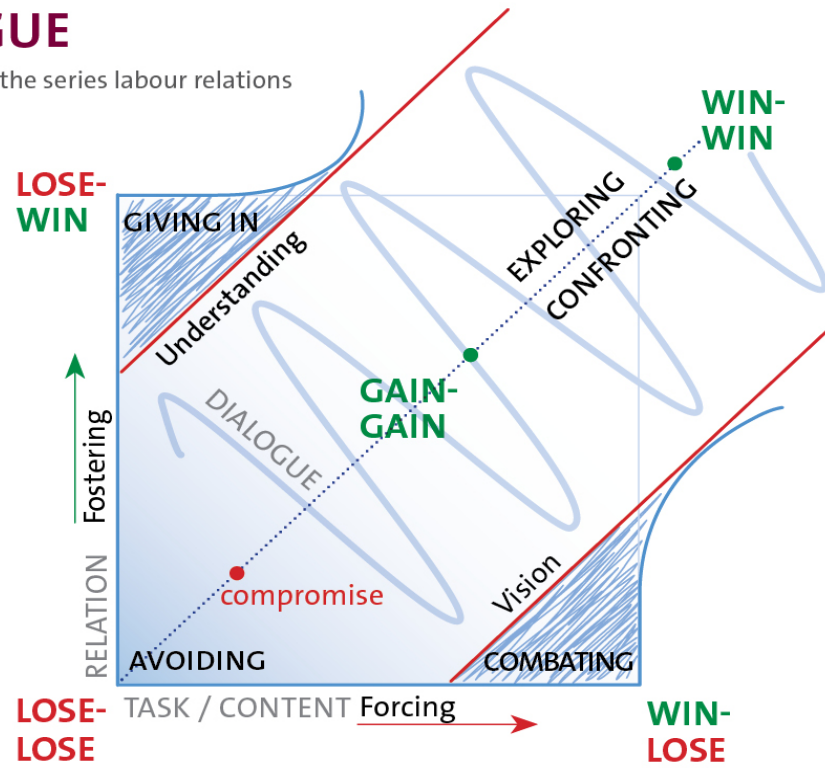
Start of a new kind of process of negotiation:

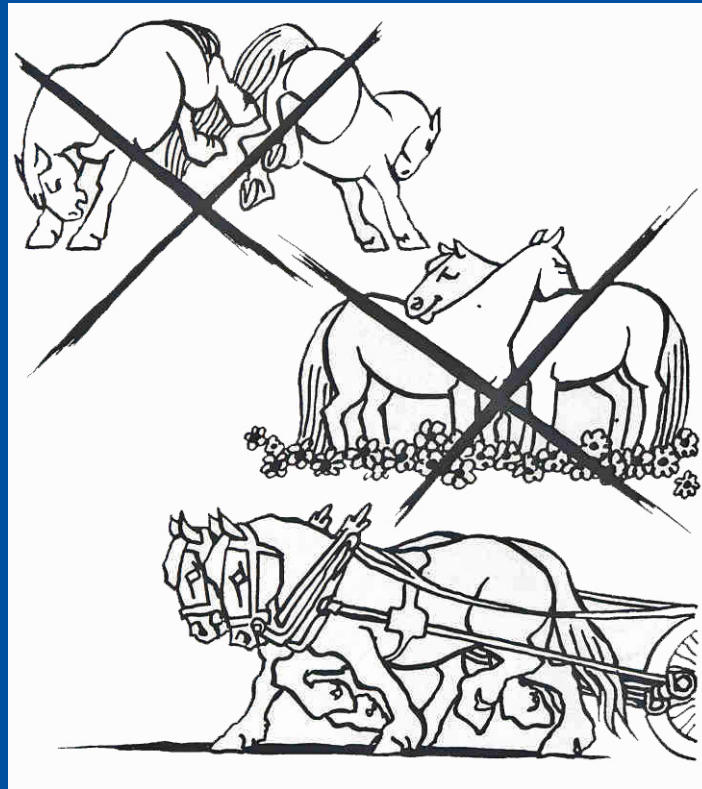
- Need to make a very clear distinction between-
 1. content and structural aspects
 2. relation and feeling aspects
- Work on both!
- Be aware of your Negotiation Strategy:
- WIN /WIN
instead of WIN /LOSE or LOSE /LOSE

How to implement this dialogue at all levels?:

1 DIALOGUE

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But: if you don't want this approach to work, it won't work!!

Overall problems in application:

- It takes consistency, competence and a lot of practice
- Fear of losing when the other party plays it the 'old' way (negotiation)
- Should be supported by 'superiors' and those you represent



How to prepare

- Work on your vision/ what are your interests?
- Prepare a stakeholder analysis

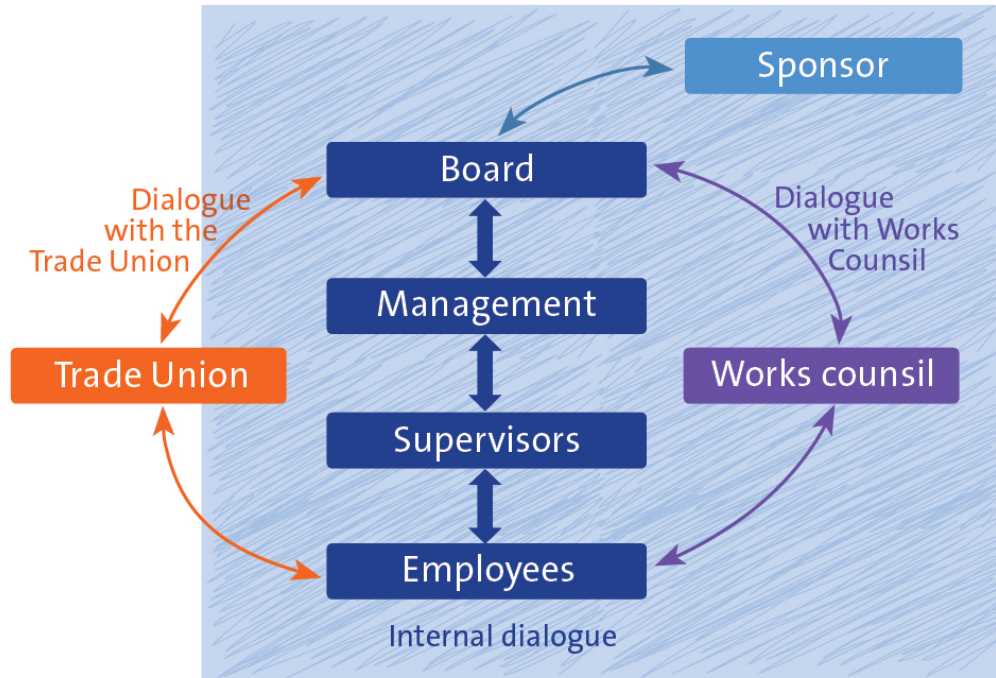
2 GOOD EMPLOYERSHIP

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3 STAKEHOLDER ANALYSIS

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Exercise: discuss the following questions at your table:

Asking questions is essential for (social) dialog:

1. What are suitable questions to start and maintain a dialog?
2. What makes asking question difficult in Social Dialog/ Labour Relations/ Negotiations?
3. Are there any other hindrances in asking questions in your personal situation?
4. How to encourage asking questions on both sides of the table?



Questions?