

Mediation Support Team

OSCE Conflict Prevention Centre



BACKGROUND

As a platform for inclusive dialogue, the **OSCE** has long-standing experience in *mediation* and *dialogue facilitation* aimed at *preventing, managing* and *resolving conflicts*. These efforts play an important role in conflict prevention by building mutual understanding and trust, finding consensual agreements and ensuring the inclusion of diverse stakeholders and perspectives.

Effective mediation and dialogue facilitation require professional support, including process design, strategy development, conflict analysis, thematic briefings, on-site support and strategic reflection.



MEDIATION SUPPORT TEAM (MST)

The MST, based in the OSCE Conflict Prevention Centre, is the OSCE's in-house resource for strategic support to OSCE **mediation and dialogue processes**. It combines methodological expertise with practical experience to provide tailored, demand-based, diverse and politically nuanced support for:

- **OSCE mediators and dialogue facilitators**, including those involved in OSCE-supported high-level dialogue and mediation processes, such as Special Representatives of the Chairperson-in-Office and their support teams, the OSCE Chair, the OSCE Secretary General, the Director of the Conflict Prevention Centre, and heads of OSCE field operations.
- **OSCE staff** in field operations, the OSCE Conflict Prevention Centre, and OSCE institutions who are directly involved or play critical roles in supporting dialogue facilitation and mediation efforts.

MST also co-ordinates the OSCE-wide *Dialogue Practitioners' Platform*, providing a space for peer exchange and learning. The DPP currently includes 15 OSCE dialogue practitioners.

More broadly, the MST contributes to strategic thinking on the future of mediation within the OSCE, including identifying timely entry points for dialogue initiatives.



FUNDING

Funded by the multi-year extrabudgetary project "*Tailoring Approaches to Further Enhance the OSCE's Mediation Support and Dialogue Facilitation Capacity*", the MST engages closely with OSCE executive structures and participating States and works in partnership with international organizations and specialized institutions.



THE OSCE ADDS VALUE

Where it engages in mediation and dialogue facilitation, the OSCE adds value as:

- a trusted impartial actor on the ground;
- a connector between various stakeholders at different levels;
- a promoter of conflict prevention through mediation and dialogue facilitation in all phases of the OSCE conflict cycle;
- an advocate for inclusivity, engaging civil society, women, youth and underrepresented groups;
- a facilitator of diverse entry points for dialogue grounded in its comprehensive approach to security; and
- a supporter of regional collaboration, such as cross-boundary dialogue on shared security challenges.



MANDATE

The MST's work is grounded in **Ministerial Council Decision No. 3/11 on Elements of the Conflict Cycle**. The decision assigns the CPC a focal role to enhance the OSCE's capacity in *early warning, early action, dialogue facilitation* and *mediation support*, and *post-conflict rehabilitation*. MST's core activities include:

- **Capacity-building** by offering regular and tailored training, coaching and mentoring on mediation and dialogue topics, such as conflict analysis, process design and dialogue facilitation skills;
- **Knowledge management and operational guidance** by capturing lessons learned, organizing peer exchanges, and developing practical guidance in co-operation with relevant OSCE executive structures, departments and units;
- **Outreach, networking, co-operation and co-ordination** by engaging with relevant local or national actors as well as international, regional and subregional organizations;
- **Operational support** for the OSCE Chairs, their Special Representatives, heads of field operations and other relevant OSCE mediators. The MST also maintains a roster of mediation experts for short-term deployments, thematic engagements and long-term capacity development.