

Synthesis

- The quality of social dialogue strongly influences the perceptions of the digital transformation
- Necessity to increase the capacity of social partners at a local level (via information, training, support, etc.) through a better interconnexion of the different levels
- Good practices at different levels: European social partners framework agreement on digitalisation, skills standards at the sectoral level (Bulgaria), capacity building on a sectoral basis (IG Metall collective agreement on Industry 4.0), anticipatory social dialogue at the company level (Otis, La Poste, Voit Automotive GmbH, etc.)
- Other contextual factors may intervene: pandemic, regulation, etc. => a continuous monitoring is needed
- Importance to include all categories of workers (not only regular employees) in the anticipation of upskilling/reskilling efforts => potential adaptation of the structures and the contents of social dialogue (ex.: platforms economy) still under construction! => other playgrounds: regions, the entire value chain, « liquid » forms of collective action, etc.

