

Guide on effective disputes prevention and resolution Validation Workshop

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BACKGROUND

Industrial relations is concerned with the relationship between workers and employers and their respective organizations. There are times at which this relationship will be harmonious and cooperative; at other times there may be disagreement and conflict. In those economies where market forces prevail, some conflict is inevitable, and accepted as normal. The inevitability of conflict, however, does not mean that it should be ignored. Conflict results in disagreements and disputes which have potential negative consequences for all parties involved, and thus needs to be managed.

There is need to provide processes and services that can support the prevention and resolution of disputes and promote sound industrial relations. Improving and strengthening dispute prevention and dispute settlement arrangements requires a consideration of a number of issues including policy formulation, legal interventions, institutional arrangements, operational procedures, resource requirements, training, the role of trade unions and employers' organizations, the role of private conciliators and arbitrators, the collection, analysis and dissemination of information on labour disputes, good governance and dispute resolution, and the role of international labour standards.

In order to respond to growing demands from ILO members states related to disputes prevention and resolution, the Industrial and Employment Relations Department (DIALOGUE) of the ILO and the Social Dialogue Programme of the International Training Centre of the ILO have commissioned a new practitioners' Guide on establishing effective dispute resolution services that would provide ILO constituents and colleagues with practical information on how to set up effective dispute resolution institutions and services.

CONTENT

The validation workshop will follow the structure of the Manual, covering the following topics:

Introduction	
Chapter 1	Industrial relations and labour disputes
Chapter 2	Existing arrangements
Chapter 3	Making changes: Getting policies in place
Chapter 4	Making changes: Breathing life into policies
Chapter 5	Making changes: Raising awareness
Chapter 6	Making changes: Institutional settings and arrangements
Chapter 7	Making changes: Operational arrangements
Chapter 8	Making changes: Monitoring performance
Chapter 9	Dispute prevention: initiatives in the workplace
Chapter 10	Issues and challenges

FORMAT AND METHODOLOGY

Participants to the workshops will be employers and workers' representatives, disputes prevention and resolution practitioners coming from Ministry of Labour, Disputes prevention specialized bodies and ILO officials.

Participants will receive the draft guide in advance in electronic format.

The validation workshop will be designed as an expert meeting, and, at the same time, an opportunity for participants to further strengthen their knowledge in the subject.

Each chapter of the Guide will be dealt with in the following way:

- Illustration of the structure and main contents of the unit;
- Feedback and discussion concerning:
 - Experiences and good practices
 - Needs in developing national laws/measures
- Practical suggestions concerning the improvement of the chapter (changes, examples to be included, additional references, etc)

The workshop will be based on full participation and open exchange of views, knowledge and experience among participants and ILO experts.

OBJECTIVES

The main objective of the workshop is to validate the guide on effective disputes prevention and resolution and receive useful inputs from participants for finalization of the Manual.

LANGUAGE

The workshop will be held in English only.

VENUE

The workshop will be held at the International Training Centre of the ILO in Turin, Italy (detailed information on logistics will be sent to confirmed participants).

CONTACT INFORMATION

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