

**Session name: TOOLS AND PROCESSES FOR GRIEVANCE AND DISPUTE RESOLUTION**

**Duration: 120 min/ 20 min break/ 35 min**

Hours/ Time	Topic/ Activity	Method and description of activity flow	Training materials needed  (E.g. Handouts, PPTs, Video, etc.)	Materials needed	Lead trainer
25 min	Tools - Intro	<p>Facilitated discussion: Start with a question: Based on your experience and knowledge, what would be the tools and processes for grievance and dispute resolution?</p> <p>The trainer(s) will collect the input from participants and, after people have expressed their opinions, the trainer(s) will connect their views with the tools and processes presented. A short introduction and clarification of each one will be made:</p> <ol style="list-style-type: none"> <li>1. Litigation (Claims taken to court)</li> <li>2. Alternative Dispute Resolution (ADR)</li> <li>3. Arbitration</li> <li>4. Mediation</li> <li>5. Conciliation</li> <li>6. Company procedural agreement/guide</li> <li>7. Collective bargaining</li> </ol>	<p>PPT with the tools/processes</p> <p>OR</p> <p>Tools/processes written on a flipchart</p>	<p>Screen, Laptop, projector</p> <p>Flipchart, markers</p>	<p>1 trainer to facilitate the discussion, 1 (co) trainer to jot down participant input</p>
85 min	World Café	<p>World Café</p> <ul style="list-style-type: none"> <li>○ Introduction to the method: 10 min</li> <li>○ Discussion/ table – 7 rotations: 7 x 10 min</li> <li>○ Buffer time for changing tables: 5 min</li> </ul> <p>The questions will be the same for each of the tools/procedures and will be written on a flipchart under a short definition of each tool/procedure:</p> <ul style="list-style-type: none"> <li>● What are the advantages and disadvantages of this tool/procedure?</li> <li>● When should we use it?</li> </ul> <p>The trainers will float around to listen to the conversations. During the break, they can also look at what has been jotted down by participants at each table.</p>	World Café setting	Flipchart papers, markers	<p>2 trainers would be ideal in order to monitor the activity, answer questions, provide support</p>
20 min	Break	<p>During the break, people will most likely continue to speak about what they have discussed in the World Café, share real-life contexts and challenges. This is exactly what you are aiming for, as it is part of the learning process and of the creation of the learning environment.</p>			
35 min	Input	<p>The trainer will provide short input of each tool's advantages/disadvantages, as well as on the right context to use it. They will ask for input from the participants and can take the time to clarify and correct any issues or concepts if needed.</p> <p>The participants will receive comprehensive information for each tool/process at the end of the session (printed, by emails in the form of Word, PPT, etc.).</p>	PPT with tools/processes	Screen, Laptop, projector	<p>1 trainer to facilitate the discussion (co-trainers could alternate and be responsible for presenting different tools)</p>