



ONLINE

SOCIAL DIALOGUE

E-MENTORING ON CONCILIATION/MEDIATION OF LABOUR DISPUTES

1 JANUARY – 31 DECEMBER 2021

 9 WEEKS, 10 SESSIONS

Information Note

BACKGROUND

Conciliation/mediation is not always easy. Conciliators/mediators may find themselves in problematic and challenging situations in which they do not know how to proceed and how to conduct the conciliation/mediation process successfully. To cope with such challenges, they need continuous training and updating.

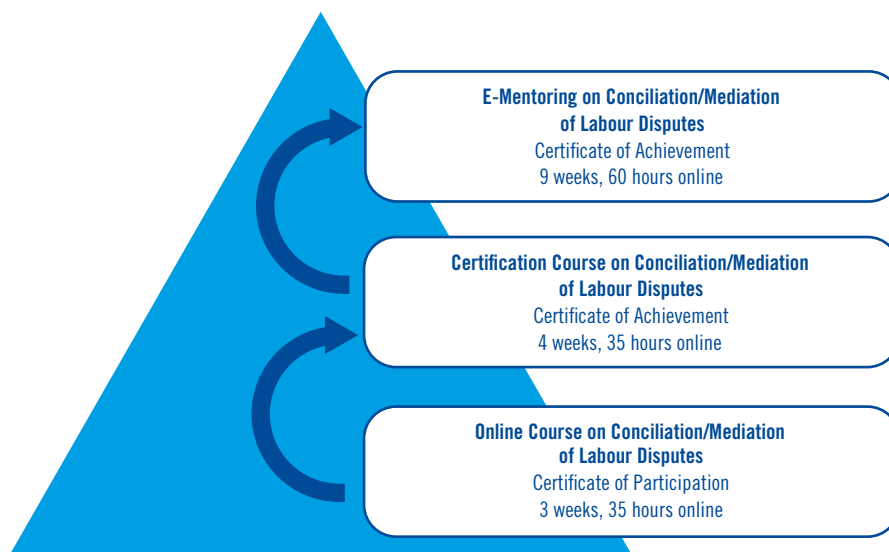
In such context, this training activity is intended to provide a dedicated learning journey to accompany each participant in her / his professional development, in order to improve her / his knowledge and skills and to be able to face the professional daily challenges..

Each participant will be mentored by an experienced conciliator/mediator in order to conceive a personalised learning journey a customised cycle of meetings scheduled to suit the personal and professional needs of the participant/mentee. At the end of the cycle, each participant will need to reflect on the knowledge and skills acquired, and write a final professional development report, which will lead to the award of Certificate of Achievement.

COURSE STRUCTURE AND METHODOLOGY

This course foresees as a requirement to its attendance, the participation and successful completion of the **Online Course on Conciliation/Mediation of Labour Disputes A9713736, A9713758** or a previous edition of this type of course, and of the **Certification Course on Conciliation/Mediation of Labour Disputes A9713737, A9713760** or a previous edition of the Certification Course on Conciliation/Mediation of Labour Disputes, either online or face-to-face. To gain further information on these two courses, please consult our website: <https://www.itcilo.org/>

The Learning Path on Conciliation/Mediation of Labour Disputes



Participants will be able to plan and organise their customised online learning path with a mentor, who is also an experienced conciliator/mediator.

A cycle of ten meetings lasting approximately two hours will be organised over a period of eight weeks according to the commitments and engagements of each participant. The meetings will be organised online using Zoom. Their time, duration and structure will be agreed upon with the mentor. Each meeting foresees theoretical explanations, practical exercises and moments of self-reflection as well as the draft of course works under the guide of the mentor.

At the end of the cycle of meetings, participants will need to draft and submit a final Learning Report, representing and illustrating their learning path. Please note that each participant will need approximately 60 hours to complete this learning path.

Participants will be informed of the result of their Learning Report approximately one month after the course has ended.

Successful candidates will be awarded an ITCILO Certificate of Achievement in E-Mentoring on Conciliation/Mediation of Labour Disputes.

Please note that e-coaching solutions for groups or teams are available. For further information, please contact us.

OBJECTIVES

The objective of the course is to assist each participant in improving her / his knowledge and skills and provide support in facing and solving the every day's professional challenges through the planning and participation of a personalised professional development path and a customised learning experience.

PARTICIPANTS' PROFILE

- Staff from labour disputes agencies.
- Staff from Ministries of Labour involved in dispute prevention and resolution.
- Employers' and Workers' representatives.
- Industrial relations experts and practitioners.
- Labour law lawyers.

LANGUAGE

The whole training programme will be conducted in English. Therefore participants are expected to have a good command of the English language. A phone interview is conducted prior to the course to assess the fluency of participants.

APPLICATIONS

The ILO promotes equality of opportunities and strongly encourages women's applications.

The cost of participation (1,950 Euros) should be paid in advance by the participant or his/her sponsoring organisation. It includes: tuition and training resources.

For information please consult: <https://www.itcilo.org/courses/e-mentoring-conciliationmediation-labour-disputes>

To apply for the course, please fill in the online application form at the following link: <https://oarf2.itcilo.org/MIF/A9713738/en>

WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

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