



ONLINE

SOCIAL DIALOGUE

# ONLINE COURSE ON CONCILIATION/MEDIATION OF LABOUR DISPUTES

6 – 24 JUNE 2022

 3 WEEKS, 35 HOURS

*Information Note*



International  
Labour  
Organization



International Training Centre

# BACKGROUND

The outbreak of the COVID-19 pandemic has created new challenges and difficulties for the world of work and exacerbated the existing ones.

In such a crisis context, consensus-based conflict resolution methods can offer quick and effective solutions to labour disputes. Conciliation/mediation plays an important role in the way in which employers, workers and their organisations, find agreed solutions to common problems at the workplace or sectoral level.

The place of adversarial rights-based processes such as labour tribunals or arbitration is not in dispute, but at the same time, there is growing recognition of the value of effective consensus-based dispute resolution methods, including conciliation and mediation.

An agreement reached through conciliation/mediation usually has benefits for all parties involved. First, it creates an opportunity for disputing parties to find a mutually beneficial solution to a dispute when negotiation has failed.

Secondly, the intervention of an independent conciliator/mediator often helps parties reduce the extent of their differences. The outcome of a successful labour conciliation/mediation is a new equilibrium that resolves the prevailing dispute and establishes the foundations of a more co-operative relationship.

Finally, when parties have agreed the terms of the resolution to a dispute instead of having a decision imposed upon them by a third party, they are much more likely to comply with that outcome.

An effective dispute managing system promoting consensus-based initiatives reduces both the cost and the time associated with traditional methods of dispute resolution whether it be through tribunals, arbitration or the use of strikes and lockouts. It enhances social peace while lightening the burden of work for labour tribunals. Tribunal systems are then able to allocate their resources to a smaller number of proceedings, thus raising the quality of their activities without diminishing access to justice for employers and workers.

Conciliation / mediation skills are not innate. They require study, self-reflection and practice. To reduce the extent and the likelihood of conflict between the parties, conciliators / mediators are required to apply professional gesture. Their competencies will make the difference in the resolving of the disputes and in fostering cooperation rather than competition among the parties.

Guided by the principles and values of the ILO, this course aims to provide participants with a set of solid skills and thorough knowledge on conflict resolution, with a specific focus on conciliation / mediation. Participants will explore the conflict dynamic. They will learn the different approaches to conflict resolution and the key principles of conciliation/mediation. Furthermore, they will have the chance to get familiarized with a four-step suggested conciliation/mediation process and to develop and refine their soft skills.

# COURSE STRUCTURE AND METHODOLOGY

The course will be conducted online, from 6 to 24 June 2022 and will last three weeks. The overall time involvement is of approximately 35 hours.

Participants will be given access to a dedicated e-platform on the E-Campus, the e-learning portal of the ITCILO, accessible through a laptop or any portable device.

On this e-platform, participants will find the resources and the activities related to the five modules of the course. Every module includes pre-recorded videos, reading material, interactive resources, practical exercises and other group activities linked to conciliation/mediation.

The learning will be interactive and facilitated by a tutor, who will provide guidance and clarifications on topics and activities.

Every week, between two and three live webinars (one per module) will be organised using Zoom. The webinars will last two hours each and will include theoretical explanations complemented by individual reflection activities, plenary discussions, group works and other highly. Webinars will be facilitated and animated by experienced conciliators/mediators.

The participation to the webinars is not mandatory. For those participants who are not in the position to join the live sessions, recordings will be made available on the e-platform.

At the end of the course, participants will be asked to complete a final course work consisting of an essay, which will offer them the possibility to receive a Certificate of Participation.

## OBJECTIVES

This course aims to:

- Provide sound theoretical and practical knowledge of the key principles of the conciliation/mediation processes;
- Strengthen the understanding and analyse the role and functions of the conciliator/mediator;
- Provide techniques and guidance on how to improve the role of conciliators/mediators;
- Foster knowledge sharing and exchange of best practices related to conciliation/mediation;
- Promote the application of key ILO principles and values on this matter.

## CONTENT

- Introduction to conciliation/mediation;
- The conflict dynamic;
- Social dialogue, ILO Conventions and Recommendations;
- Process management skills;
- Problem management skills;
- Effective people skills;
- Effective qualities and skills of a conciliator/mediator;
- The process of conciliation/mediation.

## AUDIENCE

- Staff of labour-dispute agencies;
- Staff of ministries of labour involved in dispute prevention and resolution;
- Employers' and workers' representatives;
- Industrial relations experts and practitioners;
- Labour lawyers;
- Conciliators/mediators.

## APPLICATIONS

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

The cost of participation (**915 Euros**) should be paid in advance by the participant or his/her sponsoring organization. It includes: tuition, access to dedicated e-learning platform and training resources.

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

To apply for the course, please fill in the online application form, no later than **6 May 2022** at the following link: <https://oarf2.itcilo.org/DST/A9714767/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

#### **International Training Centre of the ILO**

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