



ONLINE

SOCIAL DIALOGUE

ONLINE COURSE ON CONCILIATION/MEDIATION OF LABOUR DISPUTES

13 – 31 MARCH 2023

 3 WEEKS, 35 HOURS

Information Note



International
Labour
Organization

ITC 
International Training Centre



ONLINE
ITCILO E-CAMPUS



DATES
13–31 MARCH 2023



COLLABORATIVE LEARNING
ONLINE RESOURCES



LANGUAGES
ENGLISH



APPLICATION DEADLINE
10 MARCH 2023

SNAPSHOT OF THE COURSE

BACKGROUND

Consensus-based conflict resolution methods can offer quick and effective solutions to labour disputes. The place of adversarial rights-based processes is not in question. However, there is growing recognition of the value of effective consensus-based dispute resolution methods, including conciliation/mediation.

An agreement reached through conciliation/mediation usually benefits all parties involved.

Firstly, 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, establishing the foundations of a more cooperative relationship. Finally, when parties have agreed on 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.

Guided by the principles and values of the ILO, this course aims to provide participants with a set of solid skills and thorough knowledge of 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 fundamental principles of conciliation/mediation. Furthermore, they will familiarize themselves with the ITCILO four-step suggested conciliation/mediation process, develop and refine their soft skills.

WHAT

WHAT TOPICS DOES THIS COURSE COVER?

- Conflict dynamic and conflict management
- Principles of conciliation/mediation
- Soft skills for conciliation/mediation
- Process management skills
- Problem management skills
- People skills

KEY FEATURES

LEARN DIFFERENTLY

Innovative training methodologies and integrated use of digital learning technology

JOIN A GLOBAL COMMUNITY

Join a virtual community of conciliation/mediation professionals from across the world to share knowledge and experiences

CERTIFICATE OF PARTICIPATION

Successful participants will be awarded an ITCILO Certificate of Participation

WHAT WILL I BE ABLE TO DO?

- Increase your technical knowledge of the foundational principles of the process of conciliation/mediation.
- Strengthen your understanding and analysis of the role and functions of the conciliator/mediator guided by experienced tutors.
- Develop and apply key skills and techniques as conciliator/mediator thanks to the practical learning methodology.
- Share knowledge and experience with peers and colleagues with different professional background and coming from all over the world thanks to group exercises and interactive activities.

WHY

WHY SHOULD I JOIN

- Put learning into practice thanks to the latest practical and interactive learning methodologies.
- Receive guidance and feedback by experienced tutors, who are internationally recognised conciliators/mediators.
- Join and interact with a diverse network of professionals engaging in issues related to alternative dispute resolution mechanisms and conciliation/mediation.
- Be exposed to a mix of training methods: lectures, plenary discussions, good practices, case studies, group work, and individual exercises.

WHO

WHO TAKES THIS COURSE?

The course is designed for staff of labour-dispute agencies and of ministries of labour involved in dispute prevention and resolution, employers' and workers' representatives, industrial relations experts and practitioners, labour lawyers, as well as conciliators/mediators.

Important requirement. All participants must be fluent in English, have a stable internet connection and all necessary equipment to take part in the webinars and interactive sessions (good internet connection, laptop or device with camera, microphone and audio setting).

HOW

This course is the standard course on conciliation/mediation of labour disputes. It lasts from 13 to 31 March 2023 and foresees an overall time involvement 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 devices. On this e-platform, participants will find the resources and the activities related to the modules of the course. The learning will be interactive and facilitated by a tutor, who will provide guidance and clarifications on topics and activities.

The course sessions will take place according to the following schedule:

- 14 March 2023
- 15 March 2023
- 16 March 2023
- 21 March 2023
- 22 March 2023
- 23 March 2023
- 28 March 2023
- 29 March 2023
- 30 March 2023

The exact timing will be confirmed ten days prior to the beginning of the course.

Attendance to these sessions is warmly recommended and attendance will be recorded. Participants are expected to pencil these days in their diaries and to make all necessary arrangements to be able to regularly attend the sessions. Specifically, they should make sure to have a stable internet connection, a laptop or a computer with working video and audio settings (camera, microphone, and headset), and that the sessions are conducted in a suitable environment.

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.

Please note that this course is the standard course on conciliation/mediation offered by the ITCILO. Its successful completion is a requirement to attend the Certification Course on Conciliation/Mediation of Labour Disputes.

HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/DST/A9716158/en> and apply before **10 March 2023**

PRICE

930 Euros

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

Social Protection, Governance
and Tripartism Programme
Viale Maestri del Lavoro, 10
10127 Turin – Italy

spgt@itcilo.org
www.itcilo.org

COURSE CODE: A9716158