



ONLINE

SOCIAL DIALOGUE

# CERTIFICATION COURSE ON CONCILIATION/MEDIATION OF LABOUR DISPUTES

6 NOVEMBER – 1 DECEMBER 2023

 4 WEEKS, 30 HOURS

*Information Note*



International  
Labour  
Organization



International Training Centre



ONLINE  
**ITCILO E-CAMPUS**



DATES  
**6 NOVEMBER –  
1 DECEMBER 2023**



COLLABORATIVE LEARNING  
**ONLINE RESOURCES**



LANGUAGES  
**ENGLISH**



APPLICATION DEADLINE  
**22 OCTOBER 2023**

## BACKGROUND

The recent changes in the global labour market have affected traditional labour dispute resolution methods. The place of adversarial rights-based processes such as labour tribunals or arbitration is not in dispute, but at the same time, there is a growing recognition of the value of effective consensus-based dispute resolution methods, including conciliation and mediation. In fact, this method plays today a key role in the way in which employers, workers and their representative organizations find agreed solutions to common problems in the workplace, enterprise and different levels.

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

To further reinforce and consolidate the needs of those involved in the bargaining process while fostering the application of core ILO principles and standards, the ILO and the ITCILO have designed this Certification course. As the learning continuation of the Online Course on Conciliation/ Mediation, this course, with its practical focus, aims to develop and improve, as well as assess the competencies of conciliators/ mediators.

**Please note that this course is the assessment package of the Online Course on Conciliation/Mediation of Labour Disputes. Therefore, to attend it, participants are required to have successfully attended an edition of the ITCILO Course on Conciliation/Mediation of Labour Disputes.**

**Kindly also be informed that this course does not grant accreditation and does not imply any right to employment with a dispute resolution body.**

## 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 ACHIEVEMENT

Successful participants will be awarded an ITCILO Certificate of Achievement

### WHAT WILL I BE ABLE TO DO?

- Increase your technical knowledge and expertise the process of conciliation/mediation;
- Review and polish your skills as conciliator/mediator through the coaching and feedback provided by experienced conciliators/mediators during the role-plays;
- Develop and apply your array of skills as conciliation/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 through participation in role-plays that reflect real cases of conciliation/mediation following the ITCILO suggested approach on the subject matter.
- Receive an assessment of the conciliation/mediation skills 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 from labour disputes agencies and Ministries of Labour involved in dispute prevention and resolution, employers' and workers' representatives, Industrial relations experts and practitioners as well as labour law lawyers.

Please note that the number of participants is limited to 18.

# IMPORTANT REQUIREMENTS

**Please note that the attendance and completion of any editions of the Online Course on Conciliation/Mediation of Labour Disputes offered by the ITCILO is a requirement to attend this course.**

**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 assessment part of the Online Course on Conciliation / Mediation of Labour Disputes. It will take place on an online platform on the e-Campus, the online portal of the ITCILO, accessible through a laptop and any portable electronic devices and foresees an overall time involvement of approximately 30 hours.

On this e-platform, participants will find all course resources and tools necessary to complete the course activities. The learning will be highly interactive, combining real time live session and interactive exercises with self-study and individual assignments.

**The assessment process is composed of three different components.**

## 1. Role-plays

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Participants will be involved in four role-plays exercises, two coached and two assessed, in which they will have the opportunity to play the role of the conciliator/ mediator at all stages of the process.

## **N.B.**

**These sessions will take have a total duration of four hours. Participants will be divided into small groups. All participants will need to be present in the sessions for the entire duration of the course activities. To provide participants with further guidance and support, two preparatory sessions will also be delivered.**

The sessions will take place according to the following schedule:

- Welcome and Course Introduction | 7 November 2023
- Preparatory Session 1 | 7 November 2023
- Preparatory Session 2 | 9 November 2023
- Coached Sessions 1 | 14 November 2023
- Coached Sessions 2 | 16 November 2023
- Assessed Sessions 1 | 21 November 2023
- Assessed Sessions 2 | 23 November 2023
- Knowledge-sharing session | 28 November 2023
- Closing Ceremony | 30 November 2023

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

Attendance to these sessions is mandatory. To ensure a smooth delivery of the course, changes in the schedule may not be possible. Therefore, participants are expected to pencil those days in their diaries and that they 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, with no interruptions.

Please note that it is responsibility of each single participant to adopt a suitable conduct and abide by the above regulatory framework. The ITCILO cannot be deemed responsible for unsuccessful completion of the course in case these requirements are not met.

## **2. Written Test**

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This assignment will comprise mostly of multiple-choice questions and short answer questions. The focus of this test will be on the key topics related to conciliation/mediation.

## **3. Personal Development Plan**

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Participants will be asked to reflect on their strengths and weaknesses as conciliators/mediators, and to discuss how they plan to use their newly acquired conciliator/mediator skills in the future.

# HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/DST/A9716185/en> and apply before 22 October 2023.

# PRICE

1,535 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

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**COURSE CODE: A9716185**