



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, the ITCILO training course on conciliation/mediation aims to provide participants with a set of solid skills and thorough knowledge on conflict management and labour disputes resolution methods, with a specific focus on conciliation/mediation.

The online course

The Online Course on Conciliation/Mediation of Labour Disputes organised by the ITCILO is offered in **English, French** and **Spanish**.

This training initiative foresees an overall time involvement of approximately 35 hours. The aim is to provide participants with sound and comprehensive knowledge and understanding of the core concepts and principles of conciliation/mediation. In addition, they intend to introduce participants to the technical skills needed for these processes to be effective, namely problem, process and people's management skills, as well as to key interpersonal and communication skills.

Furthermore, participants will explore conflict and its dynamics. They will learn the different approaches to conflict resolution and the fundamental principles of conciliation/mediation. In addition, they will familiarize themselves with the ITCILO suggested four-step conciliation/mediation process.

What topics does the course cover?

- Principles of conciliation/mediation;
- Conflict dynamics and conflict management;
- Technical skills for conciliation/mediation: The Three Ps (Problem, Process, and People Skills);
- Soft skills and communication for conciliation/mediation;
- The process of conciliation/mediation.



What will I be able to do?

- Increase and reinforce your technical knowledge of the principles, elements and dynamics 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 of a 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 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 takes the 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.

How will the course be conducted?

The course on conciliation/mediation will take place online using the ZOOM platform.

In addition to this, participants will be given access to a dedicated e-platform on the eCampus, the e-learning portal of the ITCILO, accessible through a laptop or any portable devices. On this e-platform, participants will find all resources and activities related to the modules of the course.

The course is delivered using the ITCILO adult-learning approach, based on a tailored selection of recent, up-to-date adult-learning methodologies. This approach combines synchronous, namely the technical live sessions, and asynchronous, such as readings, pre-recorded video lectures, self-reflective exercises and dynamic group activities.



The technical sessions will be delivered by experienced resource persons, who are renowned experts and experienced conciliators/mediators carefully selected by ITCILO.

Throughout the course and its activities, the learning will be interactive and facilitated by a course tutor, who will provide guidance and clarifications on topics and activities. Participation in the live sessions is warmly recommended and attendance will be recorded. At the end of the course, participants will be asked to complete a final course work consisting on the draft of an essay, pre-condition to receive a Certificate of Participation.

How to apply?

As part of its commitment to the Global Deal, the Government of Canada will make available 30 fellowships. Applicants are requested to:

- Be a representative of a [Global Deal partner](#);
- Be involved or have a keen interest in dispute prevention and resolution principles, mechanisms and processes;
- Be fluent in the language in which the course is imparted: English, French or Spanish;
- Commit to attending the full course, including by completing a final work which will give access to a Certificate of Participation;
- Make all necessary arrangements to be able to regularly attend the sessions. Specifically, they should have a stable internet connection, a laptop or a computer with working video and audio settings (camera, microphone, and headset).

Please note that joint applications by tripartite delegations as well as by female candidates are strongly encouraged.

The deadline for the applications to the course is 28 July 2023.

To apply, candidates are requested to register filling in the application form available at the links below. Please ensure to select the appropriate language option, as the course will take place on different dates depending on the selected language.

- English - [Online Course on Conciliation/Mediation of Labour Disputes](#)

Course dates: 2 – 20 October 2023

[Registration link](#)

- Spanish - [Curso en línea sobre conciliación/mediación de conflictos laborales](#)

Course dates: 4 – 22 September 2023

[Registration link](#)

- French - [Cours en ligne sur la conciliation/médiation des conflits du travail](#)

Course dates: 19 February – 8 March 2024

[Registration link](#)

When completing your application, in the field 'Financial support', please indicate: Request of Fellowship, Global Deal.

The fellowships will be assigned through a selection process conducted by the ITCILO, Global Deal and the Government of Canada. The outcome of the process will be communicated to each beneficiary by email in due course before the start of each training.