

Conciliation/Mediation of Labour Disputes



Training courses on Conciliation/Mediation of Labour Disputes



Industrial and Employment Relations
Department (DIALOGUE)



International Training Centre

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While global economic integration may have given rise to economic growth in a number of countries, the unequal distribution of its benefits and associated economic instability has increased social tensions. There has been a dramatic rise in industrial disputes between employers and workers in some countries. This has placed pressure on frequently under-resourced, under-staffed dispute resolution machinery. Court systems are rapidly overloaded with cases, leading to delays and rising costs for both workers and employers. Governments are increasingly aware of the need to improve labour relations and enhance the prospects of industrial peace in order to ensure stable economic and social development.

Conflict is natural in any employment relationship and the prevention and effective settlement of labour disputes are key features of sound labour relations. The Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87) and Right to Organise and Collective Bargaining Convention, 1949 (No. 98) lay the basis for democratic and stable labour relations. The Collective Bargaining Convention, 1981 (No. 154) and its accompanying Recommendation (No. 163) set out the types of measures that can be taken to promote collective bargaining. These include “bodies and procedures for the settlement of labour disputes...”. Voluntary conciliation and arbitration can play an important role in the prevention and settlement of disputes. Many legal systems are therefore encouraging the use of conciliation and mediation processes as an effective way of managing labour conflict and relieving pressure on courts.

The ITC/ILO course on Conciliation / Mediation aim to provide third parties with consensus seeking skills so that they can assist the bargaining partners to resolve labour disputes and achieve mutually beneficial outcomes which meet their underlying needs and concerns, without resorting to the court system.

Objectives

The ITC/ILO courses on conciliation/mediation of labour disputes aim to develop participants' knowledge and

understanding of consensus-building approaches to conflict management and dispute resolution. Emphasis is placed on how to help the parties reach an agreement that allows mutual gains and a strengthened relationship between the parties.

Target groups

ITC/ILO courses on mediation/conciliation target current or future conciliators/mediators from Ministries of Labour or from labour dispute resolution bodies/agencies.

Duration

The duration of ITC/ILO courses on conciliation/mediation range, according to the specific objectives of the course and the target population, from 3 days for a basic training to 5 days for a more advanced training. Training of trainers is also available.

Methodology

ITC/ILO courses have been designed in accordance with the principles of adult learning. The trainer acts as a facilitator encouraging the learners to develop responsibility for learning. The prior experience and knowledge of participants is incorporated into the learning process so that learning can have immediate application. Self-evaluation of learning is encouraged. The learning climate is adult-friendly; courses include role-plays, group work, case studies and quizzes.

Languages

These courses are available in English, French, Russian, Spanish, Bahasa Indonesia and Albanian.

For further information, please contact:

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