



SOCIAL DIALOGUE

# BUILDING EFFECTIVE LABOUR DISPUTE PREVENTION AND RESOLUTION SYSTEMS

25 – 29 NOVEMBER 2024  
TURIN, ITALY

*Information Note*

## KEY FEATURES

### GLOBAL PERSPECTIVE

An action-oriented, highly participative approach will be used, with particular attention devoted to sharing international experiences with a view to their adaptation and practical application. Particular attention will be paid to the presentation of “good practices” through case studies reflecting experiences already gained locally and internationally.

### INTEGRATED E-LEARNING

An innovative e-learning experience combining self-paced modules, group discussions, case studies, forum debates, role-play exercises and group work using up-to-date learning methods and technologies.

### PEER-TO-PEER LEARNING

Practitioners from different parts of the world and different background will join the training to share with participants their concrete experience and actions.

### EXPERT SPEAKERS

Receive guidance from internationally renowned experts in conflict resolution.

### PARTICIPATORY APPROACH

Brainstorm challenges and find solutions to common workplace concerns.

## BACKGROUND

The promotion of sound industrial relations is a critical part of effective labour market governance. It requires an effective system for the prevention and resolution of labour disputes. There are times when the relationship between workers and employers and their respective organizations will be harmonious and cooperative; at other times there may be disagreement and conflict. Some conflict is inevitable in any employment relationship and accepted as normal. The inevitability of labour conflicts, however, does not mean that they should be ignored. Conflict can develop into a dispute with negative consequences for the parties involved and the broader economy and thus needs to be managed.

Ideally, conflicts arising within the workplace can be prevented from escalating into formal disputes that then require the intervention of third parties, including State institutions. Strengthening dispute prevention and resolution within workplaces is thus of fundamental importance. However, it is also necessary to consider the various arrangements outside the workplace that can assist employers and workers and their organizations to resolve their disputes through processes such as voluntary conciliation and arbitration, without resorting to the court system.

Providing a voluntary, free-of-charge, and expeditious mechanism for labour disputes settlement as required by ILO standards is therefore crucial. This may be done by an existing labour administration or by an independent commission or board.

The economic downturn in some countries has put even more pressure on labour disputes prevention and resolution mechanisms. Very often under-staffed and under-resourced organisations have to deal with an increasing number of cases. An effective labour disputes prevention and resolution system is critical for ensuring productive and stable employment relations.

This workshop will provide a unique opportunity for anyone interested in the promotion of sound industrial relations to get familiar with modern trends regarding labour disputes prevention and resolution and to increase the knowledge on effective labour disputes mechanisms. The lectures, discussions and training activities will enable participants to identify how to improve the effectiveness of their own labour disputes systems.

## OBJECTIVES

The general objective of the workshop is to improve the participants knowledge on effective mechanisms of labour disputes prevention and resolution.

More specifically, at the end of the workshop, the participants will have:

- A better understanding of the role of Labour Ministries and Disputes resolution agencies regarding labour disputes prevention and resolution.
- An increased knowledge on recent trends and new developments in the area of labour disputes prevention and resolution.
- An increased knowledge of ILO standards and action in the area of labour disputes prevention and resolution.

## PARTICIPANTS' PROFILE

- Staff from Labour disputes agencies.
- Staff from Ministries of Labour involved in disputes prevention and resolution.
- Employers and Workers' representatives.
- ILO specialists and consultants and technical cooperation project staff.
- Industrial relations experts and practitioners.

# CONTENTS AND METHODOLOGY

The content of the workshop will be based on the content of the guide "[Labour dispute system: guidelines for improved performance](#)" developed jointly by the ILO and ITCILO. All participants will receive a hard copy of the guide.

The workshop will alternate experts' presentations, group works and group discussions. The methodology used will be highly participative and will build on the experience and knowledge of participants.

The timetable of the workshop will be shared with participants approximately one month before the starting date of the workshop.

Most of the sessions will be delivered by senior officials from Labour Ministries; Labour disputes agencies and ILO officials.

## LANGUAGE

The workshop will be conducted in English.

## APPLICATION

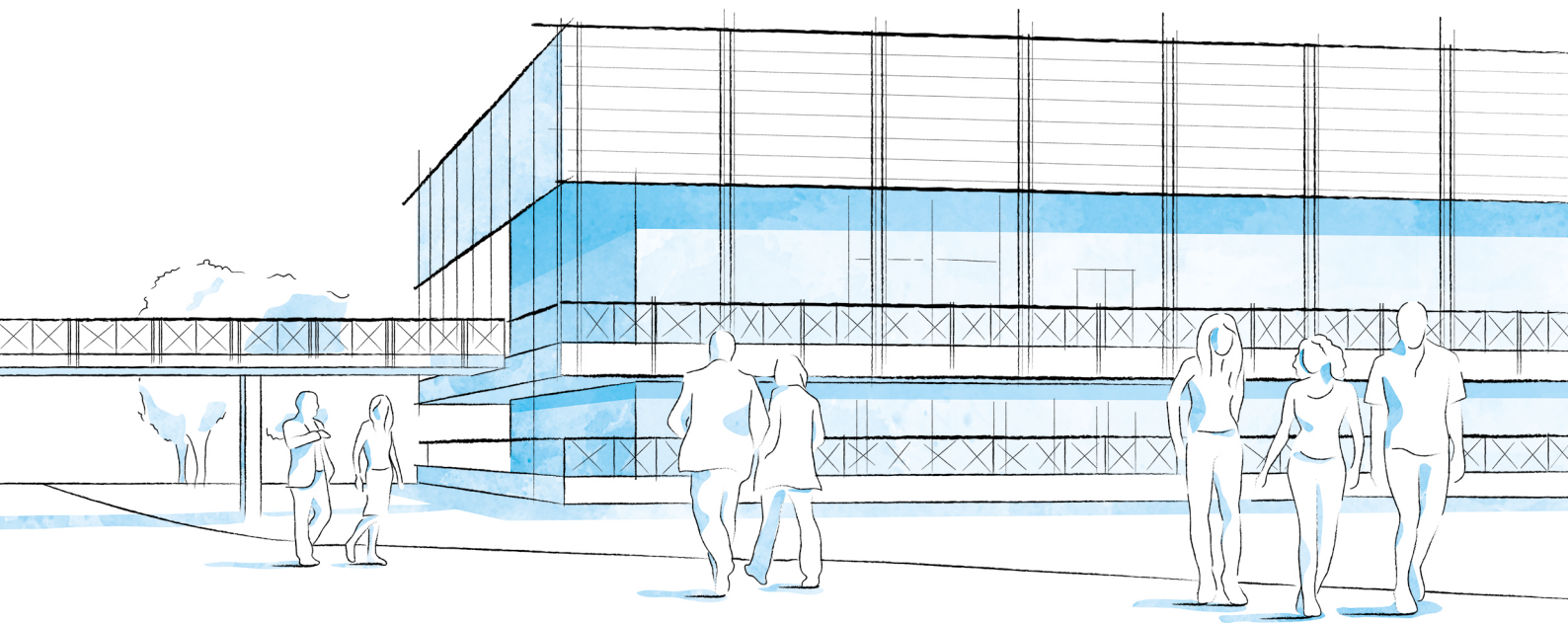
**The ILO promotes equality of opportunities and strongly encourages women's applications.**

The cost of participation is 2,445 Euros (1,775 EUR tuition and 670 EUR subsistence) and should be paid in advance by the participant or his/her sponsoring organization. Participants will be provided with full board accommodation with private facilities at the ITCILO Campus, routine medical care and medical insurance, use of computer and internet facilities.

For information regarding applications, payments and cancellation, please consult: <https://www.itcilo.org/applications-payments-cancellation>

In order to apply for the course please click on the following link: <https://oarf2.itcilo.org/STF/A9017157/en> and fill in the application form that appears.

At the end you will be asked to attach a sponsorship letter from the Institution that will cover your course fees and travel. Please note that the deadline to apply is **10 November 2024**.



## CAMPUS LIFE

### A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

### ENVIRONMENT AND SURROUNDINGS

#### **Grab a campus bicycle and explore the Turin Centre.**

Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

### HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, bank, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

### COMMUNITY ENGAGEMENT AND DIVERSITY

**Participants can enjoy social events organized by the Turin Centre** as well as by their course facilitators.

Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

## INFO

### FOR FURTHER INFORMATION PLEASE CONTACT

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

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

Mr. Sylvain Baffi  
Activity Manager  
T +39 011 693 6917  
sodial@itcilo.org  
www.itcilo.org

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