



ONLINE

SOCIAL DIALOGUE

# TOOLS FOR THE PREVENTION AND MANAGEMENT OF LABOUR DISPUTES IN THE WORKPLACE

8 – 26 JULY 2024

 3 WEEKS, 35 LEARNING HOURS

*Information Note*



International  
Labour  
Organization



International Training Centre

## KEY FEATURES

### LEARN DIFFERENTLY

Innovative training methodologies and integrated use of digital learning technology

### JOIN A GLOBAL COMMUNITY

Join a virtual community of social dialogue and gender equality professionals from across the world to share knowledge and experiences

### CERTIFICATE OF PARTICIPATION

Successful participants will be awarded an ITCILO Certificate of Participation

## SNAPSHOT OF THE COURSE

### BACKGROUND

While it is commonly admitted that conflict is inevitable, difference is made by the way conflict is handled. Indeed, the interactions between employees and employers within enterprises can be cooperative and harmonious, or characterized by conflict and disruption.

Even where relations are generally good, the very nature of employment relations suggests that some conflict is inevitable. Such conflict can, however, be managed within the workplace itself without third-party intervention, even though assistance from third parties may be accessed from time to time on a voluntary basis.

Global crises and competition, increasing costs of employment disputes are among other factors that have influenced the way that labour conflict is prevented and managed nowadays.

Effective conflict management within an enterprise needs to start well before there are signs of discord or disputation. The starting point is the creation of a climate of mutual respect between employees and managers that establishes a firm foundation of trust and cooperation.

The growing costs of conflicts and their impact on production processes and employee satisfaction has driven employers and unions to establish new strategies and tools for the prevention and management of labour disputes in the workplace. This includes but is not limited to: early resolution of conflict, recognition of the role of workers' representatives, joint design of dispute resolution system, workplace cooperation committees and effective grievance handling mechanisms.

## COURSE STRUCTURE AND METHODOLOGY

The course will be conducted online over the course of 3 weeks: 8 – 26 July.

The training course will require approximately 35 hours of instruction.

The sessions will be delivered by ITCILO and ILO officials, as well as, international specialists on the field of social dialogue and labour dispute, prevention and resolution. Sessions may include theoretical approach complemented by individual reflection through activities, plenary discussions, group work and other highly interactive activities.

Participants will have access to a dedicated electronic platform on E-Campus, ITCILO's e-learning portal, accessible through a computer or any portable device.

On this electronic platform, they will find resources and activities related to the course modules. Each module includes videos, reading material, interactive resources, practical exercises and other group activities related to the subject matter. Learning will be interactive and facilitated by a person who will provide guidance and clarification on topics and activities.

We will also use new training methodologies, including the Industrial Relations Global Toolkit, through which participants will have the opportunity to interactively intervene and concretely exercise ways of approaching social dialogue and labour dispute, prevention and resolution at the workplace.

At the end of the course, participants will be asked to complete a final course paper in the form of a report that will offer them the possibility of receiving a Certificate of Participation.

## LANGUAGE

The entire training programme will be conducted in English. Therefore, a good command of this language is required.

# OBJECTIVES

This course aims to:

- Develop further knowledge on effective approaches to managing labour disputes at the workplace.
- Explore tools and strategies for the prevention of labour disputes in the workplace.
- Develop acquaintance with successful experiences of prevention and management of labour disputes at the workplace.
- Increase the knowledge and practice on conflict management techniques that address the needs of the parties and focus on building stronger relations.
- Provide an introduction on workplace cooperation and how it can be used to prevent and manage labour conflicts.
- Introduce effective grievance handling mechanisms as a tool for prevention and management of labour disputes in the workplace.
- Introduce a gender perspective in the use of these tools in order to fight gender discrimination and promote a zero violence and harassment workplace culture.
- Promote the application of the ILO's key principles and values on this issue.

# WHAT

## WHAT TOPICS DOES THIS COURSE COVER?

- Social dialogue, ILO conventions and recommendations on dispute prevention and resolution;
- Conflict dynamics in industrial relations;
- Effective approaches to conflict managements;
- A needs based strategy for labour conflict prevention and resolution;
- How to build trust and stronger relations;
- An introduction on workplace cooperation as a tool to prevent the escalation of disputes;
- Using effective grievance handling to deal with rights-based conflicts;
- The use of these tools to mitigate the impact of any kind of disputes, including those related to discrimination, violence and harassment in the workplace.

# WHO

## WHO ATTENDS THIS COURSE?

- Government, employers' and workers' representatives;
- Staff of ministries of labour involved in dispute prevention and resolution;
- Human resources managers, personnel in human resources departments dealing with industrial and employment relations;
- Labour court judges and lawyers;
- Labour administration and labour inspection officials;
- Industrial relations experts and practitioners; labour lawyers; consultants and graduate students;
- Practitioners in the field of industrial and employment relations from the public and private sectors;
- Staff from the ILO and other international organizations.

Note: in the framework of the ILO's gender promotion policy, applications from women are encouraged.

# PRICE

## HOW MUCH DOES THE TRAINING COURSE COST?

The cost of registration is €975.

Registration for this course can be requested by filling in the online form at the following:  
<https://oarf2.itcilo.org/DST/A9717136/en>

# DEADLINE FOR APPLICATIONS

## UNTIL WHEN CAN YOU APPLY?

15 July 2024

# MORE INFORMATION

## FOR MORE INFORMATION GO TO:

<https://www.itcilo.org/courses/tools-prevention-and-management-labour-disputes-workplace>

## DO YOU HAVE ANY QUESTIONS?

Write to us at: [socdial@itcilo.org](mailto:socdial@itcilo.org)

## 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**  
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