



The ILO Turin Centre's facilities

Located in an attractive park on the banks of the River Po, the Centre's campus provides a congenial environment in which to live and study.

- It contains 21 pavilions with fully equipped modern classrooms, conference halls and meeting rooms fitted out for multilingual simultaneous interpretation, and a computerized documentation centre linked to various data banks.

The campus has 287 study/bedrooms, all with private bathroom, telephone, free access to internet and cable television. It also has:

- a reception desk open 24 hours a day;

- a restaurant, a self-service canteen and a coffee lounge, all catering for international dietary needs;
- a bank;
- a travel agency;
- a laundry service;
- a post office;
- an internet point;
- a recreation room;
- facilities for outdoor and indoor sports;
- medical service.

Social events are regularly held both on and off campus, so that participants from different cultural backgrounds can make the most of a stimulating international environment.

For further information, please contact

International Training Centre of the ILO
 Social Dialogue, Labour Law and Labour Administration Programme
 Viale Maestri del Lavoro, 10
 10127 Turin - Italy

Sylvain Baffi
 Programme Officer
 Fax +39 011 6391922
 Tel. +39 011 6936949
 E-mail: s.baffi@itcilo.org
 webpage: www.itcilo.org

Copyright © International Training Centre of the International Labour Organization, 2013. All rights reserved.
 Design Luca Fiore – Printed by the International Training Centre of the ILO, Turin, Italy

Made of paper awarded the European Union Eco-label,  reg.nr FR/011/002, supplied by International Paper.



A906184

Building effective labour dispute prevention and resolution systems

Turin, Italy

16 - 20 September 2013

Building effective labour dispute prevention and resolution systems



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 ITC/ILO. 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 workshop will address some critical issues such as: effective prevention of labour disputes at the workplace, effective systems of conciliation/mediation of collective disputes, assessment of the efficiency of labour disputes systems, the impact of social media on labour disputes, labour cases management and other related issues.

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 and participants are therefore expected to have a good command of the English language.

A parallel track in Arabic will also take place. Translation from English to Arabic will be provided through simultaneous interpretation.



Applications

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

The cost of participation (**2,000 Euros**) should be paid in advance by the participant or his/her sponsoring organisation.

Participants will be provided with full board accommodation with private facilities at the ITC/ILO Campus, routine medical care and medical insurance, use of computer and internet facilities.

Please send the ITC/ILO application form duly filled in, along with a sponsorship letter from your sponsoring/funding institution, by fax or e-mail, **not later than 15 July 2013**, to:

Sylvain Baffi
 Programme Officer
 Social Dialogue, Labour Legislation and Labour Administration Programme
 International Training Centre of the ILO
 Viale Maestri del Lavoro, 10 Turin 10127 Italy
 Fax +39 0116936350
 Tel. +39 0116936949
 E-mail: s.baffi@itcilo.org
 webpage: www.itcilo.org