

Conciliation/Mediation of Labour Disputes

Language of the course:
English

From: 28/04/2010.
To: 30/042010.



International Training Centre

Time	Wednesday 28 April	Thursday 29 April	Friday 30 April
9:00 – 10:30	<p>Introduction and overview of the workshop</p> <p>Collective labour disputes and freedom of association and collective bargaining</p> <p>Lisa Tortelli; Oksanna Wolfson</p>	<p>Review reflection</p> <p>The conciliation/mediation process</p> <p>A conciliation/mediation model</p> <p>Steps in the conciliation/mediation process</p>	<p>Review reflection</p> <p>The conciliation/mediation process continued</p> <p>Conciliation/mediation role play</p> <p>Negotiation interfaces</p>
10:30 – 11:00		Coffee break	
11:00 – 12:30	<p>The negotiation process</p> <p>An experience of negotiation</p> <p>Outcomes in negotiation</p> <p>Different styles of negotiating</p> <p>Distinguishing positions from needs</p> <p>The negotiators' dilemma</p>	<p>Conciliation/mediation role play</p> <p>Reality testing</p> <p>Brainstorming</p>	<p>Dealing with anger</p> <p>Helping people save face</p>
12:30 – 14:00		Lunch	
14:00 – 15:15	<p>The significance of alternatives to a negotiated agreement</p> <p>Costs and benefits of different styles of negotiating</p> <p>Exploring how to maximize joint value and achieve optimum settlements</p>	<p>The skills conciliators/mediators use</p> <p>Influencing others</p> <p>Effective listening</p>	<p>The conciliator/mediators in the society</p> <p>Ethical considerations for conciliators/mediators</p> <p>Closure and evaluation</p>
15:15 – 15:45		Coffee break	
15:45 – 17:00	<p>An introduction to conciliation/mediation</p> <p>Definition of conciliation/mediation</p> <p>What conciliation and mediation looks like</p> <p>The relationship between negotiation and mediation</p>	<p>Paraphrasing</p> <p>Conciliation/mediation role play</p>	