

# COMMUNICATIONS

## ILO/ITC Training courses

**03/21****Geneva****21 January 2021**

---

To: All members

From: Evelyn Kortum, General Secretary

---

Dear colleagues,

As you know, FICSA signed an agreement in 2020 with the International Training Centre of the International Labour Organization ([ITCILO](https://www.itcilo.org/)), that provides close cooperation between both entities in matters of common interest. They proposed a number of relevant courses for you with special negotiated conditions in the field of Industrial and Employment Relations and Labour Inspection in the first half of 2021:

### 1. Certificate of Achievement in Industrial and Employment Relations

The Certificate of Achievement in Industrial and Employment Relations will introduce participants to the key principles and institutions of industrial and employment relations, and selected practices in this discipline. In particular, it will address the international legal framework of industrial relations; varieties of industrial relations in Europe; the principles of freedom of association, collective bargaining and its machinery and administration; social dialogue institutions and mechanisms; and the linkages with employment policies and wages. In addition, the course will examine the theory and practice of negotiation, and labour dispute resolution. On passing the exams, participants will earn the Certificate of Achievement in Industrial and Employment Relations awarded by the ITCILO.

**Venue:** distance-learning (online classes)

**Dates:** 15 March – 9 April 2021

**Deadline for applications:** 5 February 2021

**For further information and applications:** [www.itcilo.org/courses/certificate-achievement-industrial-and-employment-relations-o](https://www.itcilo.org/courses/certificate-achievement-industrial-and-employment-relations-o)

**Important:** Please note that the webpage still shows this course as a face-to-face course in Turin, but this is no longer the case. It will be a course with online classes.

# COMMUNICATIONS

## 2. Diploma in Industrial and Employment Relations

The Diploma in Industrial and Employment Relations will provide a sound foundation in theory, principles and practice for all those whose careers require knowledge of and skills in industrial and employment relations. It will enable participants to apply multidisciplinary knowledge to decision-making in the field of industrial and employment relations; represent employers or workers in industrial-relations activities, including the negotiation and administration of collective agreements and conciliation/mediation procedures; and advise government, employers' and workers' representatives on industrial and employment-relations issues. It will expose participants to various industrial and employment relations systems and practices. It is relevant to participants from both developing and developed countries, who will have opportunity to share their different experiences. On passing the exams, participants will earn the Diploma in Industrial and Employment Relations awarded by the ITCILO.

**Venue:** distance-learning (online classes)

**Dates:** 15 March – 21 May 2021

**Deadline for applications:** 5 February 2021

**For further information and applications:** [www.itcilo.org/courses/diploma-industrial-and-employment-relations](http://www.itcilo.org/courses/diploma-industrial-and-employment-relations)

**Important:** Please note that the webpage still shows this course as a face-to-face course in Turin, but this is no longer the case. It will be a course with online classes.

## 3. Fundamentals of Industrial and Employment Relations

The e-learning course on the Fundamentals of Industrial and Employment Relations has been designed to expose participants to the key principles and concepts relating to industrial and employment relations. In particular, participants will learn the fundamentals of the international labour standards system, the international legal framework for industrial relations, industrial relations, collective bargaining and labour dispute resolution, tripartite social dialogue and labour law.

**Venue:** distance-learning

**Dates:** 29 March – 7 May 2021

**Deadline for applications:** 7 March 2021

**For further information and applications:** [www.itcilo.org/courses/fundamentals-industrial-and-employment-relations](http://www.itcilo.org/courses/fundamentals-industrial-and-employment-relations)

# COMMUNICATIONS

## 4. Prevention of Labour Disputes in the Workplace

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 means that some conflict is inevitable. Such conflict can, however, be managed in the workplace itself without third-party intervention, even though assistance from third parties may be sought from time to time on a voluntary basis. Effective conflict management within an enterprise needs to start long 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 of labour disputes in the workplace. This course will explore tools and strategies for the prevention of labour disputes in the workplace. Participants will become acquainted with cases in which labour disputes have been successfully prevented and will identify possible ways of improving approaches in their own organizations.

**Venue:** distance-learning

**Dates:** 12 – 30 April 2021

**Deadline for applications:** 19 March 2021

**For further information and applications:** [www.itcilo.org/courses/prevention-labour-disputes-workplace](http://www.itcilo.org/courses/prevention-labour-disputes-workplace)

---