



# CERTIFICATE OF ACHIEVEMENT

delivered to

**Olga Dibrova**

who participated in the training activity

**Certification course for trainers on labour mediation and labour dispute settlement  
in Ukraine**

Online and Turin, Italy

Organized in cooperation with ILO Kyiv

Total training duration: 60 hours, including over 30 hours of practice

from 5 May 2025

to 6 June 2025

Charles Crevier

Programme Manager

Director of Training



Ref. 160811843

Date 23 June 2025



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#### **OBJECTIVES**

1. To introduce participants to the dynamics of conflict and effective approaches to conflict resolution.
2. To provide sound theoretical and practical understanding of the key principles of the mediation process.
3. To introduce and develop skills for mediation, particularly skills for effective management of processes, problem, and people.
4. To provide techniques and guidance on how to enhance the role of mediators.
5. To promote the exchange of knowledge and best practices related to mediation.
6. To promote the application of the ILO's key principles and values on this theme.
7. To train participants on the methodology, knowledge, and techniques to deliver the ITCILO certification process on mediation of labour disputes.
8. To enhance and assess the skills of participants as mediators based on the proposed certification process.

#### **CONTENT**

1. Introduction to Social Dialogue and Relevant ILO International Labour Standards
2. Development of Labour Mediation in Ukraine
3. Specific Features and Dynamics of Labour Disputes
4. An Introduction to Mediation
5. Process Management Skills
6. Problem Management Skills
7. People Skills
8. Interpersonal Communication Skills
9. Demonstration of a Mediation Process
10. Role-play on Mediation – with Coaching
11. Role-plays on Mediation – Assessed
12. Structuring an Effective Training Session
13. Micro-Teaching Practice: Deliver a Short Session
14. Managing Group Dynamics and Overcoming Challenges
15. Active Listening, Effective Communication, and Giving Feedback

#### **ACHIEVEMENT**

- Participants increased their technical knowledge of the foundational principles of the mediation process.
- Participants strengthened their understanding and analysis of the role and functions of the mediator, guided by experienced tutors.
- Participants developed and applied key skills and techniques as mediators, thanks to the practical learning methodology.
- Participants shared knowledge and experience with peers and colleagues from diverse professional backgrounds and countries through group exercises and interactive activities.
- Participants acquired competencies in the field of labour mediation: conflict-related, communication skills, knowledge of process and legal matters as well as training facilitation and delivery.