

**HUMAN RESOURCE RELATIONS OFFICE  
Conciliation and Education Division**

**TERMS OF REFERENCE ON CONTRACTING A PRIVATE OR GOVERNMENT  
INSTITUTION TO ACT AS LEARNING SERVICE PROVIDER FOR THE TRAININGS  
ON MEDIATION AND NEGOTIATION FOR CIVIL SERVICE COMMISSION  
PERSONNEL**

**I. Background**

The Civil Service Commission recognizes the important role of the CSC Regional Office Staff in providing frontline services to Public Sector Unions and attending to requests for mediation.

As one of the CSC's thrust to promote and harness responsible PSU, the Human Resource Relations Office (HRRO), implements skill-capacitating programs on mediation and conciliation proceedings.

This training is one of the components of this Office's programs and is considered as our strategic action in harnessing PSU. Corollarily, selected CSC personnel from Central Office and Regional Offices will be invited as participants. This will enable the Commission to have a pool of mediators and negotiators nationwide. This will ultimately result to immediate resolution of disputes resulting to immediate client satisfaction. Additionally, CSC RO staff will acquire knowledge and skills on negotiations which will help them in assisting PSU stakeholders.

Therefore, the HRRO is ready to contract a private or government institution (hereinafter termed the "Learning Service Provider") to carry out the scope of work as hereinafter defined (the "Assignment").

**II. Objective of the Assignment**

The objective of this training is to capacitate the CSC Central and Regional personnel on the basic knowledge and skills in conducting negotiation and mediation.

### **III. Scope of Services and Tasks**

The over-all scope of this training is to provide knowledge and technical skills on mediation and negotiation to the CSC Central and Regional Office Personnel so they can provide better mediation and negotiation services within their geographical jurisdiction.

Specifically, the training assignment will include the following tasks:

- (a) Provide a training design and the corresponding modules for the said skill-capacitating training, which will include the following :

- a. 1 Mediation Training**

- a.1.1. Basic Mediation
    - a.1.2. Process of Mediation
    - a.1.3. Mediation Skills
    - a.1.4. Writing a Mediation Agreement

- a. 2. Negotiation Training**

- a.2.1. Basic Negotiation
    - a.2.2. Process of Negotiation
    - a.2.3. Negotiation Skills

- (b) Provide training service providers and facilitators to implement the training
      - (c) Provide an assessment through pre-test and post-test administration on the knowledge on mediation of the participants
      - (d) Provide virtual / on-line platform for the conduct of the trainings
      - (e) Provide over-all assessment on the participants commitment during the trainings

### **IV. Participants**

The participants of the trainings will be coming from the CSC Regional Offices and the CSC Central Office. There will be a total of seventy (70) participants distributed as follows:

- a. Training on Negotiation = 35 participants
- b. Training on Mediation = 35 participants

**V. Deliverables**

- (a) Training Designs and Modules
- (b) Pre-test and Post-Test Result
- (c) Evaluation Report
- (d) Mediation Agreements
- (e) Training sessions delivered
- (f) Final Report

**VI. Duration**

The schedule and estimated input of the trainers and facilitators are as follows:

- 1. Training on Negotiation:
  - a. December 3 & 4 , 2020
  - b. Sixteen (16) hours virtual training
  
- 2. Training on Mediation:
  - a. December 7-11, 2020
  - b. Forty (40)-hour virtual training

**VII. Coordination**

This work is to be delivered to the Civil Service Commission and overseen by the HRRO, and the Conciliation and Education Division will undertake its overall administrative support.

Scope outputs will be monitored by the CED-HRRO in order to ensure full delivery and timeliness.

**VIII. Profile of the Service Provider**

In order to be qualified for the assignment, the service provider must be:

- (a) Qualified and accredited mediators
- (b) The Institution must be accredited by the Department of Justice- Office for Alternative Dispute Resolution (DOJ-OADR)
- (c) Experienced and competent in conducting mediation and negotiation proceedings especially in the public sector
- (d) Knowledgeable on mediation and negotiation proceedings