



Social dialogue and effective grievance mechanisms

Factory-level systems for employer and employee representatives

Duration: 2 days mixed group setting + 1 day on-site in factory / **Participants:** Worker and management representatives from factory WCC / **Class size:** 60 per workshop (two adjacent classes)

Better workplace communication centers on establishing a foundation of mutual respect and trust. To prevent and resolve disputes in a factory setting requires continuous worker engagement and feedback. To build up good employee relations at the workplace, it is important to know and understand the workers' voice. Effective grievance mechanisms should provide a clear, transparent framework for addressing grievances which involves exploration, consideration, management response and feedback to workers. At minimum, this ought to include a functional Workplace Coordination Committee (WCC), which must involve the elected representatives of the workforce and/or a trade union (if the factory has a trade union), as well as supplemental grievance channels.

This training workshop focuses on how to implement effective social dialogue and grievance systems at the factory level based on legal requirements in Myanmar and recommended best practices.

Course contents

- ◆ How to introduce constructive social dialogue in the workplace.
- ◆ A model for social dialogue and WCC function.
- ◆ Roles of the WCC which comply with local law.
- ◆ WCC election processes.
- ◆ Listening skills, negotiation skills, problem solving and recording grievances & reporting back from WCC meetings.
- ◆ Exploring effective grievance mechanisms.

Learning objectives

- ◆ Understand the advantage of social dialogue.
- ◆ Understand the proper role of WCCs by linking them with disciplinary and grievance matters.
- ◆ Gain knowledge to become a constructive and effective WCC.
- ◆ Increase the capacity of employer and worker representatives to deliver their own training support to their workforce.

Benefits

- ◆ Improved WCC capacity.
- ◆ Be able to apply new approaches and methods for negotiation, problem solving and listening.
- ◆ Be able to establish systematic worker representative election processes which are led by workers.
- ◆ Discover how to establish grievance mechanisms which are more transparent and accountable.

Course venue / dates

- ◆ Next session **April 20th-21st** in Yangon. RSVP no later than April 18th.
- ◆ 6 participants per factory.
- ◆ Workshop conducted in Myanmar language.
- ◆ Free-of-charge for factories who register by the deadline.

To learn more or register email:

hsu@smartmyanmar.org or visit www.smartmyanmar.org