

Human Resource Management

Sound Human Resource Management (HRM) is essential for a productive and compliant factory. The investment of human and financial resource is crucial for a motivated and productive workforce. This training is designed to provide participants with an in depth knowledge of highly functioning HR systems.



Course Content

- ◆ HRM practices
- ◆ Recruitment, selection, and induction processes
- ◆ Training and development
- ◆ Compensation and benefits
- ◆ Employee retention
- ◆ Objectives of a performance management system

Learning Objectives

- ◆ Describe an effective HR manager
- ◆ Use effective recruitment processes
- ◆ Comply with legal HR requirements
- ◆ Design training, wage and benefit plans to build capacity and increase motivation
- ◆ Develop performance appraisal tools
- ◆ Integrate HR into management systems

Benefits

- ◆ Improved ability to identify key performance targets for successful business planning
- ◆ Reduced expenses due to increased work efficiency
- ◆ Establishment of high performance work practices
- ◆ Retention of skilled workforce



Participants
HR & Compliance
Managers



Class Size
25 per class



Venue
BFC Office or Factory



Duration
2 days, 08:30 - 16:30

Registration

Better Factories Cambodia Office
No. 9 St 322, Phnom Penh

Email: bfctraining@ilo.org
Tel: +855 23 212 847 / 23 220 362

Supervisory Skills Training

SST has been proven to increase the productivity of lines supervised by trained female supervisors, as it reduces the time needed to reach production targets, resulting in a 22 % increase in productivity.



Course Content

- ◆ Skills and behaviour of effective supervisors
- ◆ Building relationships to improve efficiency, resolve problems and motivate workers
- ◆ Managing workers to increase productivity and satisfaction in the workplace

Learning Objectives

- ◆ Describe the roles and responsibilities of a supervisor
- ◆ Demonstrate supervisory skills
- ◆ Develop effective relationships
- ◆ Help workers improve their performance
- ◆ Create an effective and friendly working environment

Benefits

- ◆ Increased motivation of employees which yield loyalty and satisfaction
- ◆ Positive working environment
- ◆ Retention of a high performance and multi-skilled workforce



Participants

Supervisors, Managers & Future Supervisors



Class Size

25 per class



Venue

BFC Office or Factory



Duration

3 days, 08:30 - 16:30



International
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Organization



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Performance Improvement Consultative Committee

PICC drives improvement in the workplace by ensuring workers and employers communicate and work together to address workplace issues through honest, respectful and informative dialogue.



Course Content

- ◆ BFC service model
- ◆ Roles and responsibilities of the PICC
- ◆ How to address workplace issues through the PICC
- ◆ How to apply the self-improvement plan through the PICC

Learning Objectives

- ◆ Recognize the three key element of BFC's service model and its importance
- ◆ List key roles and responsibilities of an effective PICC
- ◆ Communicate and adjust non compliances through the PICC
- ◆ Recognize the key characteristic of an ideal PICC and how it links to improved industrial relations

Benefits

- ◆ Increased support from workers to address workplace issues
- ◆ Disputes are prevented through improved social dialogue and effective grievance handling procedures
- ◆ Improved reputation, productivity and decreased turnover



Participants

Mangers, Supervisors & Workers



Class Size

25 per class



Venue

BFC Office or Factory



Duration

1 day, 08:30 - 16:30



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Compensation & Benefits

This training equips participants with the knowledge and skills to design and manage factory payment and incentive schemes in a fair, equitable and consistent manner, in accordance with Cambodia's labour law.



Course Content

- ◆ Compensation, bonuses and benefits for different contracts
- ◆ Wage systems, payroll, payslips and deductions
- ◆ Wage calculation
- ◆ Bonus and benefits - legal requirements
- ◆ Indemnity for contract termination - FDC and UDC

Learning Objectives

- ◆ Establish solid wage systems and clearly communicate this to workers
- ◆ Apply the correct wage calculation
- ◆ Set up bonus and benefits scheme to promote high performance
- ◆ Understand termination and indemnity - FDC and UDC
- ◆ Understand statutory maternity pay

Benefits

- ◆ Decreased turnover
- ◆ A well designed compensation and benefit plan to attract workers
- ◆ Increased motivation and loyalty among employees



Participants

HR Managers, Management Representatives, Unions



Class Size

25 per class



Venue

BFC Office or Factory



Duration

2 days, 08:30 - 16:30



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Occupational Health & Safety

Good OSH is good for business. This course builds awareness of OSH as an integral part of factory management. Focusing on a preventative approach to OSH including risk mapping, it guides participants to spot hazards, meet national and international standards and understand the role of the OSH committee.



Course Content

- ◆ Risk and hazard assessment
- ◆ Lifting heavy items correctly
- ◆ Welfare facilities
- ◆ Lighting, ventilation and heat
- ◆ Machine, fire, electrical and chemical safety
- ◆ OSH management systems
- ◆ Roles and responsibilities of the OSH Committee

Learning Objectives

- ◆ Define occupational risks and hazards
- ◆ List key OSH hazards which impact health, safety and productivity
- ▶ ◆ Carry out risk and hazard assessments in the workplace ▶
- ◆ Identify ways to address OSH issues through the OSH management system and OSH committee

Benefits

- ◆ Improved productivity through better health and decreased absenteeism
- ◆ Reduced injury and healthcare costs
- ◆ Improved systems to detect and control factory risks and hazards risk/hazard and control



Participants

Mangers, Supervisors
& Workers



Class Size

25 per class



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Labour Law Training

Factories that understand and comply with labour laws and international labour standards tend to have good reputations, repeat orders and better relationships with buyers. This course is designed to give participants a strong understanding of Cambodian Labour Law and how to apply it to day to day activities.



Course Content

- ◆ Cambodian labour law
- ◆ Legal requirements for employment contracts
- ◆ Working conditions in the garment sector
- ◆ Collective rights
- ◆ Labour dispute resolution

Learning Objectives

- ◆ Recognize the difference between FDC and UDC
- ◆ Calculate the benefits of different contracts for terminations
- ◆ Understand factory legal compliance requirements
- ◆ Distinguish the differences between interests and rights disputes

Benefits

- ◆ Improved factory compliance
- ◆ Prevent disputes through increased understanding of the labour law
- ◆ Understand the remediation process around violations of rights and obligations



Participants

Managers, Workers & Supervisors



Class Size

25 per class



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Chemical Management

The safety precaution of workers against chemical hazards is an essential part of a well-run factory and a healthy work force. This training introduces the safe use of chemicals ensuring factories mitigate the risks associated with chemicals in garment factories.



Course Content

- ◆ What are chemicals
- ◆ Storage and handling of chemicals
- ◆ Pollution prevention and environmental hazards
- ◆ Chemical health hazards
- ◆ Routes of exposure
- ◆ Purchasing and distribution

Learning Objectives

- ◆ Understand the cycle of chemical use
- ◆ Manage and handle chemicals safety
- ◆ Understand Safety Data Sheets (SDSs) and how to apply them
- ◆ Minimize chemical risks
- ◆ Reduce chemical waste

Benefits

- ◆ Reduced likelihood of lawsuits and legal fines
- ◆ Reduction in material waste
- ◆ Reduced accident and illnesses caused by mishandled chemicals



Participants
Managers, Supervisors
& Workers



Class Size
25 per class



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Problem Solving

Problem solving skills in the workplace means minor issues and problems do not escalate into wider conflict which can disrupt production. This training guides participants to successfully address problems within the enterprise, building trust and strengthening labour-management relations in the factory.



Course Content

- ◆ What is the problem and what type of problem is it
- ◆ Problem solving behaviours
- ◆ Problem solving process
- ◆ Conflict resolution plan
- ◆ Key areas of conflict in factories and their root cause

Learning Objectives

- ◆ Define problems in the workplace
- ◆ Explain the three behaviours which contribute to problem resolution
- ▶ ◆ Describe the steps to effectively resolve problems
- ◆ Analyse the cause and effect of issues using problem solving tools

Benefits

- ◆ Address workplace issues quickly and effectively
- ◆ Good workplace cooperation
- ▶ ◆ Build trust
- ◆ Promote a culture of addressing problem internally



Participants

Managers, Supervisors
& Workers



Class Size

25 per class



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Workplace Cooperation

Effective workplace communication is essential in ensuring harmonious workers management relations, and a productive environment. This training provides an overview of ways in which workplace cooperation can be established in factories, including developing internal dispute resolution mechanisms to address and find a solution to grievances.



Course Content

- ◆ Workplace cooperation and its benefits
- ◆ Effective forms of information sharing
- ◆ Different forms of workplace cooperation
- ◆ How can factories practice good workplace cooperation
- ◆ Factory Improvement plan

Learning Objectives

- ◆ Understand the benefits of workplace cooperation for all
- ◆ Know what good workplace cooperation is
- ◆ Recognise the barriers to good workplace cooperation and the strategies to overcome barriers
- ◆ Develop a plan to monitor and implement improvements to workplace cooperation

Benefits

- ◆ Improved communication between workers and management
- ◆ Address workplace issues as they arise
- ◆ Build trust and mutual understanding between workers and management
- ◆ Reduce the likelihood of strikes and industrial disputes



Participants

Managers, Supervisors
& Workers



Class Size

25 per class



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Through effective communication in the factory, workers and managers learn to understand each other's rights, responsibilities and resolve conflict in a fair and harmonious manner. This training outlines the steps required to improve the communication skills of managers and workers.



Course Content

- ◆ The 3 main types of communication styles
- ◆ Non-verbal communication
- ◆ Effective Listening skills
- ◆ The win-win approach to communications

Learning Objectives

- ◆ Understand the different types of communication
- ◆ Effectively use non-verbal communication skills to improve the flow of communication
- ◆ Use effective listening skills to prevent miscommunication and misunderstanding
- ◆ Apply win-win negotiation techniques to find a solution that is beneficial for all

Benefits

- ◆ Build the communication capacity of workers – manager committees to work together, resolve grievances and stop issues from escalating
- ◆ Improved workplace conditions
- ◆ Mature Industrial relations



Participants

Joint manager – worker committee members, Managers, Workers & Supervisors



Class Size

25 per class



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Electrical and fire hazards are one of the biggest risks to safety in the garment and footwear sector. This training guides factories through essential precautions and behaviours to mitigate the risk of fire.



Course Content

- ◆ Firefighting systems
- ◆ Emergency preparedness
- ◆ Electrical and fire safety
- ◆ Evacuation drills
- ◆ Elements to improve fire and electrical safety
- ◆ Control measures for electrical and fire safety

Learning Objectives

- ◆ Describe actions to prevent fire and raise awareness of fire safety
- ◆ Deliver a clear message to workers and managers on fire safety
- ◆ Identify different types of electrical and fire hazards
- ◆ Carry out risk assessments and control measures to prevent electrical and fire hazards

Benefits

- ◆ Reduced risk of fires in factories
- ◆ Decreased number of accidents and injuries in factories
- ◆ Reduced long term costs of electrical and fire accidents through safe working environment



Participants

Managers, Supervisors
& Workers



Class Size

25 per class



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Machinery Safety

Workplace accidents can occur as a combination of unsafe conditions and unsafe acts. With the right training, they can easily be prevented ensuring that employees remain safe and the workplace remains secure and productive.



Course Content

- ◆ Machine safety mechanisms
- ◆ Types of machines used in garments and footwear and their hazards
- ◆ Control measures and inspection
- ◆ Communicating importance of machine safety messages
- ◆ Improvement plan for machine safety

Learning Objectives

- ◆ Understand machine safety in the workplace
- ◆ Recognise the hazards caused by machines
- ◆ Understanding of accidents/illness caused by machines
- ◆ Apply controls to reduce machinery risk
- ◆ Develop a machine safety checklist

Benefits

- ◆ Decreased workplace accidents, illnesses or death due to better systems to prevent accidents and illnesses
- ◆ Decreased costs related to property damage
- ◆ Reduced legal and healthcare costs associated with workplace accidents



Participants

Managers, Supervisors
& Workers



Class Size

25 per class



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Disciplinary Action & Termination Procedures

Clear disciplinary and termination procedures make sure that a company's standards of conduct and performance at work are followed. This training provides factories with a built in method to understand, monitor and address human resource challenges.



Course Content

- ◆ Types of employment contracts
- ◆ Types of misconduct and supporting documents
- ◆ Policy and procedures for termination

Learning Objectives

- ◆ Understand the different types of employment contracts
- ◆ Describe what an employment contract should include regarding termination
- ◆ Define misconduct and the appropriate and legal disciplinary procedures
- ◆ Understand the policy and procedures for termination

Benefits

- ◆ Ensures factories comply with the law, avoid penalties and meet buyer requirements
- ◆ Fewer work stoppages, strikes and other disturbances
- ◆ Reduced absenteeism and improved worker retention



Participants

Union representatives,
Managers, Supervisors
& Workers



Class Size

25 per class



Venue

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Duration

1 day, 08:30 - 16:30



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Safe Workplace Arrangement

Safe workplaces create healthy and productive employees. The training introduces simple and low cost practices which participants can apply in their factory to ensure good working conditions and a productive working environment.



Course Content	Learning Objectives	Benefits
<ul style="list-style-type: none">◆ Building safety◆ Fire safety◆ Chemical storage◆ Safe working behaviour◆ How to organize welfare facilities	<ul style="list-style-type: none">◆ Identify building and fire hazards in the workplace◆ Demonstrate safe practices for chemical storage◆ Identify unsafe working behaviour◆ Organize welfare facilities to improve hygiene and safety	<ul style="list-style-type: none">◆ Decreased incidences of injury◆ Increased productivity among employees◆ Maintain good housekeeping and good hygienic practices

 **Participants**
Managers, Supervisors
& Workers

 **Class Size**
25 per class

 **Venue**
BFC Office or Factory

 **Duration**
1 day, 08:30 - 16:30

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