



Introducing Better Work's new Industrial Relations Training Series, 2019

Drawing on ILO international standards, national labour law, and Better Work's practical experience in delivering factory level advisory services, Better Work Vietnam has recently developed a new 3-part Industrial Relations training series.

How is the course organized?

The Industrial Relations Training Series is made up of 3 modules:

Module 1: Rights and Responsibilities of Trade Union and Management (2 days)

- The role of Management and Worker Representatives in representing their constituencies
- Freedom of association in the Vietnamese context (legal and cultural)
- Bipartite communication channels/types, and how they can be improved to address both production inefficiencies and worker concerns
- Problem solving and good faith negotiation
- Developing a culture of respectful bipartite dialogue and communication

Module 2: Grievance Mechanisms (2 days)

- The causes and consequences of grievances
- How to investigate workplace grievances
- Analysing the effectiveness of grievance mechanisms
- Dispute resolution: systematic conflict management
- Wildcat strikes
- Communication with brands on industrial disputes

Module 3: Introduction to Collective Bargaining Agreements (2 days)

- Factors affecting the success and effectiveness of collective bargaining
- Unfair labour practices and their consequences for workers and employers
- How to negotiate strategically and effectively
- Effective implementation of collective agreements at the enterprise level



How long does the course last?

Each module lasts for 2 days.

To get maximum value and impact from this course, Better Work recommends modules are taken in sequence over a defined period (e.g. a 1 year improvement cycle), starting with Module 1 and finishing with Module 3.

1

What if I want to send someone different on the day?

To get the maximum value from this course and to ensure a positive and engaging experience for all learners, we ask that factories avoid making last minute changes to agreed participants on this course. If you need to make a change, please call Better Work before the day of the training.

Unfortunately, Better Work is unable to provide Attendance Certificates for uncertified and last minute attendees.

3

How is the course delivered?

This training is highly participatory in nature, and all learners are encouraged to get involved. Course activities are designed to enable learners to explore technical themes, discuss real life case studies, apply new approaches and techniques, and share their knowledge and experiences with each other.

Activities and resources used include:



• Videos, visual presentations



• Role-plays, Case studies



• Problems solving games



• Group work, discussions

By end of the training, participants will have a chance to apply what they have learned through the development of an Action Plan. Better Work advisors and the training team will support participants to effectively implement and report on these plans when they return to their factory.

5

Who can attend?

It is very important for factories to select the right participants for this course. Suitable persons include:

- Representatives of Trade Union
- Representatives of management
- PICC members
- Middle managers (HR, production managers)
- Social dialogue representatives
- Staff involved with development and implementation of collective bargaining agreements
- Staff responsible for conflicts and strike settlement/remediation
- Representatives of Trade Union

It is highly important that attendees on this course are those with responsibility for representing workers or management in industrial relations and collective bargaining processes.

For Module 3, Better Work requires that it is attended by only those who have already attended Module 1 and Module 2.

2

4

Can I take different modules at different times?

Yes. Modules can be taken as and when your factory requires them.

However, for best results and a consistent learning experience for attendees, Better Work recommends that the 3 modules are taken in sequence, starting with Module 1 and ending with Module 3.

How much does it cost?

Better Work factories can use credits from their 15-day training allowance to participate in public versions of this course, at no extra cost.

For Better Work factories that do not have sufficient training days left (from their 15-day allowance), the fees are as follows:

Courses	Public Course (VND/pax)	In-Factory Course (VND/course)
IR 1	1.7 M	36 M
IR 2	1.7 M	36 M
IR 3	1.7 M	36 M

For information on the fees for non-BW factories, please contact us.

6

MORE INFORMATION:

Please email us at: vn.training@betterwork.org