

# Training Programme



A Sustainable Approach to  
Enterprise Improvement



International  
Labour  
Organization



**International  
Finance Corporation**  
WORLD BANK GROUP

*Creating Markets, Creating Opportunities*



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## Building the skills your business needs

Training is an essential step in the improvement process. Better Work Bangladesh offer a series of training courses in areas such as communication, negotiation, supervisory skills, industrial relations, occupational safety and health and harassment prevention.

Our expert trainers focus on helping participants solve real world problems in a practical way.

### MANAGING PEOPLE (2 DAYS)

Often serving as the link between senior management and the production workforce, middle managers play a vital role in ensuring smooth communication flows and building a positive, productive and safe working environment for all.

This course will help factories boost the confidence and effectiveness of middle managers through practical instruction and guidance both for their own personal development and for their role as mentors and managers. Areas covered include management styles and techniques, effective communication in a managerial position, coaching skills, and managing conflict.

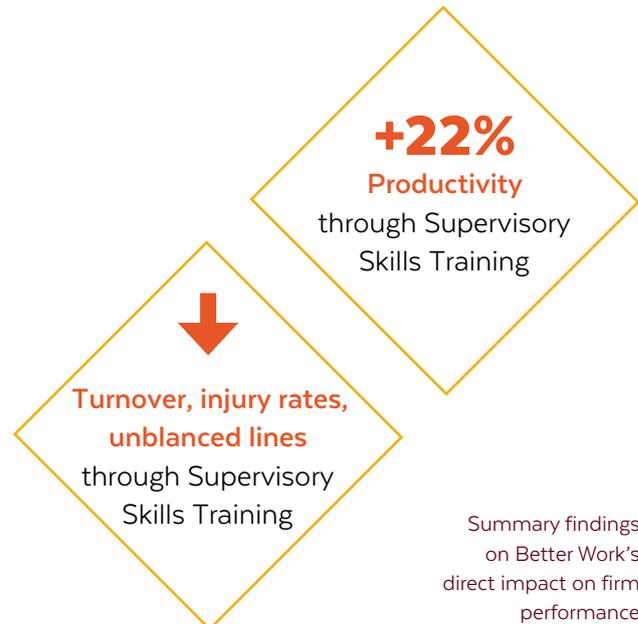
**Participants:** Mid-level Managers-Production, HR and Compliance Team

### SUPERVISORY SKILLS TRAINING (SST- 3 DAYS)

The most popular Better Work course, SST training is specially designed for production managers and supervisors who supervise the production workforce.

Independent research has found that where supervisors are trained by Better Work, production lines are as much as 22% more productive, as workers reach production targets more quickly. This training will give current and aspiring supervisors the tools they need to transform the workplace through improved supervision of and communication with workers. At the end of the course, participants will be more knowledgeable and adept in performing their supervision duties in areas such as motivating the workforce, maintaining discipline, delegating tasks and providing constructive feedback.

**Participants:** Supervisors, Line chiefs and Production Managers



Summary findings  
on Better Work's  
direct impact on firm  
performance

## METHODOLOGY

Delivered by leading experts with practical experience in the industry as well as advanced training and facilitation techniques. In addition to technical inputs, trainers use a learner-centred approach and participatory methodologies. Participants share experiences and work together on practical projects relevant to their daily work.



## INTRODUCTION TO WORKPLACE COMMUNICATION (1 DAY)

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. Areas covered include the importance of effective workplace communication, grievance mechanisms, barriers to good workplace cooperation as well as strategies to overcome. And how to develop a plan to monitor and implement improvements to workplace cooperation.

**Participants:** Management and workers, including PC, Safety Committee and Trade Union members

## TRAINING OF TRAINERS (2 DAYS)

Our training of trainer course provides methods and tools to enable factories to deliver training programs at a consistently high quality. During this skill “coaching”, the master trainer explains and demonstrates the necessary training skills, before giving participants an opportunity to practice, giving feedback along the way. Participants “discover” the training process through group discussions, brainstorming, games, and role-plays.

**Participants:** Production managers, PC & safety committee members, HR and Compliance Team

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## Life Skills Training

Aimed at Workers and Welfare Officers

### FINANCIAL LITERACY (0.5 DAY)

Helps workers to understand the importance of money management, keeping financial records, making and following a budget, knowing the different saving services and how to make a savings plan.

### AWARENESS ON HIV AND AIDS (0.5 DAY)

This training focuses on increasing HIV/AIDS awareness - what it is, and how to take protective and preventative measures, as well as reducing stigma and discrimination.

### MATERNITY PROTECTION (0.5 DAY)

This training covers the principles of healthy and unhealthy behaviours during pregnancy, focusing on specific concerns related to the health of the pregnant woman and her unborn child.

### NUTRITION (0.5 DAY)

Participants will learn the importance of healthy eating, different food groups, the benefits in each, the consequences of malnutrition and how to lead a more healthy lifestyle.

### WORKER RIGHTS AND RESPONSIBILITIES (0.5 DAY)

Participants will know more about their rights and responsibilities at work, get to know the national labour law and learn about international labour rights/human rights.

## Productivity

### PRODUCTIVITY TRAINING (2 DAYS)

BWB's Productivity Training focuses on building the technical skills supervisors needs in order to support line workers to improve the quality and efficiency of their work. The training focuses on the processes of production including solving, line-balancing, pre- and post-cutting activities and types of needles, machines, motors, and types of pressure foos, guides and folders.

**Participants:** Production staff and Industrial engineers

### 5S (1 DAY)

The principles of 5-S play an important role in the productivity of today's garments manufacturing sector. Evolved in Japan, 5S has been adopted worldwide to transform the working condition towards excellence. The methodology has 5 major steps and is the foundation of lean manufacturing. This is essentially a tried and tested method for organizing the workplace. By implementing 5S system in the workplace, factories see a safer more organised and efficient workplace.

**Participants:** Production managers, supervisors  
HR and Compliance Team

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## Violence and Harassment in the Workplace

### SEXUAL HARASSMENT PREVENTION TRAINING FOR MANAGERS (1 DAY)

Supports middle or human resource managers to prevent and address sexual harassment, including information on conducting interviews, impartial investigations, and confidentiality. Topics include:

- ◆ Defining sexual harassment, forms of sexual harassment and how to identify it
- ◆ Why it is common in the garment sector, how it impacts workers and the steps to take when dealing with it.

**Participants:** Production Managers, HR and Compliance Team

### SEXUAL HARASSMENT PREVENTION TRAINING FOR SUPERVISORS (1 DAY)

Supports supervisors to protect themselves and workers from sexual harassment. Topics include:

- ◆ Rights and responsibilities
- ◆ What sexual harassment is, forms of sexual harassment and how to identify it
- ◆ Sexual harassment policy and the steps to take when dealing with it

**Participants:** Supervisors and Line Chiefs

### SEXUAL HARASSMENT PREVENTION TRAINING FOR WORKERS (0.5 DAY)

Focusing on rights and responsibilities regarding sexual harassment, workers learn what sexual harassment is, how to prevent and address it, as

well as contacts for local referrals and hotlines for help in such matters. Topics include:

- ◆ Understanding what sexual harassment is, forms of sexual harassment and how to identify
- ◆ Sexual harassment policy and the steps to take when dealing with it

**Participants:** Workers, including PC, Safety Committee and Trade Union members

### VIOLENCE AND HARASSMENT IN THE WORKPLACE (2 DAYS)

Supports middle or human resource managers to prevent and address workplace violence and harassment. Topics include:

- ◆ Definitions of violence and harassment, Gender Based Violence and sexual harassment
- ◆ It's causes and impact on victims, bystanders, perpetrators and workplaces
- ◆ How to build a trusting and open environment to encourage transparency
- ◆ The difference between prevention, immediate action, and redressal, and the factory's role in this
- ◆ Effective policies and processes

**Participants:** Production Managers, HR and Compliance Team

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## Industry Seminars

### INTRODUCTION TO BETTER WORK BANGLADESH (0.5 DAY)

After completing this seminar participants will understand:

- ◆ Better Work's approach to improved working conditions and productivity in the garment sector
- ◆ Factory and business benefits of Better Work
- ◆ The factory level service model; assessment, advisory and training

**Participants:** Top Management

### SEXUAL HARASSMENT PREVENTION (1 DAY)

This seminar is intended to support middle managers or human resource managers prevent and address sexual harassment, including information on how to conduct interviews, impartial investigation tactics, and confidentiality issues. After completing this seminar participants will:

- ◆ Understand what sexual harassment is, the forms of sexual harassment and how to identify it
- ◆ Understand how sexual harassment impacts workers
- ◆ Understand the High Court Verdict on Sexual Harassment Prevention
- ◆ Know the steps to take in case of sexual harassment

**Participants:** Top Managements, HR and Compliance Team

### PARTICIPATION COMMITTEE (PC) (1 DAY)

PC drives improvement in the workplace by ensuring workers and employers communicate and work together to address workplace issues through honest, respectful and informative dialogue. After this seminar participants will understand the mechanism to establish a fully functioning PC, the election process (pre- and post-election) the roles and responsibilities of the PC, and the difference between a PC and a Trade Union.

**Participants:** Top Managements, HR and Compliance Team

### GRIEVANCE MECHANISM (1 DAY)

The purpose of the Grievance Seminar is to ensure that:

- ◆ Workers' complaints are addressed systematically and quickly
- ◆ Relatively minor issues and problems do not escalate into wider conflicts
- ◆ Disruptions to production flows and work arrangements are minimal
- ◆ Problems are resolved whenever possible within the enterprise

**Participants:** PC Members and Mid-level Management

### MANAGEMENT SYSTEM (1 DAY)

This one-day seminar aims at strengthening the systems approach at the factory so that the worker/management committee can integrate change by taking a systematic approach to risk assessment using hazard hunting, risk ranking matrix tools among others and more effectively solve problems by using tools such as bow tie and pareto charts.

**Participants:** Production Managers, HR and Compliance Team

### EMERGENCY PREPAREDNESS AND ACCIDENT INVESTIGATION (1 DAY)

After completing this seminar participants will:

- ◆ Gain a broad understanding of “emergency preparedness”
- ◆ Share their companies’ emergency procedure, as well as corresponding real life experiences
- ◆ Check their knowledge of the legal requirements related to emergency preparedness
- ◆ Gain an understanding of relevant themes and frameworks for designing accident investigation procedures
- ◆ Be equipped with skills to effectively conduct accident investigation at the workplace
- ◆ Develop a factory specific action plan for effective accident investigation procedures

**Participants:** Top Management, PC and Safety Committee members

### BOILER SAFETY (1 DAY)

The objectives of this industry seminar are for participants to:

- ◆ Understand the risks related to boiler operation (including deaths and injuries)
- ◆ Check their knowledge of how boilers function and the main causes of boiler explosions
- ◆ Understand the importance of proper boiler management
- ◆ Know the various controls which must be put in place to manage boiler safety
- ◆ Share company practices around boiler safety and operation

**Participants:** Boiler operators, OSH/compliance and other persons overseeing the management of the boilers, PC and Safety Committee members

### MATERNITY PROTECTION (1 DAY)

The course provides guidance and tools to strengthen and extend maternity protection for all women working in the RMG sector.

After completing this seminar participants will know more about:

- ◆ Maternity leave and related leave, cash and medical benefits
- ◆ Health protection at the workplace
- ◆ Employment protection and non-discrimination
- ◆ Breastfeeding arrangements at the workplace
- ◆ Beyond maternity and back to work: coping with childcare

**Participants:** Production Manager, HR, Compliance Officers, Welfare Officers and PC Members

Better Work can also arrange separate Training of Trainers (ToTs) for workers and managers on any of the above training courses.

Better Work Bangladesh is a partnership between the International Labour Organization (ILO) and the International Finance Corporation (IFC).

## TRAINING FACTS IN 2019



**1941** Workers supervisors, and managers, benefitted from Better Work Bangladesh trainings.



**205** Managers received Managing People training and **191** supervisors attended Supervisory Skills Training.



**47** Supervisors attended Training programme on Sexual Harassment Prevention (Women Empowerment Programme).



**324** Participation Committee, Safety Committee and Trade Union members received Workplace Communication training.