

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



Venue
BFC Office or Factory



Duration
1 day, 08:30 – 16:30

Registration

Better Factories Cambodia Office
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