

# ▶ Workplace Cooperation

Online training course on 15 December 2021

## ▶ Course content

The training is organised in the ILO-VCCI collaboration framework with the support from the European Union (EU) and other donors to promote Decent Work in the electronics global supply chains in Viet Nam. Effective workplace cooperation is essential in ensuring harmonious relations between workers and management and a productive environment for business to prosper.

### Course objective

Participants will both enhance their understanding of the core principles of effective workplace cooperation (what, why and how), and gain new tools/approaches that they can apply to improve relations among workers, and workers and management.

With focus on developing essential communication skills as the backbone of effective cooperation, the course will explore the various communication styles used in the electronic manufacturing factories, and examine how to overcome common misunderstandings and barriers in communication and develop a systematic approaches to workplace cooperation.

### Learning outcomes

- **Understand** the importance of workplace communication.
- **Have** the ability to assess communication styles and content at the factory level.
- **Know** how to overcome barriers to effective communication.
- **Adapt** personal communication approaches to support workplace cooperation, and guide others on how to do the same.

### Target participants

- Staff charged with leading and participating in compulsory social dialogue and/or negotiation in the workplace.
- Middle managers (e.g. HR, Production)
- Management and factory level union representatives)

### Key contents

- What is workplace cooperation and why is it so important?
- Key features of effective workplace cooperation.
- Communication as the foundation of good cooperation:
  - Common communication styles
  - What content should be communicated?
  - Communication barriers.
  - Can communication affect productivity?
  - Building effective communication at the workplace.
  - How to get started with effective communication: approaches and top tips

## ▶ Training methods



Discussions



Case studies and role plays



Q&As, games and activities

(\* ) Online training course, maximum 40 participants

## Register for free training

Deadline:  
Friday, 10 December 2021



## Contact information

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