

# Training Report

## General Information

**Objective:** Workers Participation Project

**Abstract:** Workers Participation 4<sup>th</sup> Training in Hop Lun Bangladesh in January 17, 2011

**Participants:**

1. Management Team Representatives

3 top managers, 14 mid level managers attended the training.

2. Worker Representatives

Among the 39 worker participants, 5 are members of Workers Association, 6 supervisors, 5 operators, 4 linefiders and 1 officer.

**Trainers / observers:**

- Ms. Khadiza Ahmed (Phulki, Project Manager)
- Ms. Shahida Parvin (Phulki, Training Manager)

## Agenda

- 1 Action Planning
- 2 Communication
- 3 Negotiation Skills

## Key Activities & Highlights

### 1. Action Planning

The trainer Ms Shahida discussed with the participants on the work plan by work group. The participants divided themselves into 5 groups and time was 30 minutes for work plan. The participants made individual work plan for each group based on **Training Policy & implement** by used the action plan temple. . They have done good group work and presented their work plan one after another. The participants clearly defined their tasks to be carried out, assigned person to be responsible for each task and set deadlines for each task to be completed.



Handwritten ACTION PLAN table with columns for tasks, dates, and status.

ক্রম	কাজের বর্ণনা	কর্তব্য	তারিখ	স্বাক্ষর
০১	কর্মসূচী পরামর্শ	Management & AA	১৫/০৬/১৬	☺
০২	প্রশিক্ষণে স্থিতি নির্ধারণ	Management & AA	১৫/০৬/১৬	☺
০৩	সিদ্ধান্তিতিক সিদ্ধান্ত আলাদা	AA	১৫/০৬/১৬	☺
০৪	স্থিতি রূপ নির্ধারণ করা	AA & Graduate	১৫/০৬/১৬	☺
০৫	চুক্তিতে বীজ বাল্য প্রদান	AA & Graduate	১৫/০৬/১৬	☺
০৬	অনুসন্ধান	AA & Graduate	১৫/০৬/১৬	☺
০৭	বক্তৃতা	Management, AA & Graduate	১৫/০৬/১৬	☺

After presentation the 5 groups agreed on a one work plan which made with the discussion between participants and the management played a vital role for making an effective work plan.

The trainer thanks to the participants for good job.

## 2. Communication

Ms. Khadiza discussed with the participants on elements of personal communication. After discussion two participants made a pair for role play. They talked to each other on their typical working day. The participant observed the role play and explained their attitude, facial expression, relationship, intention, emotion and assumption.



## 3. Negotiation Skills

Following the session Ms. Khadiza explained the four steps on effective negotiation like situation, description, therefore and key point. The participants discussed on how they can explain their situation with description and take action for negotiation and solution.

Sane pairs played a role on their exist problem and presented the problem to partner using the four steps approach.

The trainer facilitated discussion on some tips for effective negotiation that should be done and should not be done in order to resolve conflict.

The whole group played role on resolve conflict. Three persons made a briefing and the whole group observed that who was in a conflict at the workplace.

At the end of the session the participant learned on discussion about conflict and how they to resolve workplace problems. The participants played another role on conflict resolution. They played role as general manager, worker, production manager, worker representative, welfare officer etc. Every body could describe their role and they have learned conflict resolution by the role play.



After the session trainer discussed on good meeting. After the discussion the participants played role on how they organize a good meeting. The participants did their work and other participants gave feedback about the role play. The trainer explained a characteristic for organize a good meeting.

At last the management gave thanks to Phulki for provide Workers Participation Training to Hop Lun BD. The management said that they have learned more for improved their relation between workers and management and they should use the methods and tools in meeting and every where they feel need.

After session the Phulki team discussed with the management and the management shared their feelings about training.

### **Observation and Findings**

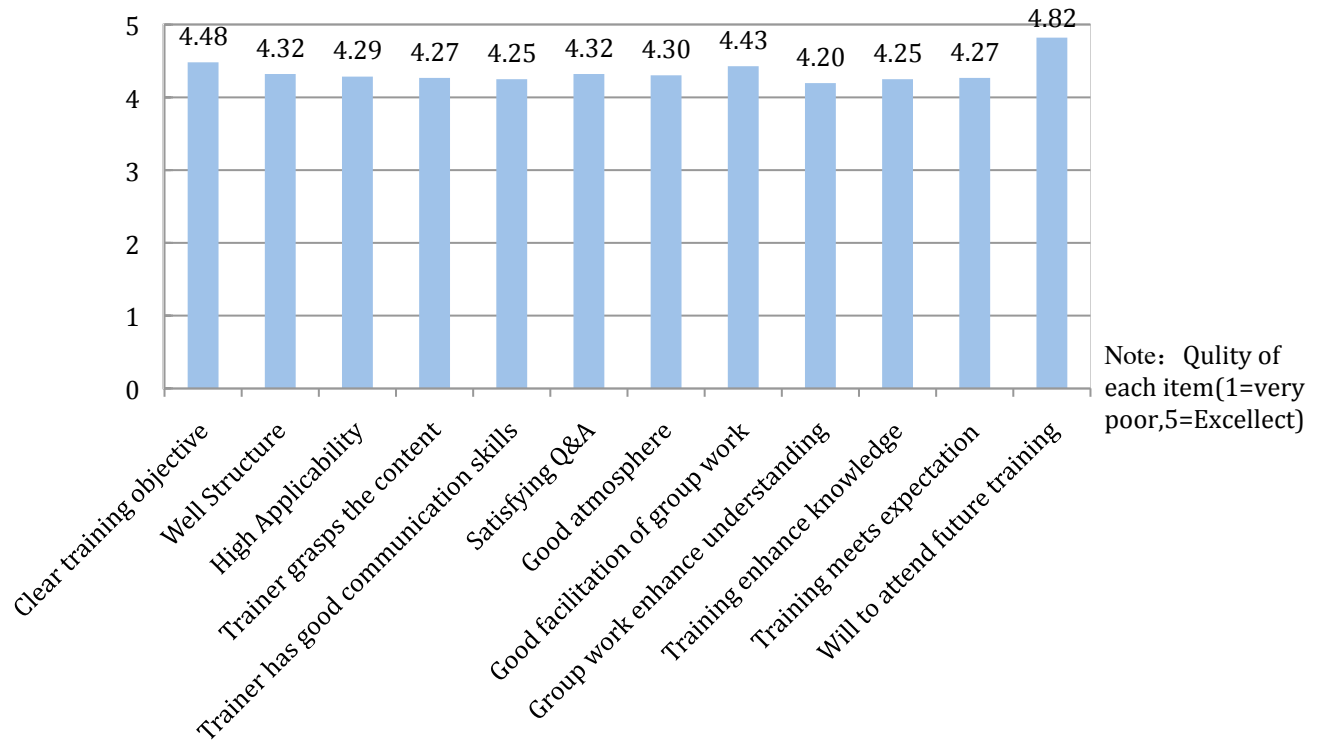
All the participants interested and active to receive the training and they enjoyed. The relation between workers and management is very good. The workers have right talk to management friendly and the workers can raise voice. Phulki team has seen the participants were ready for participate on training in timely. The management and the workers are using the training tools and method in their regular work. The participants talked to other workers about training and their responsibilities. We observed that they have smiling face. They realized that they will do great job for factory and workers.



### **Participant Feedback**

A total of 56 participants provided feedback on the training, the average scores summarised in Chart 1 below. The questionnaires asked participants to assign each aspect of the training a numbered score between 1 and 5, one (1) signifying that the quality of that aspect is 'very poor' to five (5), signifying that the quality of that aspect is 'excellent'.

Chart 1: Feedback on Training



## Conclusion

The participants believe that they will carry the training method and tools for promote a positive dialogue in the factory. They can solve any problem easily to use the training process.

