


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	Learning Objectives	Benefits
<ul style="list-style-type: none"> ◆ The 3 main types of communication styles ◆ Non-verbal communication ◆ Effective Listening skills ◆ The win-win approach to communications 	<ul style="list-style-type: none"> ◆ 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 	<ul style="list-style-type: none"> ◆ 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
 No. 9 St 322, Phnom Penh

Email: bfctraining@ilo.org
 Tel: +855 23 212 847 / 23 220 362