



Training : Promoting Equal Treatment of Workers

(Supervisors Skills Training)

OVERVIEW OF PARTNER AFRICA

Partner Africa is a leading not-for-profit social enterprise and a pioneer in the field of ethical and socially responsible business practice. We work in partnership to improve the livelihood of workers and producers and enhance access to global markets. Partner Africa has a skilled and passionate team of over 100 individuals with experience

of working across 42 African and Near East countries, providing ethical audits, training, trade development projects and consultancy services for international brands and retailers, local suppliers, producers and small holder farmers, as well as governments, NGOs and Trade Organisations.

> Who we work for

- > Global Brands & Retailers
- > Non-Governmental Organisations
- > Donors & Development Agencies
- > Multi-Stakeholder Initiatives
- > Local Suppliers
- > Small-Holder Producers
- > Informal Sector

OVERVIEW OF THE TRAINING PROGRAMME

Partner Africa's training programmes are designed to increase capacity, and improve practical knowledge and management skills within companies aiming to enter or improve their presence in international markets.

The Promoting Equal Treatment of Workers (Supervisors Skills Training) is an innovative package of courses and supporting materials designed and developed by the Ethical Trading Initiative (ETI) to tackle discrimination in the workplace, promote equal treatment of workers, and help supervisors improve their people-management skills. The course offers a pre and post site visit designed to maximize effectiveness and ensure lasting impact.

The training programme has been developed by the Ethical Trading Initiative (ETI) as part of its work to promote better working conditions in producing countries. It was developed in consultation with ETI member companies, trade unions and non-governmental organisations (NGOs), with expert input from specialists in the field. The course has been used on farms

in Kenya, Zimbabwe and South Africa.

Partner Africa is the sole licensed provider in Africa of ETI's Promoting Equal Treatment of Workers course. Our approved trainers undertake a stringent assessment process before they are signed-off by ETI. We work closely with ETI's training team to update and revise materials, so they are relevant to the local context and sector.

There are 2 key parts of the programme:

- > A two-day course for supervisors
- > A half-day course for managers

Supervisors Two-Day Course

Aims and objectives

Focuses on practical action and aims to improve supervisors' understanding of discrimination and sexual harassment, and their ability to promote equal treatment of workers. A practical action-planning session helps them put the learning into practice.

Course content

During this two-day course, supervisors focus on the following issues:

- > Defining and understanding

their position and role within the organisation.

- > Recognizing and developing the skills to be a good manager.
- > Understanding workers' rights in the workplace and their role in protecting workers' rights.
- > Understanding and recognizing discrimination and sexual harassment in the workplace.
- > Identifying how their behaviour at work can contribute to and help improve working conditions.
- > Working with managers to develop an action plan to implement change in the workplace.

On the second day of the course, managers join the supervisors to work together as a team to identify improvements in the workplace management systems, agree on issues around equality in the workplace and find solutions to address them. Managers and supervisors then develop an action plan to implement and follow up after the training.

OVERVIEW OF THE TRAINING PROGRAMME

Managers Half Day Course

Aims and objectives

Aims to help managers become aware of the challenges faced by supervisors in upholding workers' rights on discrimination and sexual harassment, and how they can help supervisors address these issues in the workplace, as well as gain managers' commitment to work with supervisors to implement actions from the training.

Course content

During this half-day course, managers focus on the following issues:

- > Exploring their HR and people-management responsibilities,

including the prevention of discrimination and harassment.

- > Recognising discrimination and sexual harassment in the workplace.
- > Understanding international standards and legal frameworks for workers' rights.
- > Identifying how to ensure successful implementation of policies and procedures to address discrimination and sexual harassment.
- > Understanding the challenges being faced and the support needed by supervisors in protecting workers' rights and implementing associated policies.

CASE STUDIES/SUCCESS STORIES

As a result of this training a flower firm in Ethiopia has developed and communicated/implemented anti-discrimination and sexual harassment policies in their workplace. This

has resulting in the female workers becoming more confident and comfortable when reporting cases of sexual harassment and discrimination if they even happen at all post training.

PARTICIPATORY APPROACH

This is a participatory course in which managers are encouraged to share their own personal experiences of relevant issues, as a way of enhancing team learning.

We believe that effective adult learning is achieved through participation and with this in mind this course is interactive and participatory, with a practical focus. The course

incorporates a range of interactive techniques including various group discussions and buzz groups, case studies, role-play, energisers, and icebreakers. These techniques encourage active participation and enable trainees to draw out learning from their own experiences making the content easier to relate to and easily put into practice.

CLIENT TESTIMONIALS

“Work is allocated to teams; members in each team choose whom they would like to be in their team. This has motivated us to working hard for we are able to make efforts to beat our

targets so that we can earn good bonus. As much as we have a team leader, we are all equal and get equal treatment.”

Manager, November 2011

> BUSINESS CASE

The programme is designed for any organisation seeking to promote equal treatment of workers and to help supervisors play their part in creating a positive working environment. In particular, it is suitable for the following people in running or promoting the course:

- > Supplier companies seeking to improve their compliance with codes and standards, meet customers' ethical expectations, create a place where people want to work and make better use of management time.
- > Retailers or exporters seeking to improve working conditions along their supply chains, and to support suppliers in their work to provide decent conditions for workers.

There are many business benefits associated with running the Equal Treatment of Workers Training programme, and many of these have cost- and time-saving implications.

Some of the benefits may include:

- > Improved compliance with international standards and local law, and improved ability to satisfy staff, customer and shareholder expectations about meeting such standards.
- > Demonstrable evidence of investment in addressing discrimination and harassment in the workplace.
- > Increased productivity and improved quality owing to improved working conditions and motivation among supervisors and workers.
- > Cost savings through reduced staff turnover, improved staff retention, reduced absenteeism and sick leave, and reduced threat of legal action and subsequent costs/compensation payments.
- > Better use of management time as supervisors are more able to handle day-to-day personnel issues.
- > Reduced management and human resources staff time spent handling disciplinary and grievance procedures.
- > Enhanced supervisor and manager skills.
- > Access to up-to-date, valuable best practice resources for use in addressing sexual harassment and discrimination in the workplace.
- > Improved communications and morale across the workforce.
- > Improved customer feedback.
- > Enhanced company reputation among staff, customers and shareholders.

GENERAL ENQUIRIES

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Ethical solutions in global trade