



Improving Workplace Communication Training

For more information, please visit our website
www.partnerafrica.org or email training@partnerafrica.org





Who We Are

Partner Africa is a pioneer in the field of ethical, responsible business solutions.

We deliver high quality and innovative ethical trade services to various sectors across Africa, helping you understand and manage your complex supply chains and navigate global trade responsibly.

A Wrap-around Service

Through check-ins in advance of the training, Partner Africa will work with you to assess the key communication and participation needs at your worksite and from there develop a bespoke course to meet your needs. We will also work with you after the training, offering tips to ensure the sustainability of your communication structures and identify any further training needs.



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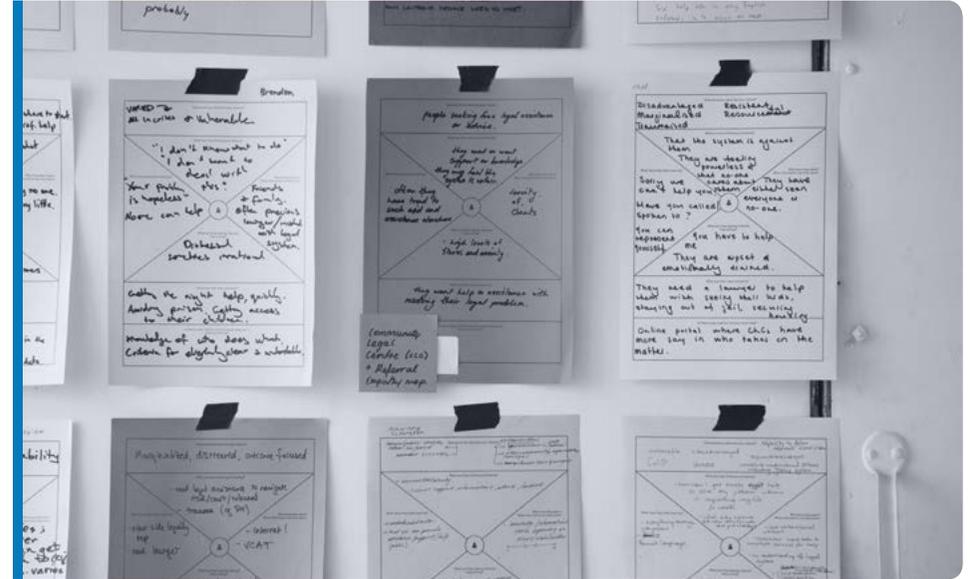
Partner Africa has found that suppliers investing in meaningful workplace communication see positive outcomes for both their business and compliance processes.

This training explores what good communication means in practice and works with businesses to create a culture of communication alongside a step-by-step approach to building meaningful structures for worker engagement. Partner Africa will work with you to create a bespoke communication training to meet your business and compliance needs, whether your business has existing mechanisms in need of a revamp or is looking to set up communication and participation structures for the first time.

Training Content

The core modules of this training course will cover:

- How to develop a productive culture of communication and dialogue within your workplace
- Developing communication structures to ensure compliance against your social audit, with specific reference to Clause Two of the ETI Base Code
- Moving beyond compliance to create meaningful worker participation structures
- A step-by-step guide to setting up workplace communication mechanisms, including grievance reporting
- Achieving sustainability through ensuring buy-in across your business and workforce for improved workplace communication



A Training Course to Meet Your Needs

At whatever stage of developing workplace communication structures your business finds itself, Partner Africa will work with you to create a course that directly matches your needs. The course is designed to run over two days and cover the core modules; however, a one-day course can be offered for more advanced sites.

You choose the focus of the course, by adding one or more of a range of bolt-ons to the core modules. Bolt-ons include:

- + Multi-stakeholder engagement around freedom of association
- + How to set up a workers' committee
- + How to set up direct worker reporting structures for effective grievance mechanisms, in partnership with &Wider
- + Finding common ground: engaging workers around the Health & Safety and Learning & Development agendas
- + Measuring the impact of the training through baseline and follow-up surveys to show the tangible improvements
- + A train-the-trainer methodology to ensure that internal staff are empowered to disseminate learnings throughout the workforce
- + An additional focus of your own initiative to address an identified concern or risk



Business Case

Suppliers seeking to improve workplace communication and implement scalable worker participation, dispute resolution and grievance mechanism models on their sites will benefit from this training programme in the following ways:

- Reduce staff turnover and the risk of losing staff due to more favourable working conditions on other sites
- Improve productivity and quality as a result of effective relationships between management and workers
- Better able to meet buyers' expectations, thus assisting in ensuring that a supplier becomes a preferred supplier
- Increased probability of new business opportunities
- Enhancement of cordial working relationships between management and workers leading to improved workforce management
- Tools for discussion and resolution of issues before they become major problems
- Minimise the risk of escalated industrial action
- Contribution of new and effective ideas from workers, helping in the decision-making process
- Creates a sense of belong and ownership, which reduces risk of unwanted disruptions
- Access to anonymised information on employee well-being, satisfaction and suggestions for improvements
- Improved preparedness for compliance with ethical trade standards

Who Should Attend

Partner Africa works with you to train the individuals in your business who are key to developing sustainable workplace communication structures. Based on how you build your course, trainees could include a mix of the following:

- Managers & key decision makers within your business
- Supervisors & middle management
- Workers across your business

Details

- + The training is likely to be a two-day training, depending on the course content you require, and will take place on your premises. This will include preliminary and closing meetings.
- + The training can be carried out in various languages.
- + Participants will receive course materials, guides and posters designed to embed strong workplace communication on your premises.