

# Training Report



## General Information

**Objective:** “Hours of Work ” training

**Abstract:** Hours of Work two-day training in Sambu, Viet Nam from 16 - 17 March 2011

### Key outcomes:

- The participants understood how length of working time and quality of working time differed
- The participants became aware of the effect of working long hours
- The participants developed skills and learned how to use cause and effect analysis so as to discover internal and external factors contributing to long working hours at the workplace
- The participants enhanced their analytical skills of understanding how to improve the internal and external factors to reduce the working hour at their workplace and also learned how to develop an action plan for this objective

### Participants:

Management Representatives: two top managers, seven senior local supervisors, seven office local staffs including HR, Production Planning, QC departments

### Trainer team:

- Trainer: Lynn Luc
- Trainer assistant: Nga Nguyen

## Agenda

- Training introduction
- Understanding the difference between length of working time and quality of working time
- What other factors impact the length of working hours?
- Key links between productivity, internal factors and external factors
- How to improve internal factors and reduce working hours?

- How to improve external factors and reduce working hours?
- Managing Working Time:
  - Definition
  - Shift work, 12 hours shift work, night work
- How to reduce overtime?
- How to arrange your working time?
- Policy on working time
- Actions plans to reduce working hours

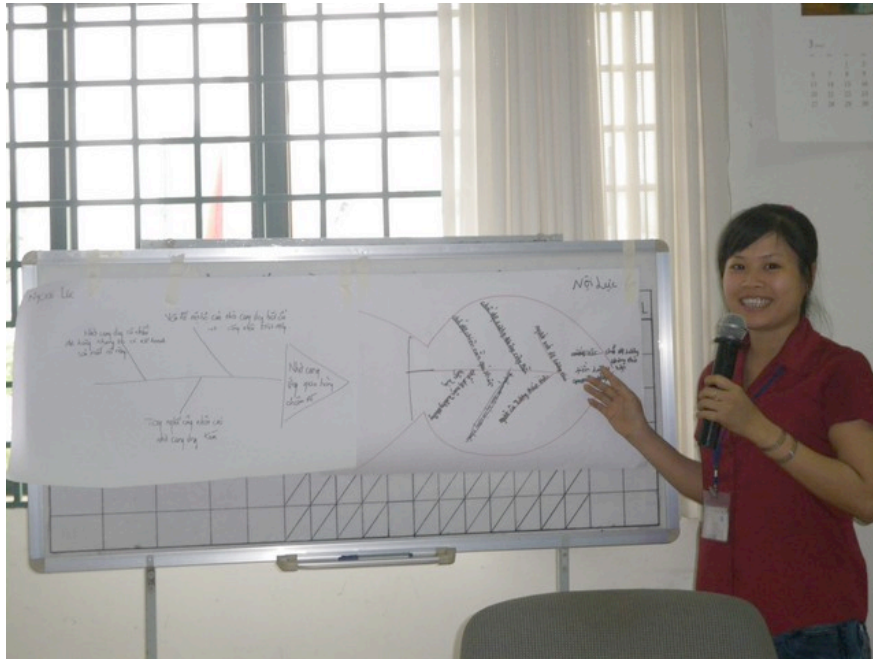
## Key Activities & Highlights

The first day of training focused on introducing basic concepts of hours of work, length of working time and quality of working time. The participants also reviewed the local law, company policy for working hours, and compared this with the actual hours worked in the workplace. Through group discussions, games and other exercises, the participants learned basic management tools and learned about some of the key internal and external factors that affect working hours in the workplace.



The main content of the second day [Icebreaker activity](#)

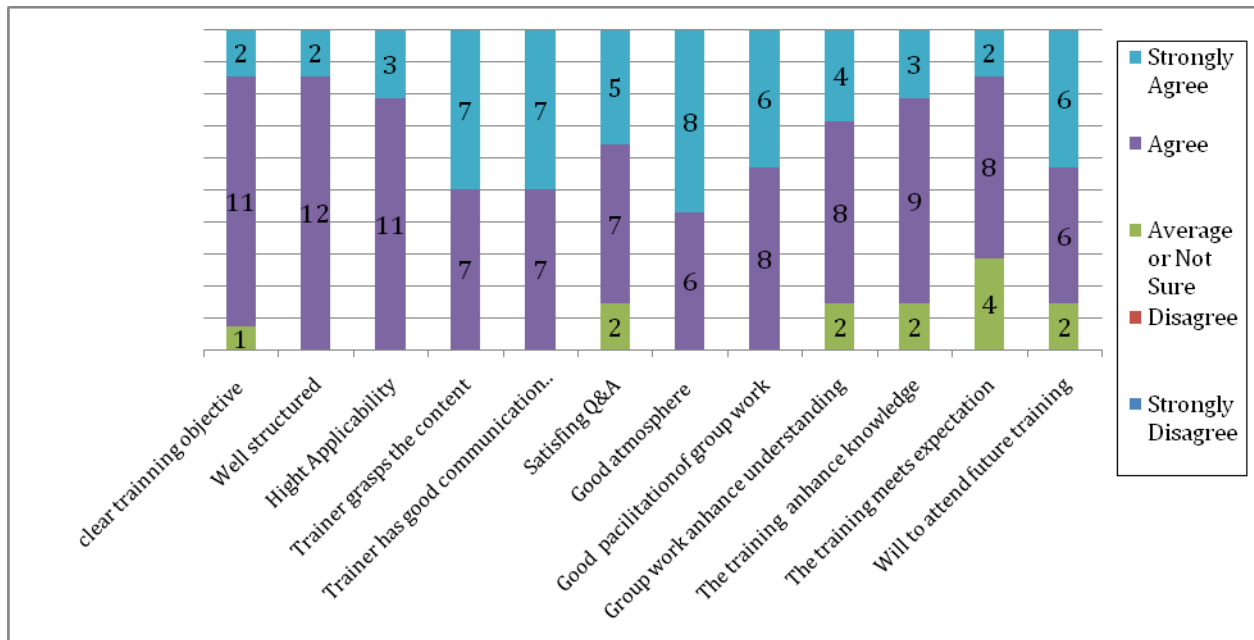
centred on the introduction and understanding of how the internal and external factors affected working hours, and how to manage working hours in the participants' daily work. The participants were asked to do group presentations and role-plays to explain their thoughts and share the causes they identified in their current daily worked hours. The trainer then gave recommendations to reduce working hours according to the FLA training material. The following discussion and recommendations gave the participants ideas for action items that made up their action plans for continuous improvement plan.



**FGroup presentation: Explaining the internal and external factors that affect working hours using the fishbone diagram**

## Participant Feedback

A total of 14 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 one and five, one (1) signifying that the participant 'Strongly Disagree's with the statement, to five (5), signifying that the participant 'Strongly Agree's with the statement.



## Conclusion

The training was well received by the participants as indicated by the feedback results. However because the training was held during the high production season, top management was not able to attend the training. Many relative to real technical production issues were not finalized during the group exercises due to the lack of participation of the senior management. The participants were not sure whether their top management would agree with their thoughts and suggestions for improvement. In general, all group exercises during the training received unanimously positive and every participant indicated that they would welcome the opportunity to attend this kind of training again in the future.