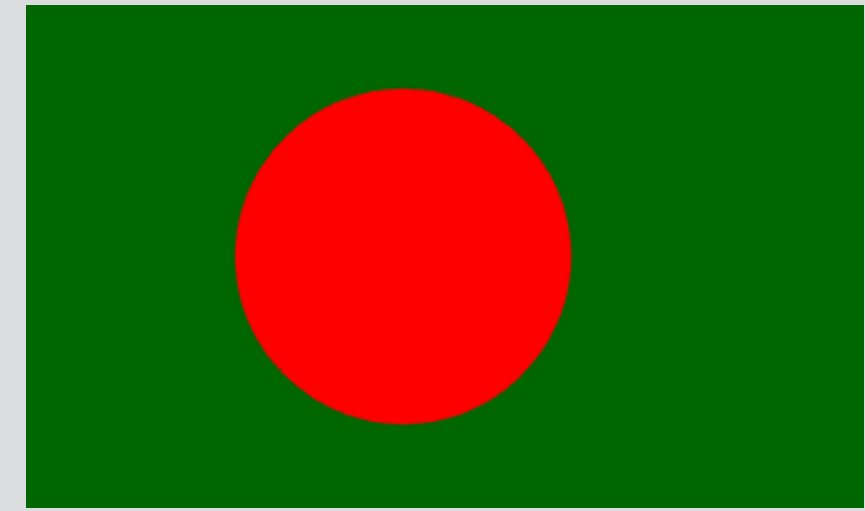


Program for Leaders of Employers' Organizations and Successful Former Participants [EREF]

Online Seminar: Thursday, February 3, 2022 to Tuesday, March 8, 2022

PRESENTATION
OF PRE-TRAINING REPORT

PRESENTED BY
MOHAMMAD RAKIBUR RAHMAN, BANGLADESH

NAME:**MOHAMMAD RAKIBUR RAHMAN**Employee Relations Manager
Pan Pacific Sonargaon Dhaka**COUNTRY****BANGLADESH****Overview:**

Pan Pacific Sonargaon Dhaka, the finest 5-Star Hotel in Beautiful Bangladesh, is being operated by Pan Pacific Hotels Group, Singapore and a member of the Global Hotel Alliance encompassing over 450 upscale and luxury hotels & resorts in different countries.

History:

The Hotel was built under the joint cooperation of Japan Bank of International Cooperation (JBIC) of Japan Government & Government of Bangladesh and started its operation on August 1981 under the Management of Japanese Pan Pacific Hotels & Resorts (PPHR). Now, the ownership of PPHR has been taken by Singapore based company UOL Group.

Type of Business:

PPSD is basically service oriented organization which provides Room facilities, banquet & catering services.

Human Resources: 443 Full time Associates.

Trade Union:

Registered Trade Union named Sonargaon Hotel Sramik-O-Karmachari Union (SHSOKU) & 300+ members.

Achievement:

PPSD is a Profitable Hotel. It's the only hotel in BD honored to host 50+ Prime Ministers & Presidents of different countries in different occasions.

Bangladesh Employers' Federation

I have been nominated by Bangladesh Employers Federation (BEF) to attend this program which is the only organization in BD which provides guidance & assist in IR & Labor related issues to the employers.

90% of the Private Organizations & almost all sector Corporations & Autonomous bodies are its member.

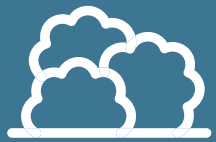
DUTIES & RESPONSIBILITIES

- 01** Design, review, maintain and disseminate policies and procedures in human resource functions, ensure compliance with Laws, Business Objectives and Corporate HR Strategies.
- 02** Analyze, manage and review recruitment and selection process to attract best candidates to meet the business demand. As well as resolving Associates' issues and handling complaints to protect the general interests of the organization.
- 03** Play an active role in time of negotiations between the Management and the Collective Bargaining Agents (Union).
- 04** Administer and interpret labor agreements, grievance procedures, providing labor relations support during contract negotiations; acting as a liaison coordinator between Executive Committee Members (EXCOMs) & Union Representatives.

DUTIES & RESPONSIBILITIES

- 05** Demonstrated proficiency with applicable Bangladesh Labor Law/Regulations and Management Theories, including policy/procedure development and strong Management of Labor Union Activities, in alignment with prevailing Labor Law.
- 06** Provides guidance to Managers, Supervisors as well as Associates regarding Laws, regulations, policies, procedures and practices related to Employee Relation Matters.
- 07** Plan and organize Employee Relations, recreational and social programs to enhance engagement & ensure positive working environment for the Associates and provides Internal Communication of employee activities information.
- 08** Ensure the overall Human Capital & Development functions and implementing the HR Strategies with a “Hands On” attitude.

ISSUES FACED BEFORE PARTICIPATING AOTS SEMINAR



Proper Communication

People believes in rumor from other associates whereas Management always try to communicate properly to avoid any kind of Miscommunication.



Acceptance of Change Management

Age old associates has a belief that, its not possible to improve the process as they are practicing it last 25-30 years. Also, they have lack of grooming as they have a thought, they are the most experienced.



TU Influence on Decision Making

Most of the time Trade Union (Collective Bargaining Agents) tries to influence in Decision Making Process related to Disciplinary Issues.



Associates Engagement

As the retention rate is extremely high, it's a challenge for the Management to engage all the Associates for the achievement of the business success.



Active participation in Training

As most of the Associates are age old and experienced, they have a believe that, they know everything and the urge to do something innovative is quite absent. That's why, active participation in training is less.



Balancing Revenue VS Payroll Expenses

As the salary is increasing day by day, on the other hand revenue is decreasing as the competitors as well as variety of products are increasing. So, it's a challenge to balance Revenue vs. Payroll expenses.



Grouping within Union

It's actually not directly related with the Management but has an impact on Productivity and Associates Motivation in the work place like extra preference in rostering, distribution of duties and responsibilities etc.

LEARNING FROM THE AOTS SEMINAR

LEARNING TOOLS

- Classroom Presentation
- Classroom Lectures
- Industry Visits

LEARNING OUTCOME

- Meet with 19 (nineteen) people from 15 (fifteen) different countries around the world. Their culture, behavior, nature, race, gender, beliefs all were different and really unbelievable mix.
- Introduction with the world's most disciplined nation and their practices, Japanese practices of Human Resource Management, Industrial Relations & its transformation specially non biasness of Trade Unions by the ruling political party.
- Lifetime experience of visiting TOYOTA Motor Corporation and TOYOTA Commemorative Museum of Industry & Technology.
- Learning about International Standard Training Program arrangement and preparation.
- Utilization of Physically Challenged People in “FP Corporation, Kanto Recycling Plant.

UTILIZATION OF LEARNING FROM AOTS

01.01. Successfully launched and completed Associates' Quarterly Gathering named "SWARNALI" (Town Hall Meeting) on July 24 & October 04, 2018 where Director of HCD cleared the Message about Trust on Management. Two topics had been shared there-

- Chain of Command: all the Trade Union & Grievance Related issues raised by the Union must come through the CBA & do not create any rumor regarding Reward Management***.
- Influence on Managerial decision making: Trade union must raise the issues and demands based on the business and future challenges.



01.02. Successfully completed "Management Union Coordination Meeting" on July 23 and October 14, 2018; where Employee Relations Manager of HCD cleared the Message on Improved Trade Union Activities for better Industrial Relations and effective negotiations through sharing Japan Council of Metalworkers Union Office Visit Experience as well as their contribution in Japanese Trade Union Practices and also organizational demands from the Associates & Trade Unions.

PAN PACIFIC SONARGAON
Management Union Co-ordination Meeting
Attendance Sheet
Date: July 23, 2018
Venue : Executive Office Conference Room

Management Representatives		
Sl. No	Name	Signature
01	General Manager	[Signature] 23.7.18
02	Executive Assistant Manager-Finance	[Signature] 23/07/2018
03	Executive Assistant Manager-Sales and Marketing	[Signature]
04	Director of Technical Services	[Signature] 23.07.18
05	Director of Human Capital & Development	[Signature] 23.07.2018
06	Human Capital & Development Manager	[Signature] 23.07.18
07	Employee Relations Manager	[Signature] 23/07/18
Union Representatives		
Sl. No	Designation	Signature
01	President, SHSOKU	[Signature]
02	Vice President-01, SHSOKU	[Signature] 23-07-18
03	Vice President-02, SHSOKU	[Signature] 23-07-18
04	General Secretary, SHSOKU	[Signature]
05	Joint Secretary, SHSOKU	[Signature] 23/7/18
06	Finance Secretary, SHSOKU	[Signature]
07	Organizing & Office Secretary, SHSOKU	[Signature] 23-07-18
08	Sports & Cultural Secretary, SHSOKU	[Signature] 23.07.18
09	Women's Secretary, SHSOKU	[Signature] 23.07.18

PAN PACIFIC SONARGAON
Management Union Co-ordination Meeting
Attendance Sheet
Date: Sunday, October 14, 2018
Venue : Executive Office Conference Room

Management Representatives		
Sl. No	Name	Signature
01	General Manager	[Signature] 14.10.18
02	Executive Assistant Manager-Finance	[Signature] 14/10/2018
03	Executive Assistant Manager-Sales and Marketing	[Signature]
04	Director of Technical Services	[Signature] 14/10/18
05	Director of Human Capital & Development	[Signature] 14.10.18
06	Employee Relations Manager	[Signature] 14.10.18
Union Representatives		
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01	President, SHSOKU	[Signature]
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03	Vice President-02, SHSOKU	[Signature] 14-10-18
04	General Secretary, SHSOKU	[Signature]
05	Joint Secretary, SHSOKU	[Signature] 14/10/18
06	Finance Secretary, SHSOKU	[Signature]
07	Organizing & Office Secretary, SHSOKU	[Signature]
08	Sports & Cultural Secretary, SHSOKU	[Signature] 14/10/18
09	Women's Secretary, SHSOKU	[Signature] 14.10.18

UTILIZATION OF LEARNING FROM AOTS

02.01. Rebuilding the motivation of the Associates for continuous Learning & Development:

- Shared Japanese culture and practices and experiences regarding continuous Learning & Development in monthly Designated Trainers Program.

02.02. Creating acceptability of Change Management

- Program has been aligned with the Designated Trainers Meet (External Program).

03.01. Encourage Associates for emotional attachment & provide empowerment.

- A little late but successfully completed the program on “Skill development Program on Designated Trainers” where 2 modules were covered about “Change Management” & “Emotional Intelligence”.



EMOTIONAL INTELLIGENCE

Why We React the Way We Do

MOHAMMAD RAKIBUR RAHMAN

Employee Relations Manager
Human Capital & Development Department
Pan Pacific Sonargaon Dhaka

What is Emotional Intelligence?

The diagram illustrates the evolution of Emotional Intelligence theories. It features a central node "1990 - Peter Salovey & John Mayer Emotional Intelligence" with arrows pointing to other nodes: "1920 - Edward Thorndike Social Intelligence", "1970 - Claude Steiner Emotional Literacy", "1983 - Howard Gardner Multiple Intelligences (Inter- & Intrapersonal)", and "1995 - Daniel Goleman Social and Emotional Learning (SEL)".

UTILIZATION OF LEARNING FROM AOTS

04.01. To deepen the colleague's knowledge for industrial relations and HRM in Japan.

- Shared AOTS Training experiences and different lecture modules with the colleagues.

04.02 To deepen the colleague's minimum knowledge for industry relations and HRM practices of some of the countries.

- Collected some information through a questionnaire from the AOTS Participants about their countries HR Practices and Shared with my colleagues.***

05.01. Improving and creating awareness regarding Japanese Guest Service and their expectations meet up by Pan Pacific Sonargaon Dhaka.

We have find out some of our valued customer segments and they are –

1. INDIA
2. CHINA &
3. JAPAN

So, we are working on improving customer segment basis training sessions for our segmented groups of customers specially for the Sales Team, F&B-Service Team & Kitchen Team.***

DIFFICULTIES FACED WHILE IMPLEMENTING ACTION PLAN

- Achieving trust on Management is not an easy task and not achievable by a limited time frame. But Me and Director of Human Capital & Development, shared some recent Management activities that has been used as building trust on Management. Such as
 01. Declaration of new Pay Scale (worked last 2 years and created too much rumor)
 02. Management actions against disciplinary procedures (it was presumed that, Management will give a lenient view for any Disciplinary issues.) etc.
- Corporate Office has changed its Service Culture (mission, vision, values, branding etc.). Because of the implementation of New Service Culture program, we have to reschedule some of the programs as schedule for Training totally moved to that Service Culture Program.
- Data collection from other participants is quiet tough as everyone is professional and busy with their own works. But I have tried to collect the data with my best.



THANK YOU!

Email me at rakibur70@gmail.com
if you have more questions.