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PRE-TRAINING REPORT

Invitation Program for Leaders of Employers' Organizations and Successful Former Participants [EREF2]

Md Mahbubul Islam

Trainee No: 20ER127



About Myself

- Head of HR Service Delivery
- Lead the Employee Relations
- Working since 2009
- Completed MBA in HRM and Diploma in Social Compliance

My Organization



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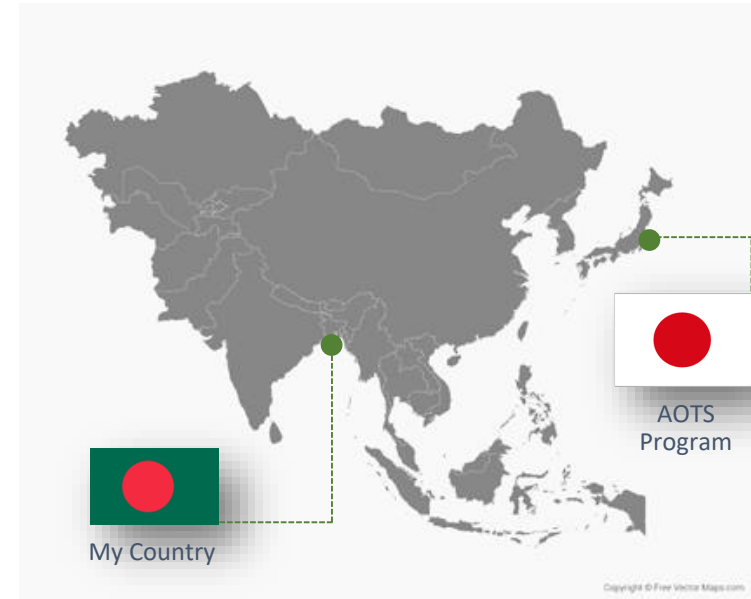
- Banglalink Digital Communications Ltd (a subsidiary of VEON)
- Started in Bangladesh in February 2005
- Serving over 33.6 M subscribers with 25% market share
- Employed 1000+ direct employees and 10,000+ outsourced staffs
- Yearly Revenue 537 M USD (Y2019)

Bangladesh Employers' Federation



- Representing 90% employers of Bangladesh of all sectors and industry.
- Registered in 1998, Member of the International Organization of Employers (IOE) and ILO constituencies,
- Representation on national bodies/committees and minimum wage Board,
- Provide advisory Service on Industrial Relations and National Policy Issue.
- Provide training, Productivity improvement assistance, Labour court Assistance

Representing Bangladesh



My Responsibility

- Ensure end to end HR services through service excellence
- Ensure a harmonious and peaceful Industrial Relations (IR)
- Efficient management of grievance, disciplinary and IR related issues;
- Carry out dialogue and negotiation on Labour and IR related issues
- Engage with external critical stakeholders (BEF, MOLE, DIFE DoL NBR, etc)

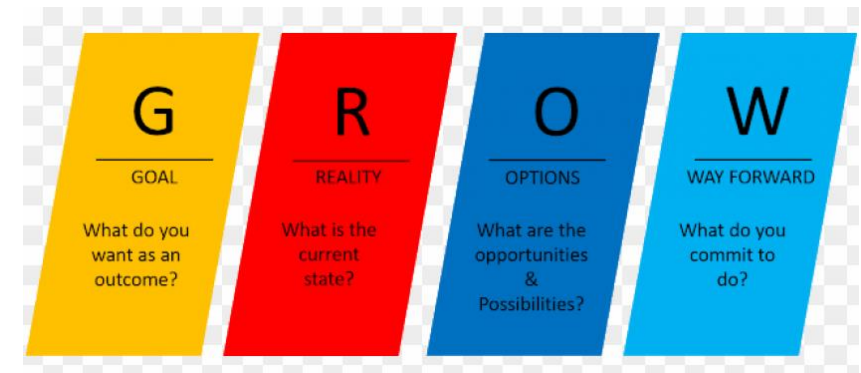
Utilization of learning from AOTS_ GROW Model

Coaching and Mentoring techniques are very effective tools of people development

Effective use of **GROW model** of Coaching/Mentoring was shared in AOTS training

Inspired by the effectiveness, GROW model has been implemented in the organization as a tools of **people development**

In **2018-2019**, all the line managers have been provided **class room training** on implementation of GROW model in and has been set as a **KPI** for the leaders



Utilization of learning from AOTS_ 3S and KAIZEN

KAIZEN and 5S are the effective tools for productive and continuous improvement

Being digital organization, we inspire our employees to innovate and experiment continuously

While rolling out **cultural transformation** initiatives since 2017, utilizing 3S and KAIZEN techniques helped HR and Administration department to be the role model and drive change

As a drive for continuous improvement, introduced **Open Desk** Seating Arrangement in 2018



Sort

Sorting the unnecessary from the necessary



Straighten

A place for everything and everything in its place



Shine

A place for everything and everything in its place

Utilization of learning from AOTS_ Participative Management

Inspired by Japanese industrial relations practice of **participative management**, we also adopted the concept in our workplace and formed various committee

Health, Safety and Wellness Committee
Engagement Champions
COVID-19 Awareness Ambassador
Cafeteria Committee
Day Care Committee
Women's Network
Sports and Recreation Committee



- Due to being service industry, implementing 5S was a bit challenging in the operational process, however, employees have been practicing 3S for their personal development initiative
- Cultural transformation is a long term journey, shifting in mindset takes time. Will help to achieve long term sustainability
- The unforeseen attack of COVID-19 derailed the planned actions of 2020 and we have been focusing to adopt new normal

THANK YOU



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