



System for Integrated Measurement and Improvement of Productivity - SYMAPRO Caribbean Workshop

**Cardiff Hotel and Spa, Cardiff Hall, Runaway Bay, Jamaica
19- 23 March 2012**

1. Background information

The importance of improving productivity in the workplace requires shared responsibility among government, employers' and workers' organizations and should be seen as a means of improving workers' lives, the sustainability of enterprises, social cohesion and economic development. Enhanced productivity includes better health conditions, education and training, management and supportive national policies.

During 2001 and 2005 the ILO implemented in the Caribbean the Programme for the Promotion of Management and Labour Cooperation – PROMALCO – with the purpose of changing process that would overcome the legacy of adversarial industrial relations and of creating conditions for cooperation, trust and partnership in the interest of safeguarding the competitiveness of Caribbean enterprises and creating opportunities for employment and decent work.

The System for the Integrated Measurement and Improvement of Productivity - SYMAPRO - is a social dialogue mechanism aimed at improving the productivity and competitiveness of organizations, guided by principles of decent work. The System provides management with feedback about the dysfunctional areas in the enterprise and solutions which emerge from workers' improvement proposals. As such, SYMAPRO encourages decent work, breaking down vertical hierarchies in order to enable information to flow from the bottom, adapting to new contexts taking advantage of the experience.

It is being applied in Mexico, Chile, Cuba and the Dominican Republic, within the following sectors: sugar, fruit, automotive parts, clothing and tourism in different organizations: private, public; small, medium and large-sized; agricultural, industrial, commercial and services.

The Human Employment and Resource Training Trust – HEART/NTA, the Jamaica's training agency, is organizing this Caribbean Workshop with the technical support of the ILO, through the Inter American Centre for Knowledge Development in Vocational Training – CINTERFOR – and the Decent Work Team and Office for the Caribbean.

2. Objective

The objective of the workshop is to develop participants' competencies to contribute to the implementation of SYMAPRO in their respective countries. More specifically to:

- a) incorporate a system of individual and organizational learning aimed at improving productivity and working conditions, based on social dialogue;
- b) identify points of convergence between PROMALCO and SYMAPRO;
- c) establish an integrated and participative system of measuring productivity;
- d) determine the process of team feedback and discussion, based on informal learning tools, focusing on the generation and application of improvement actions; and
- e) participate in the designing of self-training and assessment guides (STAG).

3. Contents

The Caribbean in the global context of competitiveness:

- Sustainable innovation
- Open innovation
- Friendly innovation

Presentation of PROMALCO and SYMAPRO

- Convergences between both

Components of SYMAPRO

- Philosophy
- Management tools
- Institutional model

Stages for the SYMAPRO implementation

- Analysis of baseline
- Measurement system
- Feedback system and proposals for improvement
- Self-training and assessment guide (STAG)

4. Methodology

During the Workshop, dynamic, interactive and learner-centered methodologies will be used to convey contents and stimulate the exchange of ideas and experiences. There will be lectures, working groups, knowledge-sharing methodologies, case studies and individual assignments.

5. General profile of participants

- Managers of organizational and staff development;
- Lecturers or consultants in the field of training;
- Specialists from governmental and non-governmental organizations involved in productive projects;

- Representatives of employers' and workers' organizations involved in the development and management of human resources and productivity.

In order to get the maximum benefit of this workshop, participants must possess general knowledge and/or experience in competency based training and quality management.

6. Participation costs

The tuition cost for participants representing ILO/Cinterfor's member agencies is USD910 each. Participants coming from other institutions and organisms should pay USD1.300

HEART/NTA will provide the accommodation (including breakfast and lunch) and the venue for the workshop in the Cardiff Hotel and Spa, Rickets Drive, Cardiff Hall, Runaway Bay, Jamaica, as well as ground transportation.

Participating agencies should finance: tuition costs, round-trip air tickets, dinner, airport taxes, laundry, telephone, internet connection, etc.

7. Applications

A maximum of 25 persons will be selected to participate in the Workshop.

A letter of interest with curriculum vitae and the commitment to pay participation costs should be sent not later than 17th February 2012 to oitcinterfor@oitcinterfor.org.

Applicants will be duly informed if they were selected or not before 1st March 2012.

8. Insurances

In case of accident or sickness during the Workshop, participants should notify one of the directing staff immediately. No responsibility or liability will be accepted by the ILO or HEART/NTA for any costs arising out of sickness, injury, temporary or permanent disability, death and third party risks of any of the participants during their journey and their participation in the Workshop. It is therefore the participants' responsibility to take out, at their own expense, or at the expense of their nominating organization, any personal insurance policy they may deem necessary, including a civil liability insurance policy.

For further information please contact
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