

# Greener Business, Better Workplace Hotels Training of Trainers Draft Program

**28 October - DAY 1**

## Key principles and practical tips for using and delivering the Greener Business Better Workplace training

### Laying the foundations

- Sustainability- why it matters today for enterprises and for workers
- How does Greener Business Better Workplace help?
- Key principles of Greener Business Asia
- Greener Business, Better Workplace training methodology
- Getting to know problem solving and improvement tools for hotel teams
- Training facilitation tips
- Addressing challenges in training settings

**29 October - DAY 2**

## Continuous Improvement and Greener Workplaces

### Module 1: Changing enterprises in a changing world: continual improvement and joint problem solving for sustainability

- The hotel industry in a changing world: emerging challenges and responses
- Continual improvement and joint problem-solving: key concepts
- Continual improvement and joint problem-solving: tools and techniques

### Module 2: Greener processes and workplaces

- People and systems for greener processes and workplaces
- Staff participation and guest engagement
- Waste management with the 3R

**30 October - DAY 3**

## Workplace relations and mechanisms and principles of cooperation

### Module 3 Workplace cooperation

- Key principles and conditions for workplace cooperation
- Effective communication
- Cooperation in practice
- The Green Improvement Team

### Module 4 Relations, rights and equality at the workplace

- Workplace relations: key concepts and principles
- Understanding conflict at the workplace
- Fundamental principles and rights at work
- Promoting equality and eliminating discrimination at the workplace

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**31 October - DAY 4**  
**Safe workplaces, quality jobs, service excellence**

**Module 55: Safety and Health at Work**

- The importance of safety and health at work
- Identifying risks at the workplace
- Assessing risks
- Selecting and implementing solutions
- Standard for Occupational Health and Safety – Thailand

**Module 6: People for continual improvement and service excellence**

- People at the centre
- Quality service, quality work and quality jobs

**Action Plans, Module Review and Next Steps**

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