

**Global Dialogue Forum on Employment Relationships  
in Telecommunications Services and in the Call Centre  
Industry**Geneva  
27–28 October 2015

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**Proposed points for discussion**

1. What challenges do governments and the social partners face in addressing employment relationships in telecommunications services and call centres?
2. How might social dialogue <sup>1</sup> contribute to improving the work environment in telecommunications services and call centres?
3. What recommendations would you make for future action by the International Labour Organization and its Members regarding employment relationships in telecommunications services and call centres?

<sup>1</sup> According to the report *Social dialogue* for the recurrent discussion under the ILO Declaration on Social Justice for a Fair Globalization, Report VI, International Labour Conference, 102nd Session, Geneva, 2013, paras 15 and 16:

“Social dialogue is the term that describes the involvement of workers, employers and governments in decision-making on employment and workplace issues. It includes all types of negotiation, consultation and exchange of information among representatives of these groups on common interests in economic, labour and social policy. Social dialogue is both a means to achieve social and economic progress and an objective in itself, as it gives people a voice and stake in their societies and workplaces. ... Bipartite social dialogue may take the form of collective bargaining or other forms of negotiation, cooperation and dispute prevention and resolution. Tripartite social dialogue brings together workers, employers and governments to discuss public policies, laws and other decision-making that affect the workplace or interests of workers and employers”.