

## **Abstract of Workplace Dispute Resolution in Vietnam**

Sanoo, J. J., Lee, C. H., & Quynh Chi, D. (2009). *Vietnam: A foreign manager's HR survival guide*. Hanoi, Vietnam: ILO/Vietnam Industrial Relations Project. Retrieved from [http://www.ilo.org/hanoi/Whatwedo/Publications/WCMS\\_144519/lang--en/index.htm](http://www.ilo.org/hanoi/Whatwedo/Publications/WCMS_144519/lang--en/index.htm)

### **Abstract:**

This informative booklet is targeted at foreign human resource managers and line executives with limited experience working in Vietnam. In six chapters, the guide explains the cultural nuances of working in Vietnam and the appropriate human resource practices that ensure a successful experience. Chapter One outlines the business and investment climate. Chapter Two shares the cultural characteristics and communication style of migrant workers. Chapter Three describes best practices in recruitment, labor contracts, compensation, and discipline expectations. Chapter Four outlines the law and practice concerning collective bargaining. Chapter Five suggests the means to build workplace productivity and harmony. The final chapter describes the unique nature of managing wildcat strikes.

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