

# We are workers; our homes are workplaces



# Facilitator Guide

## Acknowledgements

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## Dear Facilitator

You have the important role of helping other home-based workers (HBWs) like yourself do the following.

1. To see themselves as workers.
2. To value the important contribution their work makes to their families and the local and national economy.
3. To understand the power of being organized.
4. To see why having democratic worker organizations run by the workers themselves benefits all the members of that organization.
5. To understand how a democratic worker organization can help the fight for rights and benefits for home-based workers.
6. To respect women in the organizations as leaders and members with the knowledge and power to make their own decisions about their lives and their work.

To support you to facilitate with local groups we have developed a facilitator guide. It goes with the illustrated posters.

Watch out for these symbols below. They are there to help you facilitate.

**Key points for this Topic** – *lists the main points you should make in the topic*



**Think about this** – *encourages you to think about certain things before you start facilitating the topic*



**Before you start this Topic** – *encourages you to read certain pages before starting to facilitate*



Note: We have used the abbreviation HBWs for home-based workers throughout the guide.

### Sections

There are three sections in this guide.

- **Section A** is about HBWs' **value and rights as workers**. We have set out four topics:

**TOPIC 1: We are workers; our homes are workplaces**

**TOPIC 2: What is the value of our work?**

**TOPIC 3: What are our rights as workers?**

**TOPIC 4: Why do we come together?**

- **Section B** is about **building strong democratic HBW organizations**. There are another four topics:

**TOPIC 5: Why and how do we organize?**

**TOPIC 6: Making our organizations and groups stronger: The Ingredients**

**TOPIC 7: Making our organizations and groups stronger: The Tools**

**TOPIC 8: Having a stronger voice**

You can facilitate each topic on its own or you can facilitate more than one topic together. Ideally you should move through the topics from Topic 1 to Topic 8.

The main aim of this programme is to change HBWs' minds about who they are as workers and the value of their work. When the workers recognize and appreciate their own value then they are better able to see the importance of coming together to organize and build their power to change the way that society recognizes and respects them as workers. Each topic is a step towards this goal. Therefore, at the end of every topic, you, the facilitator, together with the HBWs as your peers, should evaluate the progress that HBWs are making to organize for better lives and livelihoods.

- **Section C** gives you ideas about how to evaluate what you have facilitated. The evaluation will help you to get feedback on what the participants understood and what they did not understand very well. Then you can go over these bits again so they are clear.

We hope that this guide will be helpful for you as facilitators and HBWs as you build your power!

Vanessa Pillay and Chris Bonner  
August 2020

### **Think about this: 'facilitating' not 'teaching'**



We always talk about 'facilitate' and not 'teach' in this guide. Why? All HBWs are adults with experiences.

Remember when you were at school? Almost always the teacher would 'teach' you. She would talk all the time and make you listen. She would make you write down and repeat after her and get cross when you were wrong.

Facilitating a workshop is different from teaching. Facilitating means respecting everyone's ideas. There is often no 'right' or 'wrong' answer. Facilitating means helping, supporting and encouraging everyone in the group to share their ideas, experiences and understanding. Facilitating means finding the answers together.

At the end of each topic it's good to summarize what you have discussed. Use the Key Points we set out to help you do this.

Before you start the next topic, ask participants to share what they remember from the previous topic. This will help keep participants in touch with the different steps in the journey.

### **Write down notes for yourself**

Often participants will say things that you want to follow up on later. Keep a notebook and jot down those points.

Also write down the exercises/topics that didn't work and those that worked well. And if you know why they worked or didn't work – write that down too.

All this will help you the next time you facilitate. And it will help us make the material better for others to use.

You may find facilitating difficult at first. Practice will make you better. Don't be nervous. Your fellow HBWs will support you.

## Section A: Home-based workers' value and worker rights

**Think about this: When did you change and start to see yourself as a worker too?**



Do you remember when you didn't think of yourself as a worker? Maybe you thought you were just looking after your family. Every day you made sure they had food to eat, clean clothes and a clean house or you helped your children with their schoolwork. And when they got sick, you looked after them.

You had to use whatever time was left over to make the soapstone carvings/the baskets/the beads/the clothes/the bread to sell at the market or to sell from your home. Your family teased you about your 'pocket money' work.

But you knew your family couldn't survive without the money you got from this work. You used this money to buy them food, school uniforms, pay for electricity. Some days it was 30 minutes' work, other days it was two hours or much longer. Sometimes you had to work late into the night or get up very early in the morning to finish your work so you could sell it.

What made you change to see yourself as a worker just like your cousin that works in a clothing factory or your brother that works in a government office?

Think about how and why your view of your work changed. It will help you to help others to understand their value as workers who work from their own homes or together in small groups in the community.

## TOPIC 1: We are workers; our homes are workplaces

### Key Points for this Topic

To help HBWs see themselves as workers:

1. Everyone in the picture and all of us here work so we can meet our basic needs for food, water and shelter.
2. Some of us HBWs make valuable products like baskets, clothing, bags, jewelry, carpets, bread, shoes, that we sell to others.
3. Others make our products for customers in different parts of the country or for export. We never meet the customers but we work through intermediaries such as NGOs.
4. Or we are hairdressers, we repair shoes or clothes or we make food that we sell to others.
5. If we are lucky enough to earn a bit more than we need to meet our basic needs, we can afford to buy some extras.
6. Sometimes we work on our own and sometimes we work together in groups.
7. When we can work and earn our own money it gives us self-respect but we also do a lot of unpaid care work at home like the cooking, cleaning and taking care of your children or other family members.



### What to do?

1. Display the poster where everyone can see it clearly.
2. Ask participants to look at the poster and discuss the questions at the bottom of the poster.



## TOPIC 1:

# WE ARE WORKERS. OUR HOMES ARE WORKPLACES



### For discussion

1. What are they doing?
2. Where are they doing it?
3. Who is doing it?
4. Why are they doing this in this way?
5. Which picture shows the work that you do or is like the work that you do?
6. For how long have you been doing this work?
7. If the work that you do is not in the picture, describe what you do to the group.

### What's next?

In the next topic we'll look in more detail at the value of HBWs' work.

## TOPIC 2: What is the value of our work?

### Before you start this Topic

The night before, read Topic 1 again just to remind yourself of what you covered.



### Key Points for this Topic

1. HBWs provide valuable products and services that others need.
2. HBWs contribute to the local and national economy in two ways:
  - ✓ People buy your products and services.
  - ✓ You use the earnings from selling these products and services to pay for services like transport, school fees, electricity and healthcare.
3. This makes you just like every other working person.

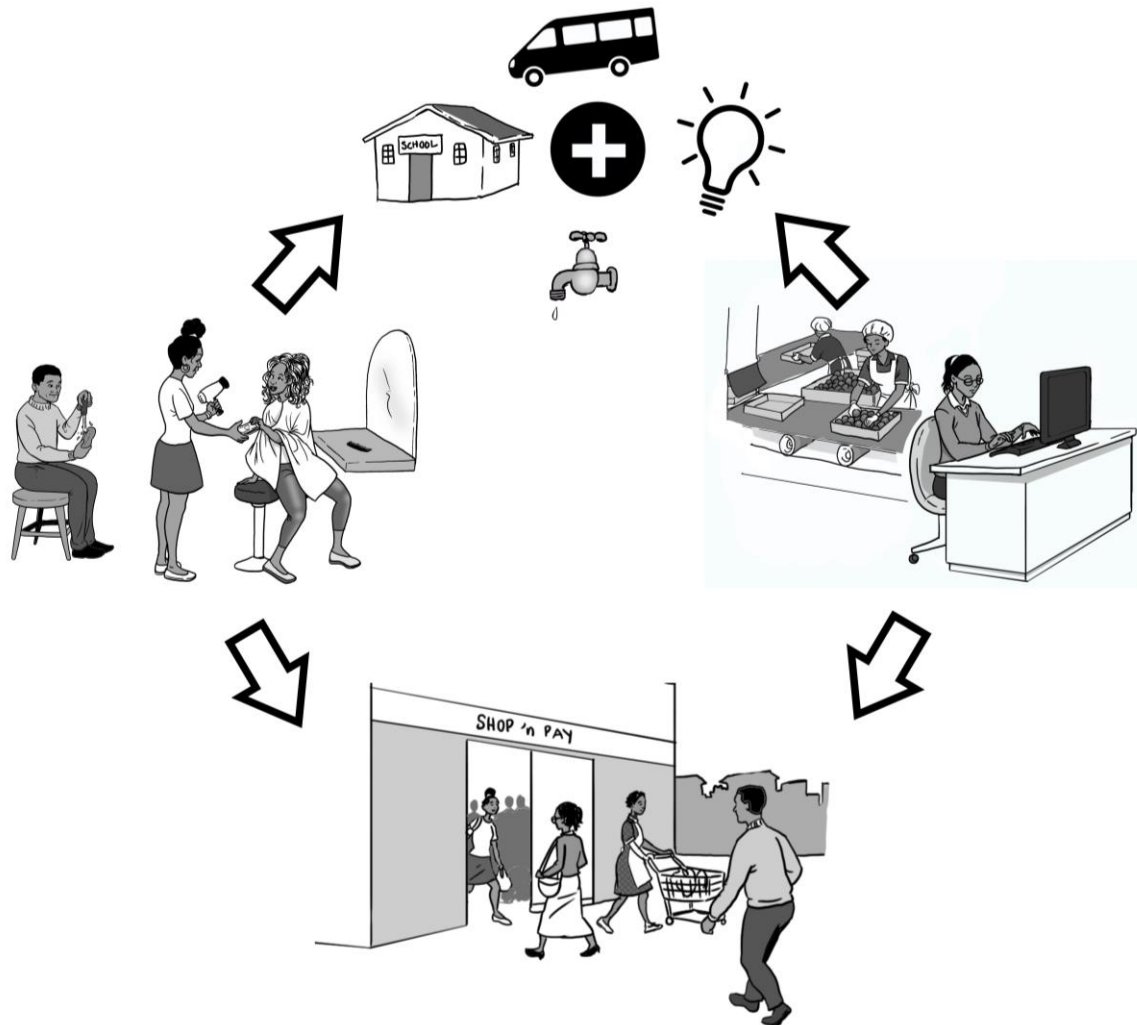


### What to do?

1. Ask participants who attended Topic 1 to share with the group one thing they remember.
2. Display the poster where everyone can see it clearly.
3. Ask participants to look at the poster and discuss the questions at the bottom of the poster.

## TOPIC 2:

# WHAT IS THE VALUE OF OUR WORK?



### For discussion

1. What are the most important things you buy with your earnings?
2. Do workers who work for an employer in a factory or office pay for these things?
3. What are some of the things that you cannot afford to buy with the money that you earn?
4. How does it make you feel if you cannot afford some of these things?

### What's next?

In the next topic we'll look at workers' rights, what they are and how workers get them. You all have family and friends that are workers. Find out from them what rights they have. Share what you find out next time we meet.

## TOPIC 3: What are our rights as workers?

### Before you start this Topic

The night before the workshop, read Topic 1 and 2 again just to remind yourself.



### Key Points for this Topic

1. Most of the rights that formal workers have now were not just handed to them.
2. Workers came together. They organized to form strong organizations such as trade unions. They negotiated with the bosses for rights such as maternity leave, sick leave, compensation when they are injured at work, time to rest etc.
3. In many countries HBWs do not have the same rights as ordinary workers.
4. HBWs work differently from ordinary workers:
  - ✓ Often you don't know the main contractor for whom you are working.
  - ✓ You often get orders through intermediaries. You do not always have a boss or know the boss.



These things make it difficult for you to negotiate with a boss for your rights as workers.

5. HBWs can negotiate with the government from local level up to national level for basic rights that other workers have.
6. Governments can recognize HBWs and extend all worker rights that are in national laws and policies to include HBWs too.

### What to do?

1. Before you start this Topic, ask if anyone wants to share with the group one thing they remember from Topic 1 or 2. Check if there is anything that participants are not clear about from the previous topic and help clarify them.
2. Display the poster where everyone can see it clearly.
3. Ask participants if any of them want to share what they found out from their family or friends about the rights that ordinary workers have.
4. Then ask them to look at the poster and discuss the questions at the bottom of the poster.

## TOPIC 3:

# WHAT ARE OUR RIGHTS AS WORKERS?

What is  
a Right?

A right is  
something a person has  
which cannot be taken  
away. Our rights are  
protected by law.



## Basic Human Rights

Health care  
Child-care  
Old age pension  
Water  
Electricity  
Shelter  
Dignity  
Respect



## The Constitution:

The main law in every country  
gives us Constitutional Rights.  
There are basic human and  
worker rights that every  
country must follow.

## Basic Worker Rights

Regular wages or income  
Sick leave with pay  
Maternity pay  
Disability pay  
Retirement benefits  
Freedom to organize



### For discussion

1. What happens when you are sick and unable to work?
2. What happens when you are pregnant and unable to work or soon after you have given birth and must take care of a newborn baby?
3. What happens when you get hurt while you are working?
4. What happens when you get older and you are no longer able to work?
5. What happens when you are injured or sick and no longer able to work?
6. What other rights do you want?
7. What can you do together as HBWs to get these rights?

### What's next?

In the next topic we'll share ideas on why we need to come together.

## TOPIC 4: Why do we need to come together?

### Before you start this Topic

Remember to read Topics 1-3 before you start facilitating so you remember what you've already covered.



### Key Points for this Topic

1. When we work alone we are weaker than when we come together.
2. Together we can be stronger.
3. It is important to be organized to have the power and the courage to negotiate for better working and living conditions.



### What to do?

1. Before you start on this topic, ask anyone that attended previous topics to share with the others one thing they remember. Check if there is anything that participants are not clear about from previous topics and help clarify them.
2. Write up the key messages given below and stick them up where everyone can see them.
3. Facilitate a discussion about the messages by asking participants the questions provided below.

### Key messages that came out of the communications workshops in Kenya and Uganda in February 2020

Kenya's key messages	Uganda's key messages
<ul style="list-style-type: none"><li>• "Organize, Educate, Liberate"</li><li>• Mobilize empower and network to transform HBWs livelihoods in Kenya.</li><li>• A unified HBW network for a better tomorrow</li><li>• Our strength is HomeNet Kenya</li><li>• Creating market access through #HomeNet Kenya</li><li>• Together we stand divided we fall!!</li><li>• #HBWs Organize</li><li>• #Organize mobilize in solidarity</li><li>• Let's unite, work together as HBWs to form a strong network.</li><li>• When HBWs organize and form a network we become visible and have a voice</li><li>• #YesWeCan</li><li>• Tujijunge Pamoja. Tumalize Smaksini (let's join together to end poverty)</li></ul>	<ul style="list-style-type: none"><li>• When #HBW get together we get/are united</li><li>• #With one voice we can fly high</li><li>• With a united voice #HBWs know their rights</li><li>• #HBWS united against exploitation</li><li>• #HBWs united we stand divided we fall</li><li>• #HBWs have the right to be united with one voice</li><li>• Knowing our rights, we can defend ourselves</li><li>• #With one voice, #HBWs can improve solidarity</li></ul>

**For discussion**

1. What do these messages mean?
2. Do you agree with these messages?
3. What other messages do you want to add?
4. What can we do together to make this real?

**What's next?**

In the next topic we'll discuss in more detail why it's important to organize. Many of you belong to HBW groups or other groups in your communities. Please bring your experiences of these organizations and share them in the next session? We want to know why did you form or join your organization? How has your organization helped you?

## Section B: Organizing as HBWs to have collective power

### TOPIC 5: Why do we organize?

#### Before you start this Topic

Remember to go over all the previous topics so you are familiar with them all.



#### Key Points for this Topic

1. HBWs organize in different ways e.g. self-help group, cooperative but they all have similar ways of working and benefits.
2. HBWs organize to work on common issues and solve common problems.
3. A HBW alone has little power to change her situation.
4. HBWs together can support each other in their work.
5. HBWs together have more power to solve problems and improve working conditions.
6. HBWs who are organized can be seen, heard, recognized and respected.
7. HBWs who are organized can share work, resources, skills to improve their incomes.
8. HBWs who are organized have more power to negotiate with buyers, chiefs or officials for better pay, prices, facilities etc.
9. In this topic we start to look at the importance of building local groups – what can these local groups achieve, what are the benefits of local groups. Often to win the big issues at a national level we need to start first to organize in small groups. We need to win issues that affect HBWs directly.



#### What to do?

1. Ask some participants to share what they remember from previous topics. Clarify if someone is confused about something.
2. Display the poster where everyone can see it clearly.
3. Ask participants to look at the pictures and discuss the questions at the bottom of the poster (1-4)
4. After discussing the questions ask the participants to share about their own organizations (questions 5-7)



## TOPIC 5:

# WHY DO WE ORGANIZE?



### For discussion

1. What is happening in each picture?
2. What is the same and what is different?
3. Why are some HBWs working together?
4. Why are some HBWs talking to the (buyer, chief) together?
5. Why and how did you form your group/organization?
6. What are the benefits of being in the group/organization?
7. What can be achieved in a group/organization?

### What's next?

In the next two topics we'll look at how we can make our organizations stronger. When you go home think about the organization that you are involved in – what are the good things about it that keep you together? You can share with us all next time.

## TOPIC 6: Making our groups/organizations stronger: The Ingredients

### Before you start this Topic

Don't forget to remind yourself of all that you've covered up to now. Check out your notes of the last session.



### Key points for this Topic

1. Membership-based organizations (MBOs) of workers elect their leaders from amongst the members.
2. The leaders are the voice (representatives) of the members and must report to members (be accountable).
3. MBOs are guided by these important principles:
  - ✓ They are **democratically controlled** by the members – the workers. Each and every member has an equal voice in electing the leaders, deciding on the rules and policies and the activities. This principle is the same if the organization is small with a few members or big with many members.
  - ✓ MBOs are **transparent** to their members. This means that every member has the right to see and understand how the MBO works – its constitution and rules, finances, decision-making processes. Transparency also ensures that the leaders are honest and accountable to the members.
  - ✓ MBOs **respect and value women in the organizations as leaders and members** who can make their own decisions about their lives and their work. Specific focus on women who are often excluded in decision-making.
  - ✓ MBOs promote **solidarity** – this involves unity between the members and between the MBO and other MBOs. Everyone is treated and respected equally.
  - ✓ MBOs are concerned with **collective benefits** for the membership. They serve the interests of their members, not of the leadership.
  - ✓ MBOs are **independent**. They are not controlled by governments, employers, intermediaries, politicians or funders.
  - ✓ Members make a **financial contribution** to the MBO.
4. These principles help to make sure the organization is solid, strong and always works for the workers.



### What to do?

1. If some of the participants missed previous topics, ask others to share one thing they remember and clarify anything that's not clear.
2. Display the poster where everyone can see it clearly.
3. Explain that the poster shows important principles that a strong MBO needs to follow so it can be strong.
4. Ask participants to read out these important principles.
5. Then discuss the questions written on the poster. They can share their own experiences in their own organizations as well.

## TOPIC 6: MAKING OUR GROUPS/ORGANIZATIONS STRONGER: THE INGREDIENTS



### For discussion

1. What does the picture tell you about MBOs?
2. Does your group/organization work in this way?
3. How can these principles (ingredients) help build strong groups/ organizations?

### What's next?

The next topic will look at what tools we can use to keep our organizations running in a democratic way. When you go back home think of what makes your organization democratic. If your organization has had problems, find out more details when you go home and share the reasons for those problems with us all in the next session.

## TOPIC 7: Making our groups/organizations stronger: The Tools

### Before you start this Topic

Did you remind yourself of what you've covered up to now?



If you think participants have forgotten what you've covered in previous topics, get some to recap what they remember from the last session.

### Key points for this Topic

1. The constitution (or rules) is the main tool of the organization. It guards democracy, helps prevent corruption, guides in times of conflict, sets out the principles and purpose.
2. Leaders must listen to members, respect and carry out their decisions and report back to them.
3. Finances must be well looked after and details reported to members regularly.
4. Meetings and other communication methods are an important tool of democracy.

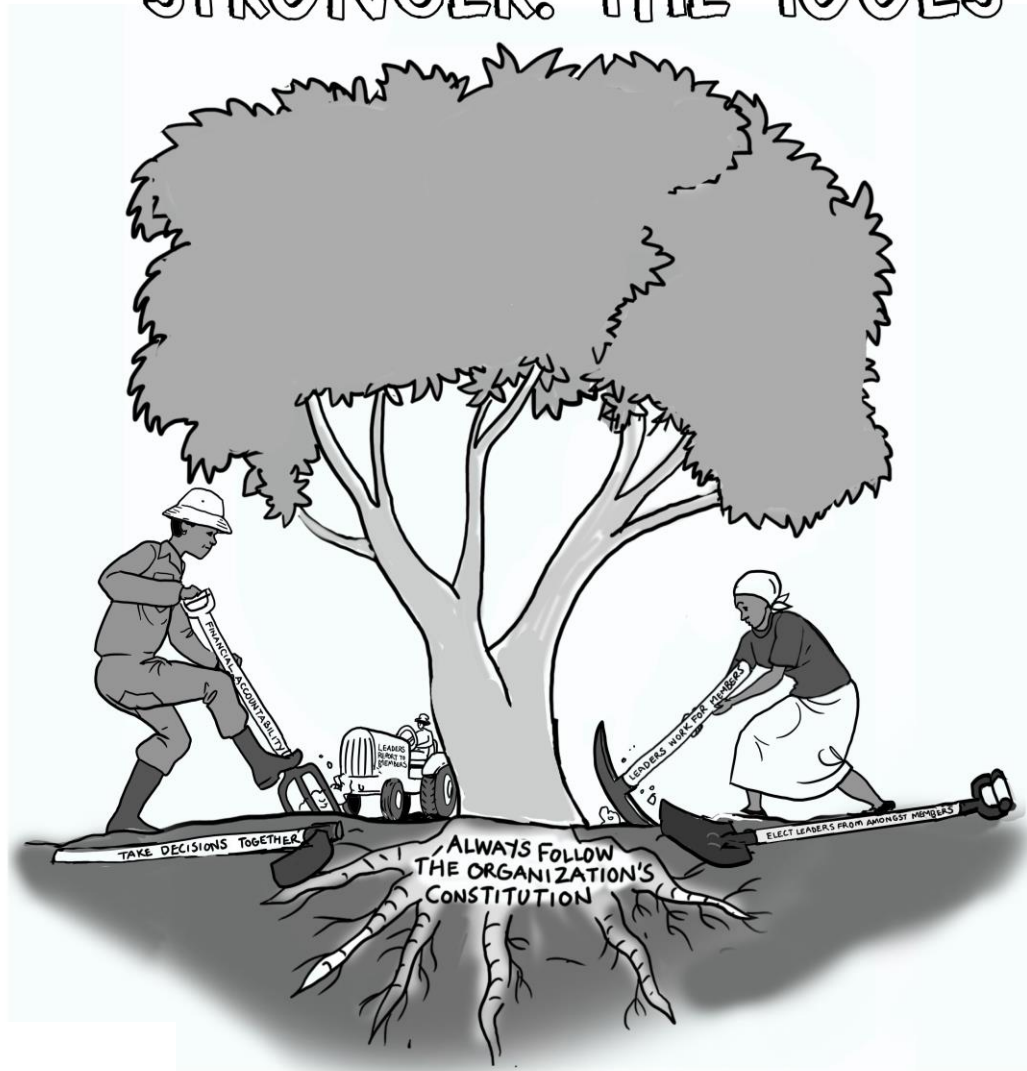


### What to do?

1. Display the poster where everyone can see it clearly.
2. Ask participants to look carefully at the picture. In it are important tools that help make our organizations democratic and strong.
3. Ask participants to look at the picture and to read out the words on these tools.
4. Then discuss the questions below together.

## TOPIC 7:

# MAKING OUR ORGANIZATIONS STRONGER: THE TOOLS



### For discussion

1. What challenges do you have in using all the tools?
2. What other important tools can you use to make your group/ organization stronger?

### What's next?

The final topic will look at how we can make our voices stronger. When you go back home think of ways in which your organization can do this. You can share with us all when you come next time.

## TOPIC 8: Having a stronger voice

### Before you start this Topic

By now you must be familiar with everything that you have covered. If you're not too sure just double check by reading it all again. And look at your notes. Anything there that you might want to cover in the last session?



Check with participants if they need you to go over anything again?

### Key points for this Topic

1. If groups and organizations combine they become more visible to decision makers locally and nationally.
2. Decision makers are more likely to listen to an organization with many members that makes common demands and practices solidarity.
3. It is important for bigger organizations to follow the principles (ingredients) and use the tools of democracy.
4. Members can share information about products, markets, skills and assist each other.
5. Bigger organizations have more access to information, governments and other HBW organizations in different countries and regions.

### What to do?

1. Display the poster where everyone can see it clearly.
2. Look at the pictures and ask participants the questions on the poster.

## TOPIC 8:

# HAVING A STRONGER VOICE



### For discussion

1. How can coming together make HBWs stronger and more powerful?
2. How can you reach out to other HBWs and groups/organizations to help build a bigger and stronger movement?



## Section C: Why and how should we do an evaluation after every topic?

This programme aims to **change** HBWs' minds about their work and themselves. We are relying on you, the facilitators, to help them change their minds. With your help we hope that this programme will help HBWs see:

- That they are workers AND
- That the work that they do is valuable and therefore
- That they should organize to be recognized as workers by authorities and society.

But this is just the first step in the long journey. It's not the end goal. In the different topics you are going to help them see what the end goal is. You will help them see that if they want society to recognize and respect them, they have to do more than just understand that they are workers and that their work is valuable. They also need to come together as HBWs, they must organize and build their power. Only organizing and building together with other HBW organizations will help change the way that society sees them and give them respect as workers.

Each topic in this programme is a step towards understanding this goal. Getting to the end goal is like going on a journey. If someone doesn't understand along the way, they might stumble, or fall or they might get tired and drop out. You as the facilitator are there to help them up if they stumble, encourage them when they get tired. Try and check at the end of every topic that everyone is still with you on the journey. Make sure that you leave no-one behind.













Here are some examples of methods that you can use to check everyone's understanding. These methods encourage everyone to participate. This is important. Participating builds everyone's self-esteem and their confidence. Participants need to become confident about talking. They need to hear their voices speaking out loud in the workshop. They need to become confident to express their opinion. HBWs need to be confident and have self-esteem if they want to bring about change.

Make a special effort to include everyone in the evaluation, especially women or those who may have been quiet during the discussion of the topic.



**1. Gauge feelings after a topic using emojis; always ask participants to say why they chose a specific emoji**

At the end of **TOPIC 1: We are workers; our homes are workplaces** ask the participants to choose the emoji that best describes how they are feeling and why.

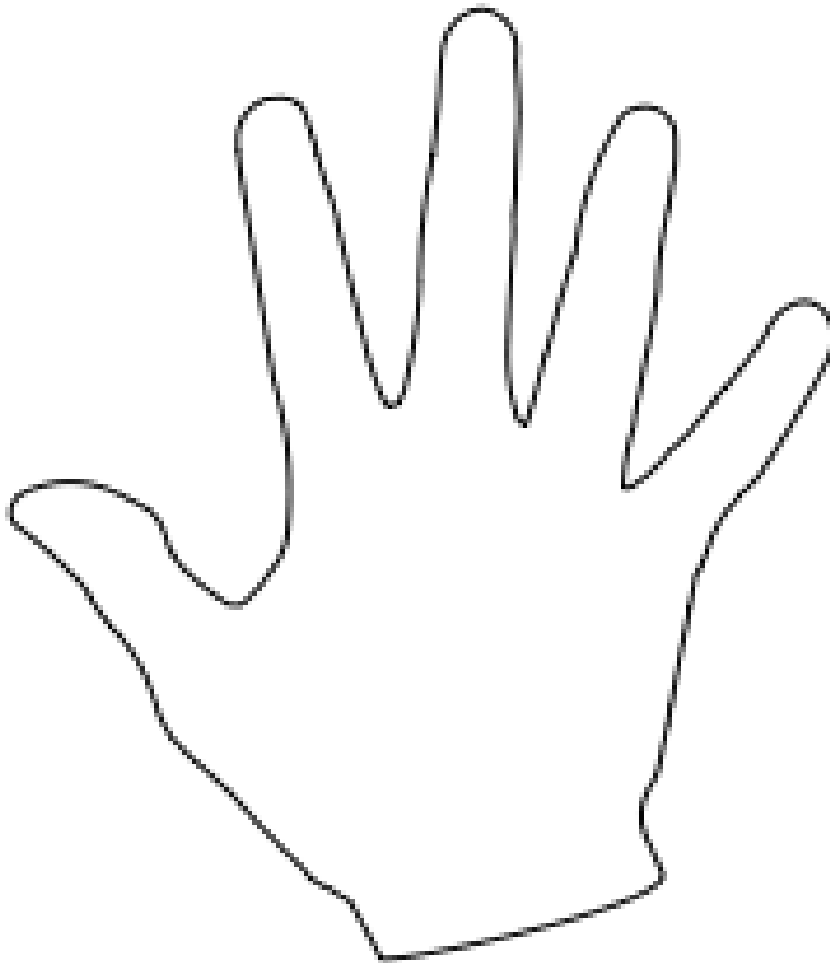
How do I feel about myself? Why?	How do I feel about my work? Why?	How do I feel about the way that my family sees my work? Why?	How do I feel about the way that people in my community see my work? Why?
			
			
			

## **2. Ask clear questions after discussing a topic**

- What did you enjoy most about this topic?
- Which part of the poster was exactly the same as your situation? Why?
- Which part of the poster was difficult to discuss? Why?
- How do you feel after today's topic? Why?

## **3. Ask participants to draw the outline of their hand in the sand or on a sheet of paper and answer the following questions for each finger**

- Thumb – what I liked the most about the topic.
- Index Finger – what was good or bad about the topic.
- Middle Finger – what I enjoyed about the discussion or something about the topic that changed my mind.
- Ring Finger – what touched me the most in our discussion.
- Pinky – a small point that I want to make about today's topic.

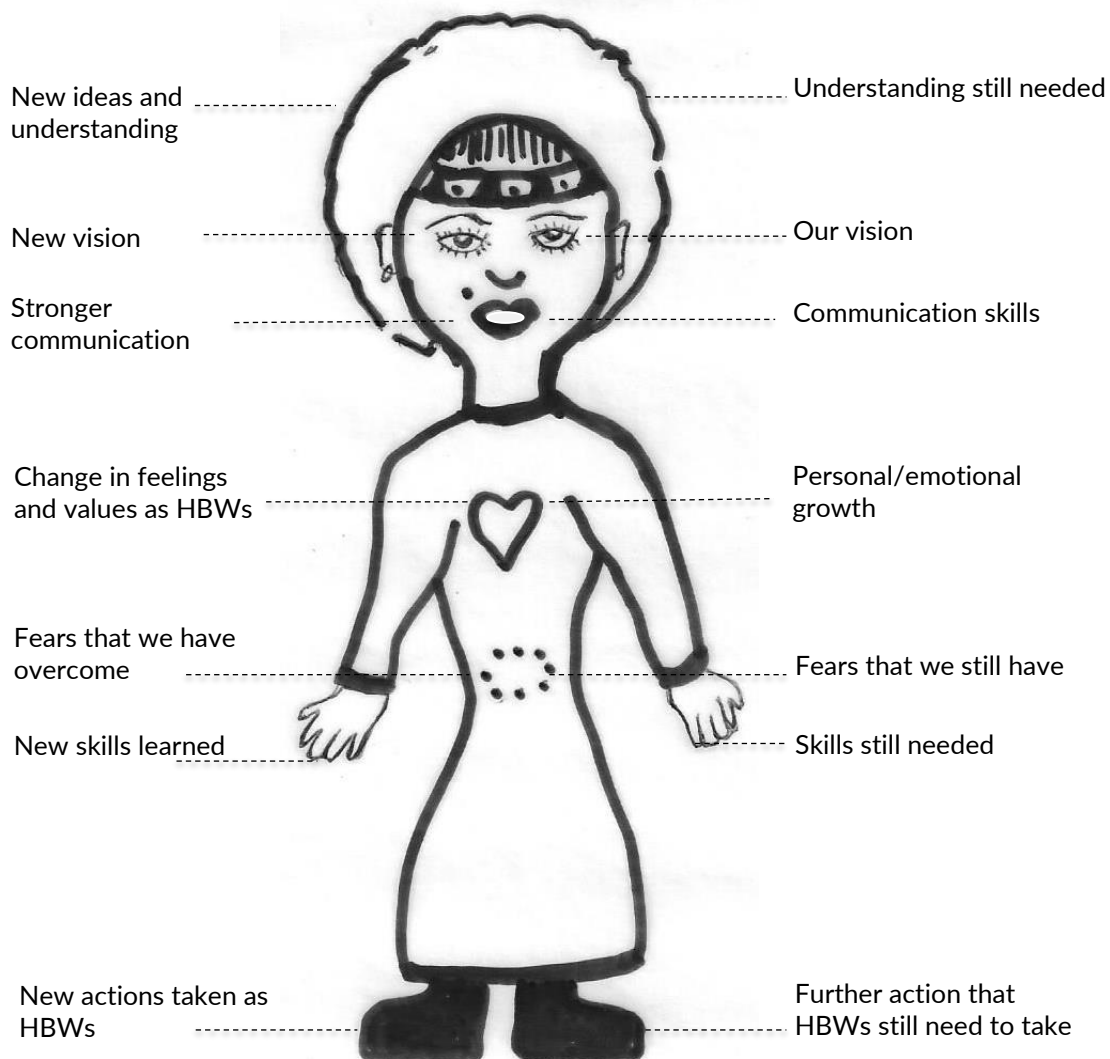


**4. Find out from participants what the group has gained from the programme and what they still want to discuss and develop more**

In groups draw the figure in large scale on newsprint. On the left hand side, write down everything that your group has learnt from this whole programme (all the topics that were discussed). On the right hand side, write down everything that your group want to discuss/learn more of.

**WHAT HAVE WE LEARNT?**

**DEVELOPMENT STILL NEEDED**



## Notes

[illegible]

## Notes

[illegible]

[illegible]





## About WIEGO

Women in Informal Employment: Globalizing and Organizing (WIEGO) is a global network focused on empowering the working poor, especially women, in the informal economy to secure their livelihoods. We believe all workers should have equal economic opportunities, rights, protection and voice. WIEGO promotes change by improving statistics and expanding knowledge on the informal economy, building networks and capacity among informal worker organizations and, jointly with the networks and organizations, influencing local, national and international policies. Visit [www.wiego.org](http://www.wiego.org)



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