



HUMAN CAPITAL × AI

The UNSDG Sustainable Business Challenge

Powered by SEL. Co - created by AI. Designing human-centered solutions for global sustainability

TONG行
4B265007
4B265008

TONG行

Migrant Worker Peer Support & Workplace Dialogue

I One Workforce. Unequal Voices.

Working Together Struggling to Be Heard

Migrant factory workers in Taiwan face language barriers, cultural differences, and limited opportunities to express workplace concerns.



Figures reflect employer-reported challenges, not workers' experiences.

Source: Taiwan Ministry Labor, 2025 Migrant Worker Management and Utilization Survey (released 2026).

II Three Steps. Shared Change.

From Connection to Communication to Change



TONG Circles
Peer support and active listening.



TONG Dialogues
Facilitated, multilingual worker-employer discussions.



TONG Action
Joint workplace improvements and follow-up.

SEL CORE COMPETENCIES

Relationship skills

- Active listening
- Communication
- Conflict Resolution

Social Awareness

- Empathy
- Cultural understanding
- Perspective-taking

III One Workforce. Unequal Voices.

Employers Invest Workers Benefit

Target customer
Taiwanese manufacturing companies employing migrant workers.

Value Proposition
Better communication, stronger worker relationships, earlier identification concerns.

PROPOSED REVENUE STREAMS

Monthly workplace partnership	NT\$ 30,000
Additional supervisor workshop	NT\$ 8,000
Additional facilitator training	NT\$ 15,000

Illustrative monthly projection

3 factory subscriptions; estimated costs include facilitation, translation, logistics, and administration.

REVENUE	COSTS	SURPLUS
NT\$ 90K	NT\$ 75K	NT\$ 15K

90-Day Pilot Roadmap

01

Listen and Build Trust

- Worker outreach and orientation
- TONG Circles (peer support)

02

Dialogue & Co-design

- Facilitated multilingual discussions
- Workers and employers identify priority issues

03

Act & Evaluate

- Implement agreed improvements
- Monitor progress and refine

IV AI Supports. Humans Decide.

AI as a Thinking Partner Humans Make the Decisions

AI Helped Us

- Explore program concepts
- Question employer-funded models
- Identify confidentiality risks

Key Blind Spot

- Employment funding may undermine confidentiality and worker trust.

Our Response

- Independent facilitators, voluntary participation, and anonymized, consent-approved reporting.

FOCUS TAIWAN
THE CENTRAL NEWS AGENCY

Latest Taiwan World Business Society Culture

SOCIETY

MOL survey shows migrant worker pay up, language barriers persist

Jan. 12, 2026 14:31 | By CNA



Migrant workers work at a factory in Taiwan. CNA file photo

Measuring our Impact

Worker Participation

Target: 70%+ of invited workers join TONG activities

Concerns Addressed Within 30 Days

Target: 80%+ of identified concerns acted on.

Worker-Reported Trust

Target: 30%+ improvement in safety, voice, and mutual understanding.



南臺科技大學
Southern Taiwan University of Science and Technology

SCAN TO WATCH
Our 3-4 minute presentation

