

Respect & Resilience

Understanding, preventing,
containing, and coping with
customer misbehaviour.



Now more than ever, team members in customer and public facing roles across NSW are likely to experience customer aggression as the state comes out of a long hibernation and gets back to business with new rules and regulations.

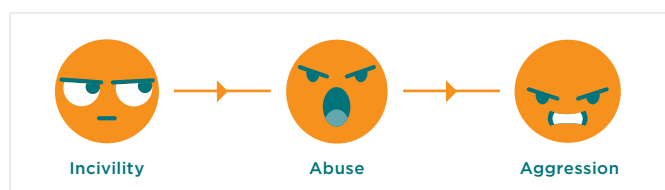


Developed in conjunction with Griffith University, the Respect & Resilience program provides team members with guidance and insights to help minimise the impact of customer misbehaviour. It aims to empower them with ways to navigate and de-escalate customer misbehaviour while staying physically and psychologically safe.

Of course, every team member has the right to be treated fairly by their customer. Respect & Resilience is based on the premise that team members have choices about how they interact which may lead to better outcomes both for the team member and the customer.

What is customer misbehaviour?

This is behaviour towards a team member during a service interaction that goes against what is socially accepted. It can occur across a spectrum from low to high intensity actions:



What is the Respect & Resilience program?

Respect & Resilience is a half-day experiential workshop supported by on-the-job resources.

Through practical workshop activities, reflection, and skills practice using real scenarios, participants consider the drivers of customer misbehaviour, explore thinking like a customer, challenge their own perceptions and biases, and practice approaches to deal with a potentially difficult customer interaction.

Participants also explore practical ways to build resilience and better cope with workplace challenges, and get guidance on where to seek support, should this be required.

What will team members gain by participating in Respect & Resilience?

On completion of the program, participants should be more confident and competent to:

- Reduce the incidence of customer misbehaviour through early detection and awareness
- Apply strategies to get a customer on side
- Enhance skills to contain or de-escalate customer misbehaviour
- Better cope if exposed to customer misbehaviour

What will organisations gain by implementing Respect & Resilience?

Customer misbehaviour can have a significant impact on employee retention, absenteeism and workplace injuries with psychological workers' compensation claims on the rise.

Organisations with team members who are customer or public facing have a duty of care to: (1) protect, as far as reasonably practicable, their people from customer misbehaviour, (2) develop their skills to be able to respond confidently in a challenging customer situation, and (3) support them should an incident occur. Respect & Resilience contributes to achieving the second goal.

How do I access Respect & Resilience?

icare Risk Education eXpress, in partnership with the icare Prevention team are progressively rolling out the half-day workshop to NSW government agencies, employers and customer facing employees and making available a library of resources and micro-learning bites.

For more information on options for you or your organisation, go to <https://www.icare.nsw.gov.au/respect-and-resilience/>

