

**Respect & Resilience**

**Train the Trainer**

Application form

NSW Government agencies interested in rolling out the Respect & Resilience program via the Train the Trainer method need to complete this form and submit it to [rex@icare.nsw.gov.au](mailto:rex@icare.nsw.gov.au). Refer to the Respect & Resilience appendix on page 4 for more information about the program.

Applications are assessed on the agency’s exposure to customer misbehaviour, readiness to implement the program and support from the organisation. Information provided in this form will also be used to ensure that adequate support is provided for successful program delivery in an agency.

If you need any assistance completing this form, speak to your icare Client Engagement Manager or Claims Manager.

For queries, contact [rex@icare.nsw.gov.au](mailto:rex@icare.nsw.gov.au) or call Sharon Johnson, Client Education Lead, icare REX on **0438 427 376**.

*NOTE: this program does not cover managing aggression or violence in clinical environments or challenging mental health situations.*

Agency/s

Department

Location

Main contact person

Role

Email

Phone number

**Train the Trainer participants**

(Aim for 2-4 participants at a Train the Trainer workshop)

Name	Role	Email

### Train the Trainer participants

(Aim for 2-4 participants at a Train the Trainer workshop)

29 June 2022     Q3 2022 (date to be confirmed)     Q4 2022 (date to be confirmed)

### Customer misbehaviour exposure and target audience

Are front line workers in your agency regularly exposed to customer misbehaviour or challenging customer situations?

0-25% of the time     26-50% of the time     51-75% of the time     76-100% of the time

How many front line workers are you intending to train? Provide details:

Summarise why you consider it is critical for your Agency to implement Respect & Resilience  
Provide details:

### Leadership commitment & support

Is your agency leadership also committed to understand how to manage exposure to customer misbehaviour through organisational and guest environment checks?

Yes     No     Unsure

Is your agency leadership committed to providing best practice support to front line workers?

Yes     No     Unsure

Is your agency leadership willing to provide the time and support for front line worker to participate in the half day Respect & Resilience workshops?

Yes     No     Unsure

Summarise your leadership's commitment to providing best practice support to front line workers.

*This could include how you plan to involve them in this initiative and get their support. Provide details:*

## Capacity to implement Respect & Resilience

Does your agency have:

L&D professional/s with superior facilitation skills to lead this enabling skills workshop?

Yes  No  Unsure

Experience delivering virtual classes if choosing this mode of delivery for the half day Respect & Resilience workshop?

Yes  No  Unsure

Time and resources available to administer, support and deliver Respect & Resilience?

Yes  No  Unsure

Support from the Customer Service and Learning & Development teams to run and implement the program?

Yes  No  Unsure

*Provide details for all above including where additional external support may be required to implement Respect & Resilience:*

Does your agency have suitable a training venue (open plan classroom to enable groupwork) and/or virtual training technologies i.e. Zoom, Microsoft Teams?

Yes  No  Provide details:

Please provide any additional information relevant to your application:

**Please send the completed application form to [rex@icare.nsw.gov.au](mailto:rex@icare.nsw.gov.au).**

# Respect & Resilience Train the Trainer

## *One day face-to-face*

Respect & Resilience is a half day education intervention for front line workers in NSW Government agencies (referred to as team members for the purpose of this program) designed to build their confidence and competence to understand, prevent, contain, and cope with customer misbehaviour, and to build their own resilience and protective factors.

The target audience is typically front line workers who interact with members of the community when delivering the services of their agency. Ideal for those new to a customer service role, for those who seek guidance in dealing with challenging customer situations, or for experienced customer service professionals as a refresher on strategies and approaches that work.

Through the Train the Trainer program, NSW Government Agencies who seek to be self-sufficient in the ongoing delivery of this program (i.e. incorporate into their curriculum or onboarding program) will gain the background information, guidance and the training toolkit to implement Respect & Resilience in their agency.

NOTE: This program does not cover managing aggression or violence in a clinical setting, or dealing with challenging mental health situations.

## Target Audience

2-4 people from a NSW Government Agency should attend together, ideally from HR, WHS, & L&D who have had experience in facilitating experiential workshops. This program does not include developing facilitation skills. This capability is assumed as an existing skill.

## Learning Outcomes

- Explain the purpose and outcomes of Respect & Resilience
- Gain insights into the evidence supporting the key learnings in the program
- Experience the Respect & Resilience program as a team member
- Build knowledge and confidence to facilitate the half day Respect & Resilience program

**Facilitated by the icare Respect & Resilience trainers supported by accredited trainers when required**

