



Respect & Resilience Train the Trainer

Application Form

Employers interested in rolling out the Respect & Resilience program via the Train the Trainer method need to complete this form and submit it to prevent@icare.nsw.gov.au Refer to the Respect & Resilience appendix on page 5 for more information about the program.

Information provided in this form will also be used to ensure that adequate support is provided for successful program delivery. If you need any assistance completing this form, please speak with the icare Prevention team.

For queries, contact prevent@icare.nsw.gov.au or call Jennifer Cameron, Injury Prevention Manager, icare on 0436 679 173.

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

Employer

Department

Location

Main contact person

Role

Email

Phone number

Train the Trainer participants

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

Name

Role

Email

Other training programs delivered in the last 12 months.



Name	Role	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Other training programs delivered in the last 12 months.

Name	Role	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Other training programs delivered in the last 12 months.

Name	Role	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Other training programs delivered in the last 12 months.

Customer misbehaviour exposure and target audience

Are front line workers at your workplace regularly exposed to customer misbehaviour or challenging customer situations?

<input type="checkbox"/> 0-25% of the time	<input type="checkbox"/> 26-50% of the time	<input type="checkbox"/> 51-75% of the time	<input type="checkbox"/> 76-100% of the time
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How many front-line workers are you intending to train? *Provide details:*

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



Leadership commitment & support

Is the leadership team at your workplace committed to providing best practice support to front line workers?

Yes No Unsure

Is your organisation 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 employer 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 employer 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:

Is your employer prepared to feedback to icare basic data from in-house sessions run, following participation in the Train the Trainer session? (i.e. number of participants, number of sessions etc).

Yes No Unsure

Provide details:

Please provide any additional information relevant to your application:

Please send the completed application form to prevent@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 workplaces (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 for their employer. 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, employers 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 an employer 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.

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