

**RRC Training & Development in Support of Respect & Civility
(Psychological Safety in the Workplace)**

A. NET NEW training delivered since April 2017 when the Working Group began to identify interventions

1. **Verbal De-Escalation Skills** (Crisis Prevention Institute) – **14** deliveries, reaching **193** staff total. In addition, 10 staff were funded to become certified to deliver in-house.
2. **Facilitating Difficult Conversations: New Approaches and Perspectives** (Erhard Associates) – **2** deliveries to managers plus follow-up sessions, reaching **24** staff in total
3. **safeTALK suicide Alertness for everyone** (LivingWorks Education) – **7** deliveries, delivering to **80** staff in total. In addition, 1 staff was funded to become certified to deliver in-house.
4. **The Working Mind mental health training** (Mental Health Commission of Canada) – **3** deliveries to managers and **1** to employees – delivering to **37** staff in total. In addition, 4 staff were funded to become certified to deliver in-house.

Total output: 334 staff have attended these new sessions since April 2017.

B. IN DEVELOPMENT - Additional training for 18-19

1. **Civility: The Changing Face of Communication** workshop to be delivered to approx 300 staff at the RED Forum, our largest annual PD event for staff, on May 25, 2018 (delivered by Lew Bayer)
2. **Verbal De-Escalation Skills Primer** workshop, to be delivered to approximately 40 staff, also at the RED Forum
3. Continued large-scale rollout of **The Working Mind** to managers and employees (estimated reach to 200 managers and staff)
4. Continued rollout of **all other training listed above**, with targeted/prioritized delivery to teams with particular concerns (either self-identified or identified by leaders, JWHSC, or key support departments (HR, Mental Health Coordinator etc.)
5. **Inclusiveness training**, including training for all staff plus specialized training for our internally certified trainers of the courses listed above. This training to include components of emotional intelligence, intersections of diversity including Indigenous diversities, and perspective-taking simulations and role-playing.

C. IMPACT- Testimonials & evaluations from participants of these net new courses:

The net new courses are providing Red River College employees and leaders with new skills and approaches to respectful and civil communication and behaviour. The following metrics and feedback support this impact.

Verbal De-Escalation Skills (14 deliveries)

- How did this course contribute, if at all, to respectful dialogue within the College community?

“I think it's helpful to build an organizational culture that is empathetic and supportive of students and staff. I think this course helps to foster that type of culture.”

“The principles of this course are applicable to any dealing we have with anybody...the ideas of this course give me great examples to use when dealing with anyone, in any situation, even everyday meetings.”

"The course emphasized not only choosing the right words to say but saying them in an appropriate way to be respectful to the person, yourself and the situation."

- As a result of this program, I...

"Am more able to control anger and escalation situation at my work and in my daily life."

"Feel better equipped to achieve a positive resolution."

"Feel a little less afraid of getting into heated situations because I have some tools I will be able to use to cool them down."

"Will be better equipped to prevent a situation from escalating."

The Working Mind for Managers (3 deliveries)

- When asked how effective the session was in "achieving the practical knowledge to contribute to a workforce climate that is respectful and inclusive of employees, including those with mental health problems", **100% of 16 respondents either agreed or strongly agreed.**

- As a result of this training session, I ...

"Can provide support to staff when needed and use language that is inclusive."

The Working Mind for Employees (1 delivery)

- When asked how effective the session was in "achieving the practical knowledge to contribute to a workforce climate that is respectful and inclusive of employees, including those with mental health problems", **100% of 11 respondents either agreed or strongly agreed.**

- **As a result of this training session, I ...**

"Feel prepared to contribute to a positive workplace."

safeTALK Suicide Alertness for Everyone (7 deliveries)

- How useful was this training to your specific training at RRC?

"It heightened my awareness and provided practical steps to take and words to use in sensitive discussions around suicide."

- General comments

"The session was exactly what I expected and needed. I liked the booklet for note-taking and the wallet resource for future reference. Thank you for offering this workshop!"

Other activities and training were also provided by the Colleges' Healthy Minds Healthy College initiative such as Mental Health First Aid Training to faculty and staff, providing "Working Mind" training for managers(see above) , and a variety of activities delivered during Mental Illness Awareness Week. The Intercultural Services department provided LGBTT Awareness and Ally Training and a Gender and Sexuality Diversity Awareness Course.

While many of these activities were not specifically created in response to the project, stakeholders recognize how these activities integrate with the broader objectives of exploring the adoption of the new Standard, and what it means to integrate activities and collaborate with each other.