

Central Safety Group Meeting

March 2020



Dealing with customer abuse

Book Now

What: Customer abuse: The Reject Shop's frontline solutions

Who: Kenn Rogers, Safety Team Leader, The Reject Shop

Details: Customer abuse is a growing problem in the retail industry that can take a heavy toll on workers' confidence and wellbeing. Kenn Rogers, Safety Team Leader of the Reject Shop, will give a lunchtime presentation on 10 March outlining a new approach to the problem.

This includes a trial program the variety discount retailer has been helping to pilot. Known as the Respect and Resilience program, it was developed by the NSW Government insurer 'icare' in conjunction with researchers at Griffith University in Queensland.

Kenn will talk about what the program does to help team members to manage themselves and respond better to customer aggression. He will discuss the enthusiastic response by team members to the program as well as changes to a store environment that can help influence customer behaviours.

Another area where part-time and younger workers need extra attention and training is in manual handling. Kenn will outline an in-house program he has developed to make staff more aware and responsive to manual handling issues.

[Meeting Details](#)

When & Where

When: 12 noon-1pm, Tuesday, 10 March 2020

Where: DXC Technology, Level 19 (Board Room 1), 360 Collins Street, Melbourne (between Queen & Elizabeth Streets)

Bookings



Cost: Attendance: members free, non-members \$10
Lunch (optional): sandwich and juice lunch \$15
[Individual membership fee for 2020: \$75]

Please book and indicate whether you are having lunch:

Book online at centralsafetygroup.com

or contact CSG Secretary Jane Loudon on T: (03) 9387 9768 Mobile 0417 040 252

or email: secretary@centralsafetygroup.com

(NOTE: To cover catering costs, the full fee will be charged for those who advised they would be having lunch but did not attend).

RSVP

By close of business Friday, 6 March 2020