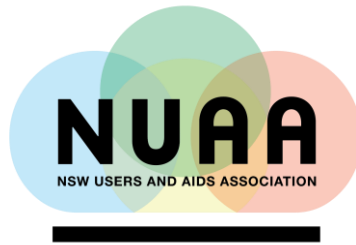


NUAA's SHARE Training Project Plan

Prepared by: Community Engagement Team

Date: 1st October 2025

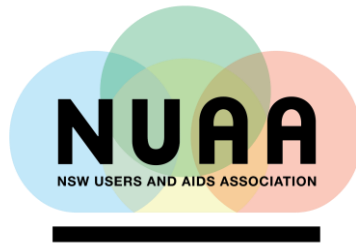


SHARE Training Program Redesign Project Plan

Prepared for: NUAA Community Engagement Team

Date: October 2025

Program: SHARE Training Redesign Initiative

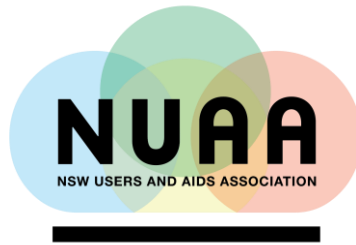


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1. Executive Summary

This project plan outlines proposed enhancements to the SHARE training program based on participant and facilitator feedback from the September 2025 evaluation. The redesign focuses on



improving facilitator confidence in managing challenging dynamics, increasing program accessibility through flexible delivery formats, strengthening data capture systems, and enhancing participant engagement through restructured content delivery.

Key proposed changes include:

- Interactive facilitator workshop on conflict management and suggestion for cultural competency training
- Trial of rotating delivery models (weekly vs. intensive format)
- Exploration of hybrid delivery options combining online and face-to-face elements
- Enhanced data capture tracking workforce outcomes and speaking events
- SMS reminder system to improve participant retention
- Rebranding of all materials using new Canva file
- Certificate of completion

2. Facilitator Support & Conflict Management

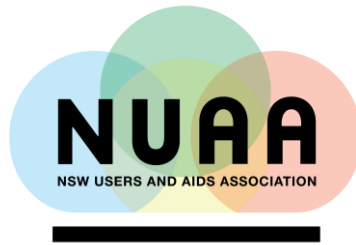
Interactive Facilitation Workshop and other Facilitator Training

- Conduct collaborative session with facilitators to explore strategies for responding to conflict or activated participants
- Develop scripts together for what to do and say when there is negativity towards other participants
- Consider whether we need to create a Code of Conduct and have agreed processes when there is aggression and/or inappropriate behaviour in the group.
- Facilitators requested advance co-facilitation training, conflict management and cultural competency training.

Code of Conduct Suggestions

Including the following:

- Respectful communication and confidentiality
- Consequences for aggressive, inappropriate or abusive behaviour (facilitators may need to interject)
- **Privacy requirement:** Participants must wear headphones when around children or family members to protect privacy of other participants and support their own comfort when sharing



3. Delivery Format Trial

Proposed Trial

- **Rotate delivery models quarterly:**
 - Original model: 3 hours every Tuesday for 4 weeks
 - Intensive format: condensed delivery (2 days)
- Compare completion rates, engagement, and satisfaction
- **Important:** Avoid scheduling during NSW school holiday periods

Participant Numbers

- Cancel if less than 5 registrants
- **Minimum:** At least 3 attendees
- **Maximum:** No more than 10 participants
- Optimal range: 6-8 participants

4. Hybrid Delivery Model Exploration

Question for Collaboration

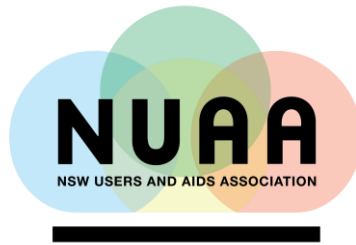
Question: How do we offer both online and face-to-face delivery, including for tasks that require intimate connection? Does it require a facilitator online and one face-to-face, or other ideas?

Options to Consider:

1. **Parallel delivery:** One facilitator in-person, one online simultaneously
2. **Separate cohorts:** Each cohort is either fully online OR fully face-to-face

Recommendation for Intimate Tasks

- Use small breakout groups (3-4 people)
- Rotate groups to build connections
- Facilitator rotates through breakout rooms during vulnerable exercises



5. Data Capture Systems

Workforce Outcome Tracking

Build data capture into program evaluation to track:

- How many people complete the training
- How many people enter the workforce since doing training
- How many speaking events participants do

Follow-up surveys at:

- Survey straight after
- 3 months post-completion
- 6 months post-completion
- 12 months post-completion

Participant Retention - SMS Reminders

Send reminder text messages to capture registrants who have forgotten they registered:

- 2 weeks before: Registration confirmation
- 1 week before: Reminder with details
- 1 day before: Final reminder
- Morning of Day 1: Welcome message

6. Materials Update

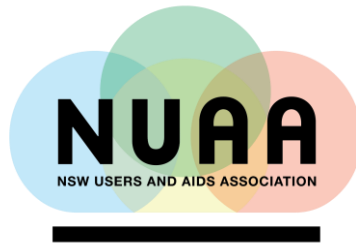
Rebranding

- Update all materials using new branding Canva file
- Update handbook and facilitator guide in line with updated slides
- All 4 weeks of PowerPoint slides

7. SHARE Training Changes

Homework During Class

- Do homework mainly during class rather than outside of sessions
- Build 20-30 minutes into each session for reflection activities



- Facilitator available for support

Breakout Rooms for Story Sharing

- People listen to their group's stories rather than everyone's in large group
- Mix up breakout room composition across sessions
- Allows more time for activities and deeper engagement
- 3-4 people per breakout room

8. Public Narrative Model Consideration

Question for Consultation with CE Team

Question: Do we need to incorporate Mary's Public Narrative model into this training?

Consideration: This is a leadership model, so perhaps we could do an advanced version that utilizes these concepts, but it requires the foundational understanding of BUILD and SHARE first.
Recommendation

Not for foundational SHARE - consider for advanced training option.

9. Weekly Content Changes

Week 1 Changes

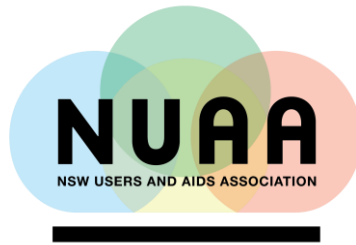
Add to slides:

- **Co-create group agreement** (mention that if there is any aggressive or abusive behaviour we might need to interject)
- **Establish importance of intentional, purposeful, and meaningful storytelling** (as agreed with Clancy)

Change self-care section:

- Explore self-care as it relates to peer support role
- Focus on how we apply self-care whilst at work
- Identify boundaries as being the key to self-care

Add traffic light system exercise:



- Allows individuals to explore their own internal limits
- How it may apply to the role
- Note it's a fluid experience and can change day to day
- "How might I change the way I work based on how I am showing up to support us in the role?"

Other additions:

- Incorporate homework into session so they complete during the time
- Include one-word check-out at end of session to get indication of where everyone is at; check in with anyone not doing well

Week 2 Changes

Add:

- Review group agreement and reminder of code of conduct
- Storytelling mediums content (different ways to share stories: spoken, written, visual, digital)
- One-word check-out at end like Week 1

Week 3 Changes

Add:

- Review of group agreement if any new people
- Guide for reflective practice to introduce the concept (Gibbs' Reflective Cycle)
- Story map into session after context so people can start exploring in session
- Go into breakout rooms to share what they learnt from story mapping
- For last exercise: explore boundaries in context of storytelling in different contexts including difficult situations, and how we might respond (following from last week), but shorter
- One-word check-out at end

Week 4 Changes

Complete restructure:

- All Week 4 is storytelling and doing reflective practice