RG PLUS

Training - The Foundation for Strong RG

RG plus is a strategic responsible gambling consultation service that combines years of industry-leading expertise with hands-on experience to help improve your RG programs.

We offer a suite of Turnkey Training Solutions that are customizable to the specific needs of your organization and requirements of your jurisdiction. Whether you're offering new products in a mature market, or in need of fresh and dynamic training solutions to engage staff, our streamlined approach will help your business demonstrate leadership and innovation in RG.

RG Plus Turnkey Solutions can help you to:

Drive culture change
with robust, evidence-informed training that:

- facilitates sustainable growth
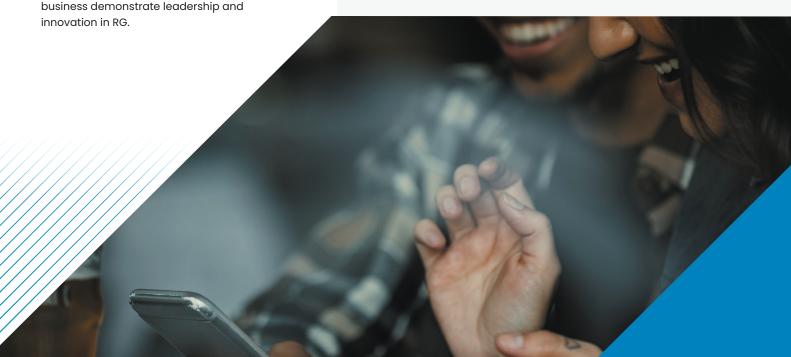- increases employee engagement
- encourages player health

Evaluate learner retention
and impact on staff, with measurable benchmarks to support continuous improvement.

Emphasize customer service excellence
in promoting RG, and developing stronger staff brand ambassadors.

R G+ Solutions That Work for You

Be a leader in RG with these innovative training solutions.

Virtual Reality Training: Cutting-edge modularized online training.

BEST SUITED FOR: ALL STAFF

- Offers advanced, customizable, and realistic virtual reality-based training to take your RG training to the next level.
- Provides a fully immersive VR experience with practical, real world examples using "in environment" learning techniques such as chat bots and virtual face-to-face interactions.
- Allows staff to experience identifying how and when to respond, and practice appropriately engaging with players.

Corporate and Executive Management Training: Strengthen RG culture by increasing top-down engagement.

BEST SUITED FOR: LEADERSHIP TEAMS

- Demonstrates value of RG to the overall business.
- Provides examples of how to support and empower staff to drive culture change.
- Increase program sustainability by strengthening executive level buy-in.

Virtual Training: A ready-to-launch core training across all lines of business.

BEST SUITED FOR: ALL STAFF

- Strengthens RG knowledge and skills in an engaging and interactive format.
- Delivers superior training beyond "tick box" learning and provides knowledge checks as scenario-based activities.
- Tailors the program to operator/regulator specifications.
- Capability to deliver across a large network of venues and/or online operations.

Reinforcement Training: A comprehensive strategy to enhance culture change.

BEST SUITED FOR: MATURE MARKETS AND LARGE SCALE NETWORKS

- Demonstrates an on-going commitment to RG and continuous improvement.
- Supports staff through frequent, strategic RG staff communications.
- Regularly reinforces key training concepts.
- "Train the Trainer" workshops that provide flexibility to stagger training and enable advanced training delivery across venue-based or online operations.

Advanced Training: An interactive program for advanced skill development.

BEST SUITED FOR: SUPERVISORS AND MANAGERS

- Offers in-person, scenario-based learning to support staff with more complex interactions.
- Provides opportunities to apply skills, practice responding, and receive feedback from a skilled facilitator.
- Includes training manual for facilitator, workbook for learners, and scenarios for role-play.

About RG Plus

Developed by the Responsible Gambling Council, RG Plus is a strategic consultation service that delivers innovative responsible gambling training programs to gambling operators across the world. RG Plus offers customized solutions to help operators create or strengthen their existing programs and develop new, leading-edge responsible gambling programming.

For more information, visit **www.RG-Plus.com**.

Contact us to learn more about our RG Turnkey Training solutions:

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