



Sustainable
& Resilient
Enterprises

ONLINE

TRAINING OF TRAINERS

SUSTAINABLE AND RESILIENT ENTERPRISES - TRAINING OF TRAINERS

80 HOURS

PHASE 1 – ONLINE TRAINING OF TRAINERS – 16 JANUARY – 3 FEBRUARY

PHASE 2 – PREPARATION OF RESILIENCE STRATEGY – 6 FEBRUARY – 3 MARCH

PHASE 3 – TRAINING OF ENTREPRENEURS – 6 MARCH – 21 APRIL

PHASE 4 – CERTIFICATION – 24 APRIL – 5 MAY

Information note



International
Labour
Organization



International Training Centre

BACKGROUND

Small businesses are the critical drivers of our economies. Yet, they are also the least prepared enterprises when faced with a hazard – up to 40% of small businesses never reopen after a disaster. Extreme events increase SMEs' exposure to hazards. The impacts can be direct, such as damage to buildings and locations, disruption of production processes or worker's absenteeism. They can also be indirect through supply chain disruptions, price fluctuations, utility failures and changes in demand for produced goods. SMEs need to protect themselves by strengthening their business resilience.

SUSTAINABLE AND RESILIENT ENTERPRISES (SURE)

The Sustainable and Resilient Enterprises (SURE) training programme seeks to strengthen the capacities of SMEs to prepare, respond, and adapt to the impact of hazards such as disasters, conflict, pandemics and others. SMEs that participate in the SURE training programme will develop resilience strategies that are tailor-made to their unique business profile and risk exposure.

With its focus on business resilience, the SURE methodology goes a step beyond classical business continuity planning and introduces aspects of business adaptation, digital transformation and staff development to help SMEs become agile, shore up vulnerabilities and build the necessary human elements that are key to business resilience.

The target end-users of the SURE training programme are SMEs with more than two years of operation and established management capacities. SURE targets both individual business owners and management teams.

SURE is a blended online training programme that consists of training sessions, self-guided eLearning units and individual coaching sessions. The SURE training journey consists of a total of 16 units that cover the different aspects of business resilience.

TARGET GROUP

The training programme welcomes:

- Trainers working for public and private institutions, BDS providers, microfinance institutions or as consultants
- Trainers already certified by ILO in its other training packages (SIYB, Get Ahead, KAB), who would like to gain new skills in the field of business resilience
- Managers of enterprise development organizations or microfinance institutions who wish to learn more about the training package for their programmes and projects

LEARNING OBJECTIVES

By the end of the programme, participants will be able to provide SMEs with expert coaching on business resilience approaches, including:

- Crisis leadership and staff engagement tools,
- Hazard identification and risk assessment
- Business impact scenarios and risk management tools
- Business adaptation strategies.

Upon successful completion of the programme, trainers will:

- Receive a certification of achievement from the International Training Centre of the ILO
- Obtain exclusive access to the SURE training material and tools
- Become part of the SURE implementation partners' roster of experts
- Be qualified to incorporate business resilience training and coaching into their service offer

COURSE STRUCTURE

The SURE Training of trainers consists of three phases. In order to receive your certification as SURE trainer, you will have to actively participate in each phase of the programme and fulfil the tasks described below.

PHASE 1 – ONLINE TRAINING OF TRAINERS – FROM THE 16TH OF JANUARY TO THE 3RD OF FEBRUARY

An online ToT will be delivered by a team of experts from the ITC-ILO, and will last for three weeks. Participants are expected to:

- Dedicate at least 5 hours per week to participate in webinars
- Pass the SURE knowledge acquisition test

The online ToT will combine live webinars, self-study online learning modules, and interactive exercises. The total time investment during this phase is 20 hours.

PHASE 2 – PREPARATION OF RESILIENCE STRATEGY WITH A PILOT SME – FROM THE 6TH OF FEBRUARY TO THE 3RD OF MARCH

Once participants have completed the online ToT, they will have to demonstrate their understanding of the SURE tool, by identifying and working with a pilot SME to produce

a complete business resilience strategy, using the template presented during Phase 2. Participants who successfully submit a complete resilience strategy will receive the ITC-ILO's Certificate of Participation to the training.

During this phase, participants to the course will also have to develop and submit a post-ToT action plan to explain how they will deliver the SURE training during phase 3 (individually or in teams of maximum 2 trainers).

The total time investment during this phase is 10 hours.

PHASE 3 – TRAINING OF ENTREPRENEURS – FROM THE 6TH OF MARCH TO THE 21ST OF APRIL

After having completed phase 1 and 2, participants will need to demonstrate their knowledge of the SURE training material and facilitation skills through:

- Marketing and delivering the SURE training programme to at least 5 SMEs per trainer
- Customising SURE training materials to respond to the chosen delivery modality (online, in person, hybrid) and special clients' needs)
- Facilitating linkages with other service providers that promote business resilience (e.g. insurance companies, local business service providers, etc.)
- Coaching their clients to finalise their business resilience strategies

During this phase, participants will be supported by the ITC-ILO trainers through regular progress check-in and group coaching sessions. The total time investment during this phase is 45 hours

PHASE 4 – CERTIFICATION – FROM THE 24TH OF APRIL TO THE 5TH OF MAY

Upon completion of phase 3, participants are required to submit a final report to the ITC-ILO that provides evidence of having organized, designed, and delivered SURE training and coaching to at least 5 SMEs per trainer. Once the report is reviewed and approved the participant will receive the ITC-ILO certificate of achievement.

The total time investment of this phase is 5 hours.

COURSE CALENDAR

	Monday 16 January	Tuesday 17 January	Wednesday 18 January	Thursday 19 January	Friday 20 January
11.00 – 12.15 UTC+1	Introduction to the SURE Training Programme				Crisis Leadership
14.00 – 15.15 UTC+1	What is business resilience?				The business ecosystem
Self-study and assignments		Staff engagement			
	Monday 23 January	Tuesday 24 January	Wednesday 25 January	Thursday 26 January	Friday 27 January
11.00 – 12.15 UTC+1	Critical Business Functions	Hazard Identification and impact scenarios	Risk Analysis and risk treatment	Incident Management	
Self-study and assignments					Risk-sharing approaches
	Monday 30 January	Tuesday 31 January	Wednesday 1 February	Thursday 2 February	Friday 3 February
11.00 – 12.15 UTC+1	Recovery planning	Business adaptation	Training and skills development		Coaching on business resilience and next steps
Self-study and assignments				Continuous improvement & digital transformation	
6 – 17 February					
Self-study and assignments	Work with a SME to develop a business resilience strategy using the ITC-ILO template				
	Monday 20 February	Tuesday 21 February	Wednesday 22 February	Thursday 23 February	Friday 24 February
Self-study and assignments	Work with a SME to develop a business resilience strategy using the ITC-ILO template				Deadline to submit the business resilience strategy

	27 February	28 February	1 March	2 March	Friday 3 March
11.00 – 12.15 UTC+1					Planning webinar for the Training of Entrepreneurs
Self-study and assignments	Develop an action plan to identify and train at least 15 SMEs				
6 March – 17 March					
Self-study and assignments	Deliver training to target enterprises				
	Monday 20 March	Tuesday 21 March	Wednesday 22 March	Thursday 23 March	Friday 24 March
11.00 – 12.15 UTC+1		Progress check-in and coaching call			
Self-study and assignments	Deliver training to target enterprises				
27 March – 14 April					
Self-study and assignments	Deliver training to target enterprises				
	Monday 17 April	Tuesday 18 April	Wednesday 19 April	Thursday 20 April	Friday 21 April
11.00 – 12.15 UTC+1		Progress check-in and coaching call			
Self-study and assignments	Deliver training to target enterprises and prepare final training report				
	Monday 24 April	Tuesday 25 April	Wednesday 26 April	Thursday 27 April	Friday 28 April
00.00 UTC + 1					Deadline to submit training report
Self-study and assignments	Finalize training report and evidence				
	Monday 1 May	Tuesday 2 May	Wednesday 3 May	Thursday 4 May	Friday 5 May
11.00 – 12.15 UTC+1					Graduation Ceremony

APPLICATION AND FEES

To apply for this activity click here: <https://oarf2.itcilo.org/DST/A9716099/en>

The Application deadline is the 6th of January 2023.

The participation fee is 1,405 Euro. For information about scholarship opportunities, please write to us at see@itcilo.org after you have filled out the application form, attaching your CV and a short motivation letter.