Equality, Diversity, Inclusion & Belonging (EDIB) Training Course

Learn the cultural, behavioural and mindset shifts required to achieve Equality and Diversity.

Equality, Diversity, Inclusion and Belonging (EDIB) are a way of life, not just legal legislation. Learning the Equality Act and how you should conduct yourself in the work place is important. Additionally, our training course, through interactive teaching, brings to life the benefits of fully embracing EDIB for your staff, business and customers.

At Elite Training we design and deliver EDIB training to your organisation's unique requirements. Our interactive and fun delivery results in enjoyable and enlightening training, which delegates effective back on the job.

This document provides a course overview and example workbook pages.

To discuss tailoring this or other courses to meet your organisation's requirements, and for a sample course outline and quote, contact training@elitetraining.co.uk, +44 (0) 20 3290 1473.

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Course Overview

Are your staff aware they could be made to pay large amounts of money because one of their staff was not treated with equality? Do they understand what equality and diversity mean?

Untrained supervisors and managers often do not realise what they are doing is wrong and that they and the company are liable to pay an unlimited amount in compensation. EDIB training helps ensure equality takes place in the workplace and reduce the company's liability.

Our EDIB training course normally starts by getting participants to appreciate how they see situations through various 'filters' they have developed through their lifetime. This is a fun and challenging activity that enables them to see how we all see things differently and naturally develop prejudices. This helps participants to generate an open mind to the subjects that follow and seeing the need for change.

Our interactive, pragmatic course will help participants understand the importance of EDIB and how to apply it at work. We achieve this by using activities that help participants appreciate that everyone is different and to recognise, value and respect differences. We then use case quizzes, case studies and a workbook to help participants understand the Equality Act and what it means to them and their company.

Our equality and diversity training is participative, practical and informative; presented in an outgoing, informal and relaxed style. We aim to stimulate participant interest and cater for a range of learning styles and behaviours.

Who will benefit:

All staff, some organisation run separate courses for supervisors and managers.

By the end of the Equality, Diversity, Inclusion and Belonging training course delegates will be able to...

- appreciate the need to see how others see issues, which may be different from how we see them

- understand prejudices and discrimination

- appreciate the difference between diversity and equality

- understand the law on equality in the workplace

- carry out selection interviews without asking the 'wrong' questions

- identify different types and possible effects of harassment and discrimination

- deal effectively with bullying and harassment

- apply an equality approach to their job

- appreciate how a best practice approach to diversity can benefit the company.

Sample Contents and Materials

The following pages are examples from workbooks, slides and exercises.

[See explanations in blue italics within square brackets]
[Additional resources and interaction include:
- *Models, e.g.:*
  - *Wilfried Krüger's Iceberg model*
  - *Betari Box*
- *Videos, e.g.:*
  - *Man in uniform*
  - *Smoke in a hotel*
- *References to internal policies, procedures and processes, e.g.:*
  - *Equality and diversity policy*
  - *Anti-harassment policy*
  - *Whistleblowing process*
- *Entertaining and thought provoking activities, e.g.:*
  - *Legislation Quizzes*
  - *Everyday Scenarios]*

[We use powerful examples to highlight the importance of valuing how people see things differently]

Slide: What Colour is the Dress?

[We display the following photo and ask delegates "What colour is the dress?" Responses are always split, black and blue, or white and gold. We examine this and continue with other examples to highlight how we can be convinced we're right on what appear to be relatively simple things, i.e. Where on first look one would assume everyone would agree with you, and yet others will be adamant that their differing view is 'obviously' correct. We discuss the impact of this.]

Story and Evidence Based Examples

[We select facts which delegates are most likely to be able to emotionally relate to, to engage them and gain their commitment. For example:]

- Almost 60% of corporate United States (US) Chief Executive Officers (CEOs) are over six feet tall, while less than 15% of US men reach that height

- Research shows that a person's engagement (or not) with an organisation affects their performance +/- 15%. This gives a total range of 30% being which is discretionary to the individual.

Workbook and Exercises

[Our workbook and training includes definitions, explanations and theories, plus practical exercises which generate discussion, e.g. The following on intercultural communication]

Exercise 6 - How do you feel about displaying emotion or anger while at work? Anonymous poll then group discussion of differences, including impacts and how to maintain harmony in the workplace whilst respecting differences

Rate yourself between 1 and 4:

1. I never display emotion or anger at work.

1. Emotion is inappropriate at work.

2. Some emotional display at work is normal.

3. I often display emotion at work and it's always quite clear what I'm thinking.

This question relates to Trompenaars' Model of National Culture Differences for the dimension of **Neutral versus Emotional**. Within [international organisation], the UK is a relatively Neutral Culture, holding back and controlling emotions, compared to Poland and Spain which have a more Emotional Culture, with potentially more animated and boisterous meetings expressing emotions.

[To ensure delegates can put learning into practise, we cover example scenarios, e.g. The following on addressing behaviour and clarifying understanding of legal responsibilities]

Exercise 5 - Would Louis have a case against anyone? If so, against who and for what?

Louis was a black man arrested and taken to a station where the officers on duty used team banter to keep spirits up on demanding night shifts. When taking property from his possession, including his BMW keys, two officers repeatedly joked that he must be a drug dealer to be able to afford such a nice car.

Another colleague, Arjun, who witnessed the incident made a complaint to the police force about Louis' treatment, but as there was no evidence to back up his claim, no action was taken.

Dave, one of the officers involved, found out about the complaint and confronted Arjun. A scuffle broke out and Arjun was dismissed for fighting at work. Dave was not dismissed.

Victims of harassment may feel their story will not be believed or supported by their manager or the organisation. Hence, they do not complain.

[Continued...]

Exercise 15 - If you become aware of a person harassing another, what action should you take?

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Take a situation dependent approach:

1. Directly address one-to-one.

2. Seek your manager's support.

3. Ask for independent support such as the D&I Committee, your HR Business Partner, etc. to work through it with you, providing support.

4. Escalate if required (e.g. To Senior Management Board).

Your HR Business Partner can be approached both informally or formally.

Remember if you don't report it, it's very difficult for the Senior Management Board, HR and management to help, and they want to help and support you.

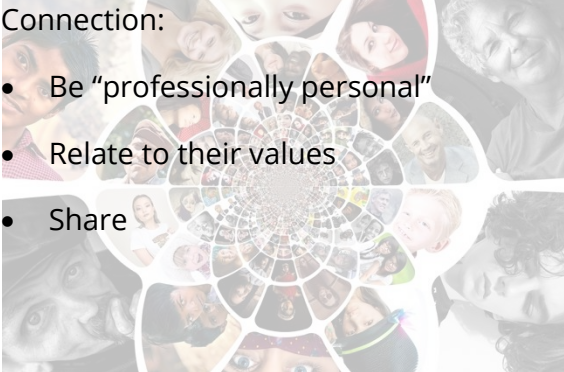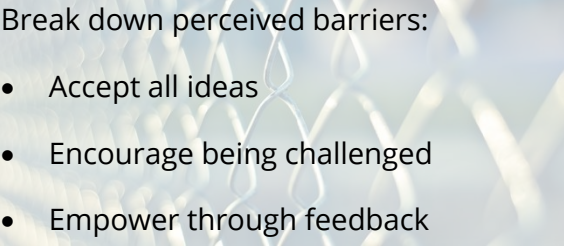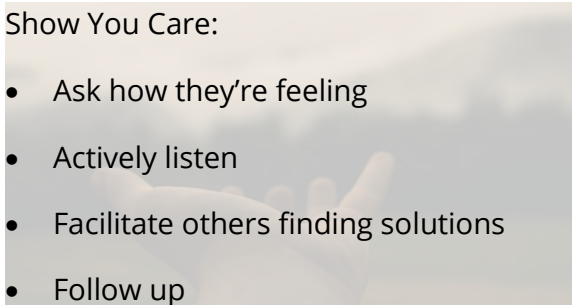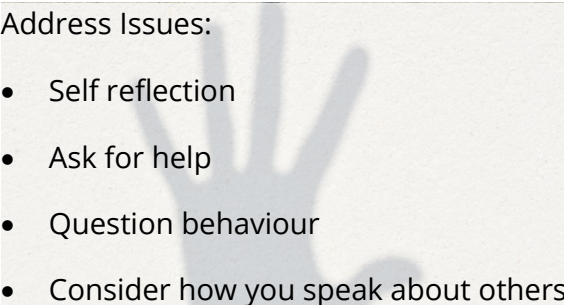Useful phrases to address harassment include:

- "I don't find that funny and would appreciate you stopping."

- "I feel that's an unkind thing to say."

- "I don't like it."

- "That's not cool."

- "What purpose does it serve to say that? It sounds like an insult."

- "Please stop, it's disrespectful."

- "That's prejudice and not acceptable to me."

Useful responses to push back when addressing harassment include:

- "Can't you take a joke?": "I usually appreciate your sense of humour, and I didn't find that joke funny, it sounded unkind. Being hurtful to people is not funny to me."

- "You're overreacting/oversensitive": "Perhaps, all the same I feel uncomfortable when you make comments like that."

- "But this person is not even here, so what does it matter?": "I understand that you think it doesn't matter. For me saying negative things behind someone's back does not make it better, it can harm their reputation."

- "I was just stating my honest opinion. It's a free country": "You have the right to believe anything you want and I have the right to ask you to express yourself differently or to talk about something else. I really believe that if someone used words like that about you or someone important to you, you would feel upset."

- "I was just trying to be helpful. Can't you handle the truth?": "I appreciate your intention. I don't experience your comments as helpful."

[e.g. The following section for leaders / D&I committees / managers on being approachable]

Exercise 23 - Self-reflect on what area from the following list you feel you could most develop? In pairs (in breakout rooms) coach each other to improve your ability in that area - The trainer will first facilitate an example with a volunteer

Immediately Visible:	Connection:
• Smile • Greet everyone • Use names • Show interest • Be optimistic	• Be "professionally personal" • Relate to their values • Share
Accessible:	**Break down perceived barriers:**
• Make time • Alternative when busy	• Accept all ideas • Encourage being challenged • Empower through feedback
Show You Care:	**Address Issues:**
• Ask how they're feeling • Actively listen • Facilitate others finding solutions • Follow up	• Self reflection • Ask for help • Question behaviour • Consider how you speak about others

Expanding these areas to increase your approachability:

Immediately Visible

Numerous studies show that **smiling** has a direct impact on people's perception of your approachability[1], friendliness, honesty[2], etc. (although trust towards smiling individuals is reduced in societies with high corruption indicators). A further benefit is mirroring, where others smile in response to your smile, improving connectivity, morale and wellbeing. Also recall the Developing Rapport section in the All Staff EDIB workbook, with examples of body language which impact your approachability, e.g. Lean forward with arms uncrossed and hands open, looking at the other person for approximately the same amount of time as they look at you.

[We discuss examples, scenarios and guidance with you in advance, to ensure they reflect your organisation's strategy, policies, procedures, processes and terminology, and to facilitate appropriate discussions during exercises]

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[1] Who is approachable? Miles, L., Journal of Experimental Social Psychology, 2009,
https://www.sciencedirect.com/science/article/abs/pii/S0022103108001492?via%3Dihub
[2] Be Careful Where You Smile: Culture Shapes Judgments of Intelligence and Honesty of Smiling Individuals, Krys, K., et al., Journal of Nonverbal Behavior, 2016,
https://www.researchgate.net/publication/286331424_Be_Careful_Where_You_Smile_Culture_Shapes_Judgments_of_Intelligence_and_Honesty_of_Smiling_Individuals

Testimonials from Equality, Diversity, Inclusion and Belonging Training Courses

"Great insightful course. Group discussions and working was beneficial to my understanding of the types of discrimination and protected characteristics. I will use these in my area of work." A. Mayle – Potter Raper Partnership

"Fun, friendly, made the day enjoyable which helped me to learn and understand." J. Tummcliff – Nuffield Healthcare

"The interaction and ability to discuss views and experiences, giving a better platform of understanding, was really useful." "The trainer was upbeat, fluid and very thorough and informative." "Thank you very much, I'll use all aspects of the course in my work." L. Saunders – Tingdene.

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- **Interpersonal Skills training course or programme**

- **Operations and Departmental Manager Level 5 apprenticeship standard**

- **Practical Coaching business game** – sold worldwide to use over and over again, or Elite's trainers will facilitate for you

- **Executive Coaching**

Whatever your learning and development requirements, if you'd like to improve staff and company performance, our highly experienced trainers will ensure that participants find learning fun, impactful and relevant. We design and arrange quality solutions to meet your needs, whether bespoke group or one-to-one training courses and programmes, realistic business games and training activities, team building events, or executive and business coaching.

To discuss your overall learning and development plans, contact info@elitetraining.co.uk or call us on +44 (0) 20 3290 1473.