

# Equality and Diversity UK Ltd



Alyson Malach



# Introduction

- As a well established Equality, Diversity and Inclusion training provider we have a legal and moral duty to demonstrate that we effectively promote equality, tackle all forms of discrimination and foster good relationships between diverse groups of people.
- In making this learning and development application we recognise that the population of Leicestershire is diverse and that people have very different backgrounds and life experiences.
- Therefore, in the design, planning and delivery of the programme we want to ensure that we provide a range of learning activities, resources, materials and learning experiences that meet the needs of local all delegates attending the training
- We aim to provide the training in learning environments that are safe and free from discrimination.



# Equality and Diversity UK Ltd



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- Established in 1997
- Priorities – **equality** ❖ **diversity** ❖ **development**
- We focus on training using a social and business case for equality/diversity and raising individual empowerment for employees



# What We Do



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- Equality and Diversity UK helps organisations with every aspect of equality, diversity and inclusion in the working and the learning environment.
- From short-term tactical help to more strategic assistance, we work with your organisation and staff to have a systematic approach to implementing good equality/diversity practice.
- Our services include coaching, mentoring, training, consultancy, facilitation and assessment. These are often delivered in combination and are always tailored to your organisation's specific needs.



# What We Do



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- We seek to create a unique blend of these services for each client and it is this customised approach that produces the most effective results.
- We use our experience of working with equality issues to make learning interactive, practical and stimulating.
- We use a range of training resources/materials and approaches to support your development and learning styles.



# How we do it



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- We specialise in focusing on the 'reality' of our subjects by exploring 'human nature' and then linking this to the workplace, rights/responsibilities and working relationships (both internally and externally).
- We start by getting people to reflect on how they think, behave and act.



# How we do it



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- Our programmes are 'practical'. We use a range of delivery tools, DVDs, case studies, discussion/focus groups, activities and PowerPoint Presentations.
- This enables a variety of facilitation methods to be used which enhances interaction, brings the training to life and allows us to consider individual learning styles and needs.



# Quality Management



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

Equality and Diversity UK Ltd will monitor the nature and quality of our services.

We keep an issues book which records service provision, issues and compliments.

The issues book is made available to our clients as appropriate and on request.

All of our training is evaluated by delegates pre and post training surveys are conducted to measure the starting point and distance travelled.





# Consultation and Evaluation



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- Equality and Diversity UK Ltd works with organisations and their staff before the training commences to explore issues, needs and starting points as well as reflecting on the learning and delivery styles required.
- During the training delegates are encouraged to keep a development log that records their individual learning and action points and delegates are encouraged to report back on these.
- The pre training survey of needs allows us to fully appreciate the training needs of those attending
- The formal training evaluation of the training course captures the views of delegates and allows delegates to report on the appropriateness, effectiveness and quality of the training overall.
- The formal evaluation processes of our clients are also used in the measurement of satisfaction and distance travelled



# Indemnity and Insurance



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- Equality and Diversity UK Ltd is liable for and indemnifies our clients against any expense, liability, loss, claim, or proceedings whatsoever arising under any statute or at common law in respect of personal injury to or the death of any person whatsoever, arising out of or in the course of or caused by the provision of the services or a breach of agreement, unless due to any act or neglect of the client, its employees or agents.



# Indemnity and Insurance



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

Equality and Diversity UK Ltd maintains insurance cover in respect of the services it provides as follows:

- Employer's Liability
- Public/Third Party Liability
- Professional Indemnity



# Excellent track record



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

Equality and Diversity UK has a proven track record of successful design and delivery of equality and diversity courses to a wide range of clients, including British Gas, Arsenal Football Club, BBC, Friends of the Earth, the Methodist Church, the Police as well as a range of colleges, local authorities and NHS Trusts.



# Excellent feedback



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- *"Speaker/Trainer was excellent - very knowledgeable and able to put points across in a clear way"*
- *"She was professional but approachable"*
- *"She made the session more interesting by use of interactive tasks and video recordings – held groups concentration"*
- *"Her handout is a very informative reference resource. Her information also gave realistic and practical suggestions – not just legislative solutions"*
- *"I think everyone in the company should have the opportunity to attend a similar training session"*



# Excellent feedback



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- *"Excellent delivery - good use of videos "*
- *"The trainer was a joy to watch and listen to - very passionate and informative. Inspiring but able to keep message simple "*
- *"Alyson delivered the training extremely well... really held the room... no feelings of 'get on with it'"*
- *"A training day which I really enjoyed but was not looking forward to - she changed my attitudes - thank you"*



# Excellent feedback



Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

- *"The trainer was very professional and dealt well with what could have been a very sensitive issue for the participants – but made everyone feel comfortable enough to discuss their experiences/feelings, etc..."*





Equality and Diversity UK  
[www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk)

# Our Vision

What we want for your  
organisation

Equality & Diversity UK Ltd





# Introduction

## Our Vision

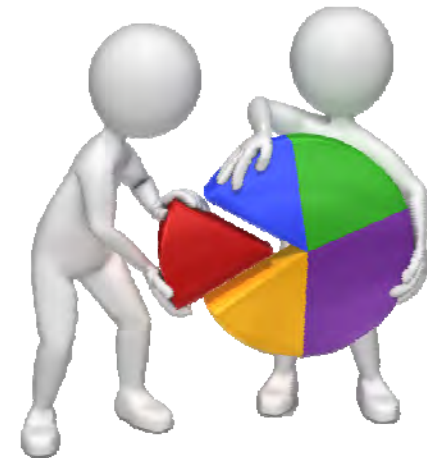


- Diversity is about recognising, accepting and valuing difference
- We appreciate that whilst we are all part of a single society with shared rights and responsibilities, we are also individuals with our own talents, ambitions and priorities.
- A diverse society appreciates that there are some clear differences between people in terms of, for instance, gender, abilities and disabilities, national and ethnic origins, age, sexual orientation, culture and religion - but believes that none of these should act as a barrier to a full and equal enjoyment of life.



# What trainers are expected to deliver

- All of our trainers deliver bespoke programmes which match the needs of each client group
- We offer delegates control in shaping their own learning through active participation and dialogue.
- Our trainers are trained to support delegates to be involved in discovering, understanding, evolving intelligent solutions to real issues and creating a shared vision that leads to change.



# Our aim for participants



- Develop a clearer understanding of fair practice
- Feel confident and competent in eliminating unfairness
- Develop tools for change in their own organisation
- Embed ways of celebrating difference within policy and practice



# Our aim for participants



- By the end of our courses, participants will have practical, ongoing strategies to develop their own inclusive practice.
- We are totally committed to the belief that inclusive practice improves the wellbeing of all the people in any context.



# Equality and Diversity Induction workshop

## Proposed Induction workshop for all **new staff**

Development of a pre-training assessment survey

Course content to cover:

- A foundation of knowledge
- Principles and definitions of equality and diversity
- The framework for equality
- Equality rights and responsibilities (underpinned by equality law)
- Introduction to useful EDI tools for delivery



# Equality and Diversity Refresher

## Proposed Workshop for **managers**:

Development of a pre training assessment survey

Course content to cover:

- A foundation of knowledge
- Principles and definitions of equality and diversity
- The framework for equality
- Equality rights and responsibilities (underpinned by equality law, equality analysis and disability practice and understanding )
- Introduction to useful EDI tools for delivery



# Our Approach

Training methodologies that we  
generally deploy



# Pre-planning



- We use a tailored pre-course training survey to gain awareness and understanding
- It also serves to identify additional issues and areas for development
- We use it to tailor the programme to meet identified needs, then send it to you for comment
- The packs are delivered 2 weeks prior to training - you also get an opportunity to comment
- It is a partnership approach





# Why do we conduct Pre-course Needs Assessments?

- To identify what learning will be accomplished
- To make sure we are applying the right solution to the problem
- To identify what changes in behaviour and performance are expected
- To determine the expected benefits



# A fresh approach

- We take a fresh approach - and one that does get results.
- As experienced managers, we know that diversity affects everything; from organisational structure, culture and processes right through to individuals, their behaviour, personal relationships, attitudes and prejudices



# A fresh approach

At the individual level, we use tools and techniques to provide insight into key behaviours associated with inclusiveness, or its reverse.

And we reveal it in the people who matter most - themselves.



# What the training is not

- Diversity and inclusion isn't about ticking boxes or being politically correct – it's about relationships, culture and attitude.
- The question is – do you value and nurture difference or do you merely tolerate it?



# Partnership working

- We work in partnership with our contractors to plan and develop the programme.
- We will work alongside our contractors to deliver all or elements of the programme
- We will take advice, lead or follow, whichever the programme requires
- We will combine organisational expertise, diversity and training experience as required.
- We will training the trainer offering supported delivery



# Group sizes/length of sessions

- One trainer will work with groups of a maximum of 20 delegates at any one time
- We are able to work with up to 40 delegates supported by two trainers
- Half day sessions will normally commence at 10.00 and finish at 1.00
- Full day sessions commence at 10 and finish at 3.30



# Key messages throughout

- Managing diversity is about valuing everyone as an individual - valuing people as employees, customers and service users.
- A 'one-size-fits all' approach to managing people does not achieve fairness and equality of opportunity for everyone.
- People have different personal needs, values and beliefs.
- Good people-management practice demands that decisions, procedures and actions are fair, consistent, flexible and inclusive



# Four Levels of Evaluation

- Reaction
- Learning
- Behavior or performance
- Outcomes or results





# Post Training Survey

- The Training Feedback Questionnaire is designed to be completed by the training delegates during or at the end of the training event.
- An extension to this idea is a Post Training Survey which can be sent out to delegates three to six months after the training event.
- The post training survey allows delegates to respond to the training after they have had the opportunity to return to the workplace and implement or reflect upon the training.



# **Examples of Equalities and Diversity training we have provided for a range of organisations**



# Clients

- Everyone Active
- British Racing School
- South Gloucestershire Council
- Civil Service Sports and Leisure
- Birmingham Guild
- Campbell Page
- Torbay Council
- Sustrans
- Crown Estates
- Sports England
- Friends of The earth
- Richer Sounds
- Together Trust



# Clients

- Methodist church
- FCA
- Colas Rail
- St Ann's Hospice
- Staffordshire Council
- St Mary's School
- Ultra Electronics
- Arsenal Football Club
- Eye Surgeon's Consortium
- Big Yellow Storage
- Halliwell's Solicitors
- BBC Children in Need
- Construction Skills



# Clients

- Icon Films
- West Herts College
- UK Chamber of Shipping
- Gateway Housing
- University of Birmingham
- Guild of Students
- Buckinghamshire NHS
- VoiceAbility
- Manchester Fertility
- City of London Academy
- Headmasters' Partnership
- Barnardos



# Our Train the Trainer courses

- We run national Train the Trainer Courses for professionals who have a responsibility for delivering equality training in their organisations

- **Comments from Previous Attendees**
- *Excellent workshop- found it extremely informative and have got a lot of ideas on how to introduce equality training within my organisation and with external sub-contractors Great learning style.*
- *The workshop has been informative and the provision of resources will further allow me to plan and deliver new and exciting workshop.*
- *I have found it extremely productive and inspirational.*
- *Really enjoyed today and learnt a lot.*
- *Very well delivered and will be recommended to my colleagues/clients organisations*
- *A very enjoyable day.*
- *Thank you*
- *Great value for money and very useful*
- [http://www.equalityanddiversity.co.uk/training\\_the\\_trainer\\_equality\\_diversity.htm](http://www.equalityanddiversity.co.uk/training_the_trainer_equality_diversity.htm)



# Alyson Malach

- Alyson has worked in the post-16 education sector since 1985, starting in the area of Special Educational Needs and developing her portfolio of work to include teacher education, work with disadvantaged groups, and community cohesion and equality and diversity work.
- Her background in teaching and management was gained in Further Education Colleges and Manchester LEA. Alyson held a number of senior management posts in Further Education colleges in Preston, Liverpool and Bolton.



# Alyson Malach

- Alyson also worked for NIACE as a Research and Development Officer for equalities/Black and Minority Ethnic Groups. She has conducted education and learning research nationally and internationally on post-16 education and race/equality issues.
- Alyson is the author of a number of publications and articles on education and equality. Her most significant publication 'Colour Blind' was published by NIACE.





# Alyson Malach

- As Director of Equality and Diversity UK Ltd, Alyson has developed and published a number of equality and diversity resources which have been available for sale since 2007.
- These resources have been redeveloped and updated after the Equality Act came into force in October 2010 and can be viewed at [www.equalityanddiversity.co.uk/resources.htm](http://www.equalityanddiversity.co.uk/resources.htm)



# Alyson Malach

- Prior to starting her own Limited Company, Alyson was the Head of Lifelong Learning in Manchester, based in the Education Department and responsible for student grants, community learning, prison education, compulsory education and adult and community-based learning.
- A significant part of her role was to work closely with other Local Authorities, the police, social services, health services and voluntary and community organisations to address education and social issues in the communities of Manchester.



# Alyson Malach

- Alyson currently specialises in a range of HR Management, Education, Equality and Social Issues related training and consultancy, and works independently or in partnership with provider organisations.
- She continues to develop resources and publications that focus on social and educational issues.
- Alyson's work has taken her to a number of Local Authorities where she has delivered group sessions and coaching sessions for individuals



# ...and finally

- Where people come together, we uncover issues associated with group dynamics: how groups in your organisation are affecting diversity attitudes.
- At the organisational level we diagnose systemic issues and advise at policy, strategy and operational levels to bring about real change

