



Course Outline

EDI: An Introduction to Equality, Diversity and Inclusion (Front Line Staff and Volunteers)

Minimum and Maximum Learners: 06 - 16 Duration: One Day Timings: 10:00 – 16:30

Suitable for

All staff and volunteers who wish to consider Equality, Diversity and Inclusion and how it can improve their working relationships with staff, volunteers, clients/service-users and others.

Aim

To celebrate what we share, value differences, and understand the laws that protect equality and inclusion. We'll look at what this means for your everyday work with clients and colleagues.

Learning Outcomes

By the end of the course, you will be able to:

- ✔ **Explain** what Equality, Diversity and Inclusion mean, and how culture and difference affect the workplace.
- ✔ **Identify** at least three benefits of EDI for staff, volunteers, and clients.
- ✔ **Explain** how EDI contributes to organisational success and innovation.
- ✔ **Explain** the causes and impact of discrimination, prejudice and stereotyping and microaggressions.
- ✔ **Recognise** unconscious bias and apply one strategy to reduce its impact.
- ✔ **Explain** what unconscious bias is, why it happens, and how it can affect what we do.

- ✔ **Reflect** on your own biases and identify one strategy to mitigate them.
- ✔ **List** key legislation and organisational policies relating to EDI.
- ✔ **Recognise** the importance of treating ourselves and others with dignity and respect.
- ✔ **Demonstrate** two techniques for adapting communication to different cultural contexts.
- ✔ **Apply** principles of inclusive language in written and verbal communication.
- ✔ **Use** strategies for giving feedback and challenging inappropriate behaviour respectfully
- ✔ **Communicate** effectively with others from different cultures and backgrounds to your own.

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Client Confidentiality and Professional Boundaries
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ EDI: Cross-Cultural Awareness
- ➔ EDI: Disability Awareness
- ➔ EDI: Gender Identity and Gender Diversity Awareness
- ➔ EDI: Learning Disability Awareness
- ➔ EDI: LGBT+ Awareness
- ➔ EDI: Managing and Leading Equality, Diversity and Inclusion in the Workplace
- ➔ Effective Recruitment and Selection
- ➔ Employment Practice for Non-HR Staff
- ➔ HIV Awareness
- ➔ HIV in the Workplace
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Management Skills for New/First-time Managers
- ➔ Managing Volunteers
- ➔ Managing Workplace Bullying
- ➔ Support and Supervision I: Good Practice When Supervising Others

