



Leading Equality, Diversity and Inclusion

This is a practical one day course for all people managers, designed to raise awareness of the importance of equality and diversity, avoid discriminatory practices and handle a range of diversity situations.

Utilising the theory that: Event + Response = Outcome, delegates will be given a robust communication tool to manage 'responses' to diverse behaviours, ensuring the outcome is positive.

Course content

- ▶ Welcome and introductions
- ▶ The diversity iceberg – visible outcomes/hidden dangers.
- ▶ The meaning of 'equality', 'inclusion' and 'diversity'
- ▶ Equality, inclusion and diversity in the 21st century
- ▶ Maps of the world – perceptions and beliefs we encounter at work
- ▶ Equality Act 2010 and its impact for people managers.
- ▶ The meaning of 'discrimination', 'harassment' and 'victimisation' with scenarios
- ▶ Scenario work – managing diversity situations through conversational tools
- ▶ Case studies – what went wrong? Establishing best practice management strategies
- ▶ Who's involved in diversity at work? – Challenges.
- ▶ Using the conflict management model to challenge inappropriate behaviours and counsel those who feel discriminated against
- ▶ Scenario work – the danger of assumptions and uncovering the real issues
- ▶ Summary, questions, tips and close

“Working with Keystone has been a breath of fresh air. We have seen an immediate impact on the behaviours of our people and subsequently improved performance across our business.”

**Joanne Mercer, Head of Organisational Development,
Vinci Construction**

Why not get in touch and start the conversation?

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