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Dover District Council

Valuing Difference – Diversity and Equality Awareness Training

9th & 10th December 2009

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Project Objectives



Objectives:

Theatre & delivered 2 days of Valuing Difference – Diversity and Equality Awareness Training on 9th and 10th December 2009.

The objectives of the workshop were:

- To understand what is diversity and how it differs from equal opportunities
- To understand the implications of suffering prejudice
- To debate the difference between harassment and banter
- To explore the ways we can work to integrate a diverse workforce
- To challenge inappropriate behaviour within our workforce

Using drama and interactivity to enhance learning, **Theatre &** are able to create a setting where delegates benefit from a safe, non-confrontational learning environment which allows them the opportunity to challenge their own boundaries in an effective, engaging setting.

Key Outcomes



Key Outcomes:

Number of Delegates:

Pre Evaluations 94

Post Evaluations 110

- ✓ The impact of the training has been evaluated very positively, in terms of overall quality of the approach and training style 100% of delegates scored us in our top two categories
- ✓ The training has embedded a better understanding of defining Equality and Diversity
- ✓ There has been much improvement in realisation of the potential impact and consequence that can arise from inappropriate, discriminatory behaviour and suffering prejudice
- ✓ Delegates have developed skills and confidence in dealing with difference and promoting an inclusive environment
- ✓ The most impact has come from developing confidence in how we effectively and sensitively challenge inappropriate behaviour
- ✓ Delegates have clearly enjoyed the training, amongst some great comments later in this document are, *'Thank you very inspirational', 'Excellent interactive workshop, took the "PC" out of the subject, well done!', 'Excellent and very accessible presentation and demonstration, thank you'*

Recommendations



- ❑ It would be a clear recommendation based on the success of this pilot to role the training out to all staff
- ❑ With the merging of local authorities in your region, it may be worth considering collaboratively working to provide more of this type of training in your area
- ❑ Once all staff have been through this kind of training programme many organisations want to go a step further and provide *Managing Performance and Diversity Training* for Managers. These sessions have proved time and again to be very successful in developing role modelling behaviour and best practice
- ❑ Diversity obviously underpins everything we do, as well as focussing internally it would be a future recommendation to look at servicing the diverse customer within a customer service programme (for which we have delivered in over 50 UK councils)

Contact:

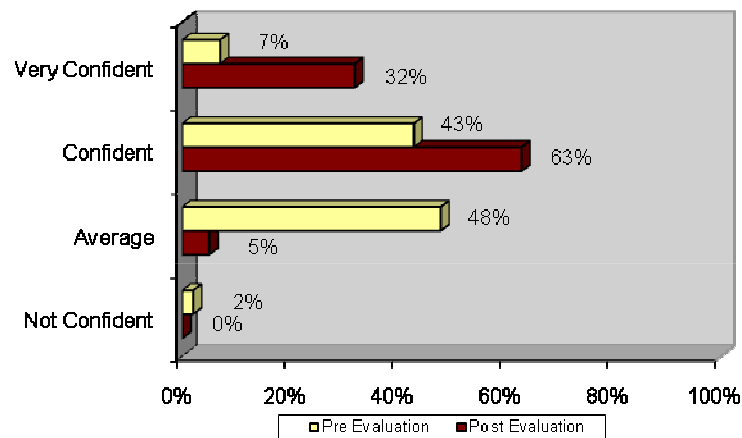
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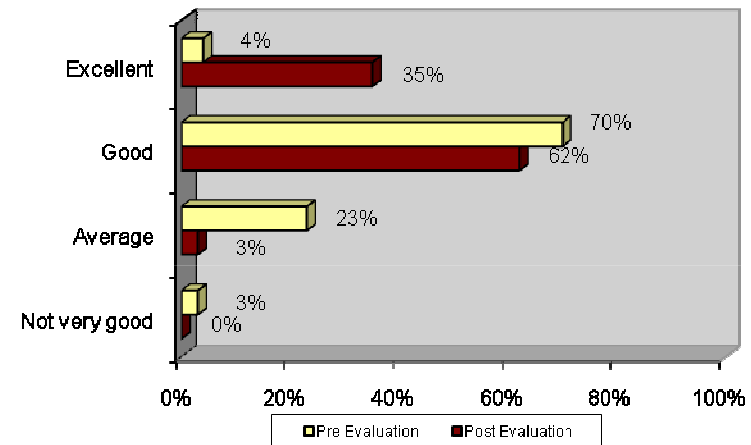
Comparative Analysis

Q1. How confident do you feel in your understanding of Equality and Diversity?



There has been a general increase in the level of confidence felt by delegates after attending the workshops. The most significant changes are the **25%** increase in the Very Confident category and the **35%** increase in the Confident category.

Q2. How confident do you feel in your understanding of the consequences of inappropriate behaviour?

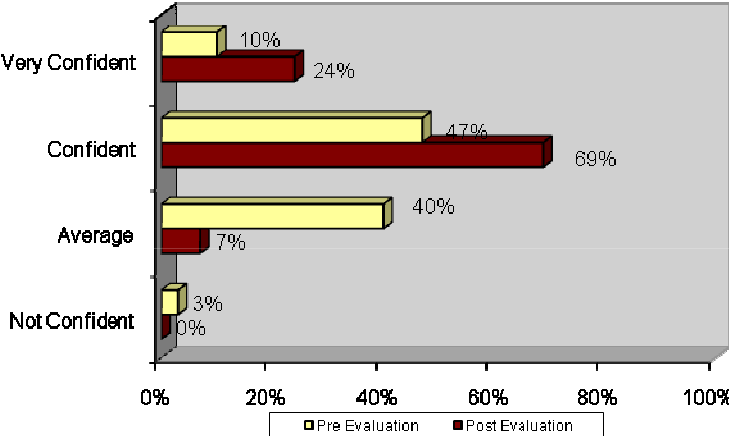


These results demonstrate a general movement upwards in the understanding of the consequences of inappropriate behaviour. The most significant change being the **31%** increase in the Very Confident category.

Comparative Analysis

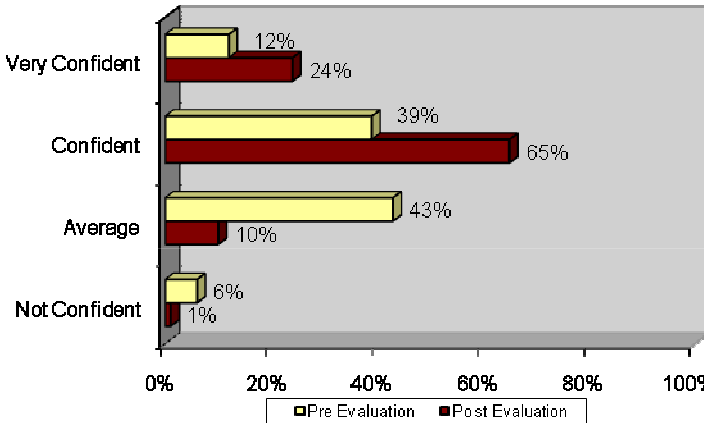


Q3. How confident do you feel in integrating a 'diverse' employee into your team?



Prior to the sessions **57%** of those attending felt Very Confident or Confident in integrating a 'diverse' employee into their team. Following the training this had risen to **93%**. This measure shows a **36%** rise in confidence.

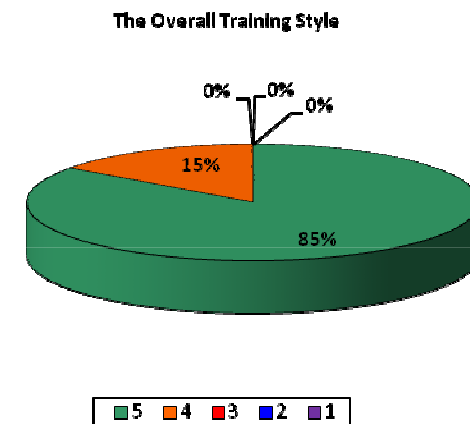
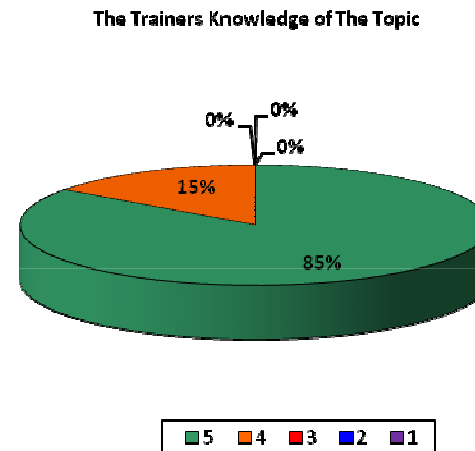
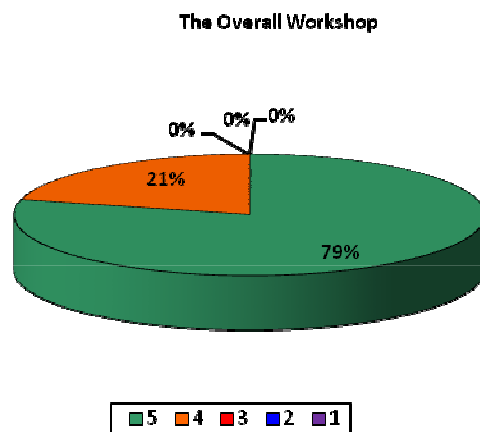
Q4. How confident do you feel in challenging unacceptable behaviour in the workplace?



Responses to this measure show a rise of **38%** of attendees who felt they were now more confident in challenging unacceptable behaviour in the workplace following the training sessions. **89%** felt Very Confident or Confident after the sessions contrasting to **51%** prior to the workshops.

Post Evaluation

Q5. Please identify on a scale of 1-5 (with 1 as low and 5 as high) the quality of:



The overall results of the questionnaires show that delegates demonstrated an extremely positive shift in their own key learning throughout the session.

In addition, when gauging the overall quality of the workshop, the training style and the facilitator's knowledge, on average no less than **100%** of the delegates scored within the top two categories.

Post Evaluation



Q6. What will you do differently after attending this workshop? ?(*NB this is a selection of answers, full list is available on request)

- Think before I speak
- Better understanding; reflect on my management style and how my actions and the actions of others affect staff and clients
- Think about the consequences of my actions, especially banter
- Will be able to look at things differently in the office
- Have more respect for other people who are different to me
- Challenge unacceptable behaviour
- Have more thought to other employees in the office when banter takes place
- Listen to peoples opinions more and appreciate people more
- Attempt to address issues I feel uncomfortable about
- Challenge positively
- Be more at ease in dealing with E and D issues
- Be more accepting of differences in people
- Think more about situations when they arise and the things I say
- Think more before I open my mouth
- Think!
- Feedback main points to all staff via a staff meeting
- React differently in attitude to community involvement situations
- Challenge better
- Be aware of others feelings
- Be more aware of equality and diversity issues
- More positive handling of “difficult” issues that need addressing
- Think about situations before acting, hopefully with a more successful result
- Try to nip things in the bud before they escalate

Post Evaluation



Q7. Any further comments? (*NB this is a selection of answers, full list is available on request)

- I have done a number of diversity courses but this has been the best by far
- Thank you very inspirational
- Very informative
- Excellent way of providing training
- It was different so may be more memorable
- Great way to put across the topics
- Excellent workshop
- Very entertaining
- Excellent interactive workshop, took the “PC” out of the subject, well done!
- Three “actors” were particularly good at staying in role throughout the questioning. Excellent event, thank you!
- I very much enjoyed the style and interactive nature of the workshop
- Actors and facilitator were excellent, very enjoyable training event
- The best training event I have been to! Thank you.
- Very well presented training, excellent
- A very good workshop, I must admit I had my doubts beforehand about the concept of using drama to train in equality and diversity, but it was refreshing change from flipcharts and power point!
- Thank you for an excellent presentation
- Very entertaining, thank you
- I found the style of training very good
- Excellent event, thank you.
- Extremely useful and presented in a lively and informative way
- Excellent and very accessible presentation and demonstration, thank you

Current Projects



Current Projects

With our interactive, creative approach, **Theatre &** are able to apply the learning and development focus with the interactivity of drama-based training, to a range of subject areas guided solely by our clients imagination. Our style of training delivery is very much a vehicle for learning and is perfectly adaptable in line with your specific needs.

We have many industry bespoke projects including Vision and Values Workshops, Positive Steps Workshops within Housing Associations, Conferences for Employee Engagement and many more.

Recent programmes we have completed or are in the process of delivering for our clients include:

- ❑ Working with **Sandwell Primary Care Trust** delivering a programme around ***Vision and Values*** across the whole organisation
- ❑ **The British Museum** delivering a ***Confidence in Positive Leadership*** programme
- ❑ Delivering ***Conflict Management Training*** with **Southampton Solent University**
- ❑ **City of London** ***Performance Management workshops***
- ❑ **Blackburn and Darwin PCT** an ***interactive conference*** for heads of service, ***focusing on gay, lesbian, bi-sexual and transgender needs***
- ❑ **Crawley Homes** an ***interactive conference*** for all employees with a focus on the ***internal customer and providing excellent customer service***