

Overall Goal

The overall goal is to assist and enable all participants to use equality and diversity as a key part of their business effectiveness in terms of the organisation's reputation; its internal and external relationships; and results.

Objectives

By the end of the session participants should:

- Fully understand the principles of equality and diversity and their role in the provision of services;
- Recognise and be able to articulate the positive outcomes that flow from implementing an equality and diversity agenda;
- State how discrimination occurs and its potential impact in the provision of services to customers;
- Have an understanding of institutional exclusion;
- State their legal; corporate and personal responsibilities in the delivery of services;
- Consider what their organisation is currently doing to achieve equality and diversity in practice;
- Have begun to develop a personal action plan to utilise Equality and Diversity in their day to day tasks.

Example Programme

Time	Syllabus	Activities	Resource
09:30	<ul style="list-style-type: none"> • Introductions, • Domestic arrangements, • Aims & Objectives, Course Values & Participant Expectations 	Story of name Discussion	
09:45	Principles of Equality & Diversity <ul style="list-style-type: none"> • Definitions • Impact on the business in terms of reputation; relationships; and business results 	Small group work; Plenary and discussion	LCD Projector Work book
10:45	Break		
11:00	How Discrimination occurs <ul style="list-style-type: none"> • The process of discrimination • Our beliefs – from myths to practices • Understanding yourself and others 	Facilitation Small group work Plenary and discussion	LCD Projector Work book
12:30	Lunch		
13:15	Understanding anti-discrimination legislation: <ul style="list-style-type: none"> • Sex Discrimination Act 1975 • Race Relations Act 1976 • Race Relations (Amendment Act 2000 • Disability Discrimination Act 1995 • Disability Discrimination Act (005 • Emp Equality (Sexual Orientation) 2003 • Emp Equality (Religion and Belief) 2003 	Facilitation Case-studies	LCD Projector Work book
14:15	Diversity Paradigms	Small group work	
15:00	Break		
15:15	Developing a model of continuous improvement	Case Studies	
16:00	Action planning		
16:15	Closure		