Equality Essentials will enable your staff to achieve a better understanding of:

- What equality and diversity mean in practice
- The key benefits of good equality practice
- How to recognise and challenge inappropriate behaviour at work
- How to provide an inclusive and accessible customer experience
- How to put policy into practice
COURSE FACT SHEET:
Equality Essentials
Making sense of equality in practice

Overview
Via a choice of e-learning or trainer-led formats, or a combination of the two, this course offers modules which introduce the learner to all issues around equality that arise at work. Suitable for people in every type of job, in every type of organisation, it has been developed to help staff at all levels, including foundation level employees, operational managers and staff, HR managers and trainers and senior executives.

Course Content
The course encourages people to consider what equality and diversity mean in practice, explains individual rights and responsibilities, gives examples of inappropriate behaviour and what to do about it, as well as tips on how to put policy into practice.

Summary of video-clip scenarios

Module 1 - Defines equality and diversity to ensure effective communication of equality and diversity messages. It explores the scope of equality law and encourages learners to move beyond legal compliance to create an inclusive environment in which everyone feels valued and reaches their full potential.

Module 2 - Provides dramatised examples of inappropriate behaviour at work, describes different types of harassment and bullying, the impact of inappropriate behaviour on individuals and helps the learner to respond effectively to inappropriate behaviour.

Module 3 - Shows how equality can ensure improved customer service. It highlights the key elements of effective customer service and indicates the importance of understanding and responding to individual needs to ensure that your services are accessible to all.

Module 4 - Identifies the benefits of equality and summarises how to practice equality in day-to-day work. It also provides useful contacts for future support.

What sets Skill Boosters apart?

• Our courses consist of credible and best practice learning content developed in partnership with leading subject matter experts.
• We can blend subject matter and delivery methods in a unique way.
• Our training solutions can be tailored to suit the needs of your staff and organisation.
• We create innovative learning technologies to deliver inspiring and accessible training solutions.
• Our background and expertise in television, multimedia and education enables us to create rich media-based training solutions which engage learners throughout their learning journey.
• We offer a no-obligation 'try before you buy' service.

Some of our clients include:
Tesco, Home Office, M&S, Cornwall County Council, KPMG, Defra, Glaxo, Glasgow Council, MoD, Sainsbury’s, Eversheds, Simmons & Simmons, Canary Wharf Group, ZSL Group, Department of Health, Guy’s & St Thomas’, HSBC, Barclays, Intercontinental Hotel Group, Serco

“The development and dissemination of Equality Essentials across the social care and health sector in Cornwall (estimated 12,000 – 14,000 workers) has had a number of benefits. Since June 2009, over 1,200 people have successfully passed the Post Assessment Test. This equates to approximately 80 face-to-face training sessions and we know that a number of agencies who find the release of staff very problematic have had access to training which otherwise would not have been practically available to them.”

Kathy Pope, November 2009, Senior Staff Development Officer Learning, Training & Development Unit Cornwall Council

Delivery formats available

Hosted online.

Installed on your Learning Management System or network.

In-house and public trainer-led workshops.

Duration

Estimated time required to complete this course - 60 minutes. Times may differ depending on individual learning styles.

Trainer-led: Half or full day.

Please contact us for pricing options, special offers or to discuss a tailored model.