



# Facilitator's Handbook

Making a Difference

Equality and Diversity Training self-study pack. This workbook has been specifically developed for use with teams



<b>CONTENTS</b>	<b>PAGE</b>
Context	1
<b>Helping Participants to Get the Most Out of Workshops &amp; Training</b>	3-13
Experiential Learning	4
Teaching Arrangements	5
Co-Training	7
Effective Listening	8
Managing Difficult Behaviours	11
<b>Designing Your Own Equality &amp; Inclusion Workshops &amp; Training</b>	14-17
One Day Workshop	15
Workshop Programme	16
Session Planner	17
<b>Examples of Session Plans</b>	18-30
Introducing the Workshop to Participants	19
Equal Opportunities or Diversity	21
The Sociogram Exercise	24
Paradigm of Prejudice and Discrimination	27
<b>Resources for Background Information and Use in Sessions</b>	31-61
Quiz	32
Managing Diversity and Equal Opportunities	35
How Do Equal Opportunities and Diversity Affect Me?	37
'Quick List' for Benchmarking Equality and Diversity	38
Diversity Champion	40
Equalities Legislation	42
Institutional Discrimination	44
Gordon Allport's Scale of Prejudice	46
Harassment and Bullying	47
Identifying Different Types of Discrimination	51
Challenging Inappropriate Behaviour	53
Review of Main Learning Points & Goals for the Future	58
Glossary	59

## Context

Many organisations are choosing to undertake in-house Equality and Diversity training. We currently offer generic workshops and resources to support these organisations in their Equality and Diversity training efforts. Training in equality is planned and delivered to staff because employers recognise that staff are an organisation's most important asset and as such their knowledge, skills, experience and personal and professional development is vital in successfully implementing equal opportunities.

Today's workforces are becoming increasingly diverse. Employers are required to ensure equality and diversity throughout the organisation. They need to be pro-active in their approach to implementing equality practices and procedures and ensure that they enable people to feel valued, respected and motivated both for their own benefit and that of the organisation.

Equalities training is probably the most challenging training of all. The Equality and Diversity UK Ltd Train the Trainers programme sets you up with the knowledge, key skills and confidence to deliver training and workshops within your organisation.

### **The overall aim of the Train the Trainer training is:**

- ✚ to equip trainers with a set of core skills to deliver the one day Diversity Awareness training within their own organisation
- ✚ to provide trainers with the understanding and skills necessary to build equality more centrally into course design and delivery.

## Objectives

By the end of the course, participants will have:

- ✚ exchanged knowledge and developed their understanding of the concepts, principles and practices involved in co-facilitating diversity workshops
- ✚ explored and understood the difference between equal opportunities and diversity
- ✚ understood the concept of race and the responsibilities of individuals and organisations in this area according to current legislation
- ✚ recognised their own prejudices and assumptions and understood the connection between these and the behaviour and performance of others
- ✚ understood cross cultural behavioural norms and taboos
- ✚ explored how to identify and challenge inappropriate behaviours and attitudes exhibited within the workshops
- ✚ developed individual action plans based on the learning from the workshop activities.

This Facilitator's Handbook provides you with further hints and tips, templates for planning your own training, examples of session plans and resources and background information that you can use in your sessions.

The following graphics help to guide the user around the resource.



Activities



Information on roles and responsibilities



Information or activity exploring legislation



Practical tips and advice



Information or explanation

# **Helping Participants to Get the Most Out of Workshops & Training**

**This section provides you with hints and tips on how to create a learning environment that maintains interest and encourages participation and interaction.**

**It also highlights some of the characteristics displayed by good facilitators and provides insights into how to manage difficult behaviours within the group.**

## **Designing Your Own Equality & Inclusion Workshops & Training**

**This section provides you with ideas and templates that you can use to help you plan your own training and workshops.**

## **Examples of Session Plans**

**This section provides you with examples of session plans that you can adapt or, better still, use as inspiration for developing your own training and workshops sessions.**

## **Resources for Background Information and Use in Sessions**

**This section provides you with a range of resources that you can extend your own knowledge, adapt or use as inspiration for developing materials for your own training and workshops sessions.**