

Take a Fresh Look at Equality Diversity and Inclusion in 2020



A Guide to Development Options 2020

Refreshing Knowledge, Skills and Behaviours

Like all aspects of modern life, the world of Equality, Diversity and Inclusion continues to evolve. In 2020, the ever changing profile and expectations of customers, employees and members of the public, the influence of social media, promoting dignity at work and the challenges of delivering inclusive services are just some of the important considerations facing many modern UK organisations.



Ensuring your managers and customer facing teams are able to demonstrate appropriate knowledge, skills and confidence in this area is a key competence. If it is a little while since you last provided Equality and Diversity development, natural staff turnover and decay of learning may also have created development needs.



McKenzie are the leading provider of Equality, Diversity and Inclusion training / consultancy in the UK. Formed nearly twenty years ago, we have worked with hundreds of UK organisations to develop energetic, innovative and effective development solutions in this specialist area.

Not Standing Still

Because the world of Equality and Diversity does not stand still, neither do we ! Fresh for 2020, is our portfolio of training and development options. We hope that the enclosed will be of use to you either now or in the future. Should you require further information, or wish to discuss the enclosed, please do not hesitate to contact us.

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Delivering Inclusive Services to Diverse Communities

Embracing Equality and Diversity as part of your overall customer service proposition is of course, an essential requirement within all organisations.



The event provides delegates with the confidence, motivation, information and skills required to reach out and deliver service excellence to your diverse customer base. The event is tailored to explore the common trends in the demography of your service user profile and identify the common requirements from diverse groups.

McKenzie have comprehensive experience of developing and delivering bespoke Diversity customer service training and can deliver a modern and interactive workshop suitable for all levels of employees. All events are delivered by employed professional facilitators who have an expert background in Equality, Diversity and service delivery.

Programme Content:

- Skills and Behaviours Required to Deliver Inclusive Services
- Overcoming Common Cultural Barriers ■ Case Analysis / Outcomes
- Challenging Stereotypes ■ Options for Overseas Customers
- Tailoring Services to meet the needs of Diverse Residents
- Tools, Techniques and Resources for Delivering Service Excellence
- The role of Reflective Diversity ■ Key Language Considerations

Delivery Options:

Can be delivered in house as a full or half day learning event or as a 'bite sized' seminar for up to 20 people. Prices start at £495.00

Promoting Dignity at Work

One of our specialist areas is providing support in respect of workplace bullying, harassment or other inappropriate conduct / behaviour. McKenzie provide Dignity at Work training, consultancy and one to one coaching - particularly for managers and senior managers.



We recognise that issues will vary considerably in different organisations and may include, for example, sexism, inappropriate language, old fashioned leadership styles etc.

McKenzie can work with you to address your individual or collective development requirements in this area.

New for 2020 is our updated development programme which provides a interactive and engaging exploration of how to recognise and avoid workplace bullying and harassment and promote a culture of dignity and respect.

The event includes a review of the role of social media in the workplace and recognising inappropriate workplace behaviours and language.

Programme Content:

- Definitions of workplace bullying, harassment and discrimination
- The affect of harassment on individuals, teams and organisations.
- Common actions, language and behaviour which may be inappropriate
- Interactive, electronic quiz exploring facts ■ Interactive case studies
- Tools for success ■ Skills for challenging / managing others in this area

Delivery Options:

Can be delivered in house as a full or half day learning event or as a 'bite sized' seminar for up to 20 people. Prices start at £495.00

Managing Disability in the Workplace and Community

Beyond the obvious legal requirement to accommodate disability in both the workplace and service delivery, this programme is designed to challenge perceptions, behaviours and attitudes towards disability and impart the necessary confidence, knowledge and skills required to overcome the many barriers people see when working with or delivering services to disabled people.



All events are delivered by a senior consultant who is recognised as one of the leading UK experts in this field.

Programme Content:

- Interactive Electronic Quiz Exploring Facts Relating to UK Disabilities
- Definitions of Disability - The Legal and Social Models
- Overcoming and Challenging Common Misconceptions / Stereotypes
- Case Studies and Outcomes
- Deciding what is a Reasonable / Unreasonable Adjustment
- Disability Etiquette – A guide ■ Inclusive Language Considerations
- Skills for Demonstrating Inclusive Behaviour
- Skills for Managing Employees and Customers with Mental Health Conditions or Learning Difficulties
- Considerations in Recruitment and Outreach in the Community

Delivery Options:

Can be delivered in house as a full or half day learning event or as a 'bite sized' seminar for up to 20 people. Prices start at £495.00

Masterclass: Performing An Effective Equality Analysis

Identifying hidden, indirect or unintentional discrimination in your policies and procedures is a key aspect of prompting Equality and Diversity in your organisation.



An Equality Impact Analysis (EqIA) is a modern, innovative, customer focussed and practical method of identifying risks of inequalities to your residents and employees.

Effective completion of an Equality Impact Analysis requires a unique blend of technical awareness and lateral thinking skills. We deliver a practical, interactive workshop where delegates spend the majority of their time 'doing'. It is specifically designed to impart the necessary knowledge, skills, confidence and sources of information required to complete a robust EqIA. McKenzies have worked with EqIAs since their original introduction in 2001 and all events are delivered by a senior consultant who is a recognised UK expert in this field.

Programme Content:

- The purpose of EqIAs ■ Examples of Best Practice Completed Analysis
- Activities that Constitute Part of an EqIA e.g. Customer Journey Mapping, Policy Analysis, Use of data etc.
- Interactive, Electronic Quiz Exploring the Purpose and Benefits of EqIAs
- Skills and Techniques to aid Completion - Including Key Phraseology
- Completion Exercise Using a Real Policy from your Archives

Delivered as a full day event or one to one coaching Prices from £895.00

Equality and Diversity Refresher Training

One of the most popular options chosen by McKenzie customers. We provide a practical and engaging training event designed to explore the importance of understanding and embracing Equality and Diversity with both colleagues and customers. The event also explores how and why all modern and forward thinking organisations effectively integrate and embed Equality and Diversity into everything that everyone does in their daily working lives. The event is of course, tailored to meet the exact requirements, policies and audience of your organisation.



McKenzie provide interactive, engaging thought provoking learning. Delegates spend the majority of their time 'doing' whilst they are learning. Events are delivered by a senior consultant who is a subject matter expert.

Programme Content:

- **Electronic Interactive Quiz Exploring the Equality Act**
- **Examples of Best Practice drawn from other UK organisations**
- **Social Media Considerations** ■ **Key Business Benefits**
- **Key Skills and Behaviours for Demonstrating Inclusivity**
- **Challenging Unacceptable Behaviour and Language**
- **Case Analysis and Outcomes**
- **Challenging Prejudice, Stereotyping and Bias (Self and Others)**
- **Using Inclusive Language** ■ **Using Equality Data to monitor outcomes**

Delivery Options:

Can be delivered in house as a full or half day learning event or as a 'bite sized' seminar for up to 20 people. Prices start at £495.00

The Prevent Duty – Guidance and Training

A large number of organisations are now subject to the *Prevent Duty* which requires you to have 'due regard' to the need to prevent people being drawn into terrorism. This includes the requirement to develop systems - including policies and procedures to comply with the duty.



McKenzie provide a half day, interactive and engaging event exploring:

Programme Content:

- Overview of The *Prevent Duty* and the related legislative framework
- Definitions of terrorism, radicalisation and 'at risk' groups
- Guidance notes detailing exactly what is required of organisations
- An analysis of how to identify risks, unusual conduct and behaviour
- A guide to developing effective policies and procedures
- Balancing 'freedom of expression' with radicalisation risks
- Integrating the *Prevent Duty* into Equality, Diversity and Inclusion practices, policies and procedures
- Example risk assessment and policy templates
- Social media and I.T considerations
- Reporting of information, resources and signposts

Delivery Options:

Can be delivered in house as a half day learning event or as a 'bite sized' seminar for up to 20 people. Prices start at £450.00

Equality and Diversity Consultancy

As the leading UK Equality and Diversity Consultancy, we can work with you in a number of different ways to help you achieve your vision, values and objectives in this area.



McKenzie can:

- Listen to you and your specific organisational requirements
- Perform a free health check and audit questionnaire
- Show you our own strategic business development models
- Explain the clear business benefits of developing initiatives
- Provide examples of best practice from other UK organisations
- Advise on the completion of a gap analysis
- Discuss potential development options

We can also:

- Complete an external gap analysis and report for your organisation
- Produce Equality and Diversity strategies and action plans
- Complete external Equality analysis / assessments on your behalf
- Perform external reviews, interviews and investigations in respect of Equality, Diversity and Dignity at Work.
- Develop policies, procedures and reporting templates – including collection and analysis of Equality data
- Provide 'critical friend' support. Telephone and 'one to one' options

About McKenzie

Since our formation in 1996 we have worked with hundreds of UK organisations – too many to list. Recent new customers to McKenzie in 2020 include:

- Ofgem ■ Capita ■ Crossrail ■ The NHS ■ The BBC
- The National Audit Office ■ The Money Advice Service
- The Law Society ■ The Institute of Chartered Accountants (England and Wales)
- The Department of Health ■ The Marine Management Organisation



Our Style:

What were your overall impressions of the course

Brilliant, easily the best course I've been on ~~over~~ simply because of how engaging the course was - kept me interested the whole way through

Please make any other comments about the training you think would be helpful for us planning this course in future

I thought this was the best course I have attended in 10 1/2 years

Please turnover and complete the reverse side too.

Very good trainer

Original Testimonials

Local Authority Customers Include:

- Kent County Council ■ Essex County Council ■ Norwich City Council
- Aberdeen City Council ■ Camden County Council ■ Luton Borough Council
- Welwyn and Hatfield Borough Council ■ Swale Borough Council
- Epsom and Ewell Borough ■ Kirklees Council ■ Maldon District Council

We also offer:

- ✓ Senior Team Events ✓ One to One Coaching ✓

Diversity
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