

Diversity

mckenzie

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## Company Information:



## Dignity at Work Training:

[www.diversitymckenzie.co.uk](http://www.diversitymckenzie.co.uk)



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## 1.1 Introduction to McKenzie:



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Founded in 1996, *McKenzie* is an independent UK consultancy specialising exclusively in the provision of Equality, Diversity and Dignity at Work learning, coaching and consultancy. We have extensive experience of delivering in house training / coaching events across many sectors including catering, manufacturing, marketing, retail and engineering. We have worked extensively within both the public and private sectors.

McKenzie are approved suppliers to a number of UK regulatory bodies including:

- *Ofgem*
- *The National Audit Office*
- *The Law Society for England and Wales*
- *The Chartered Institute of Accountants for England and Wales*
- *The General Medical Council and The General Pharmaceutical Council*
- *The Ministry of Justice*
- *The Department of Health*
- *The Valuation Tribunal Service*

We are also:

- An approved centre of learning accredited by the I.L.M.
- Approved supplier to the Chartered Institute of Personnel & Development





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## 1.2 What we do:

**We design and supply professional solutions for our partner organisations exclusively within the areas of Equality, Diversity, Inclusion and Dignity at Work. This includes:**

- ✓ Design and delivery of modern and engaging development programmes to develop all levels of employees to be able to understand all aspects of Diversity, Inclusion and Dignity at Work and how to effectively integrate this within both the workplace and in the delivery of inclusive services.
- ✓ Developing bespoke learning and development options to match exact organisational needs.
- ✓ Providing one to one coaching for senior managers to assist in the realisation of personal development areas and setting measurable action plans and review. This is particularly relevant where formal or informal complaints have been raised against a senior person and external expertise and guidance is required.
- ✓ Development of policies, competencies and appraisal mechanism to allow organisations to effectively embed Diversity, Inclusion and Dignity at Work in their organisation.

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## 1.3 Who do we work with ?

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Since our formation, we have worked with over 300 UK organisations to develop Equality and Diversity and Dignity at Work related initiatives. Examples of recent *McKenzie* customers include:

 Barclays Bank	 Ofgem	 National Audit Office	 Crossrail
 Citizens Advice	 General Medical Council	 National Health Service	 Capita
 Disclosure & Barring Service	 Department for Environment Food & Rural Affairs	 Alliance Boots	 The Law Society
 BBC	 Wickes DIY	 Care Quality Commission	 NG Bailey Construction
 Construction	 Jewson Building	 SIA Security Industry Authority Security	 Bechtel Engineering
 CIPD	 VINCI UK TAYLOR WOODROW Construction	 The Crown Estate Crown Estate	 Home Office
 The Institute of Chartered Accountants IN ENGLAND AND WALES Accountants	 Level 3 Communications	 The WRIGLEY Company Ltd Wrigley's	 YMCA The YMCA
 Manchester United	 The FA.com THE HOME OF ENGLISH FOOTBALL Football Association	 LEXMARK IT	 Justice Courts / Tribunals
 Valuation Tribunal	 CSSC Sports & Leisure	 LFB LONDON FIRE BRIGADE making London a safer city London Fire Brigade	 American Embassy
 Co of Biologists	 MOUNTVIEW ACADEMY OF THEATRE ARTS Academy of Arts	 LONDON SOUTH BANK UNIVERSITY University	 southwark college College
 the fund Civil Service	 Kent Fire & Rescue Service	 British Association Counselling & Psychotherapy B.A.C.P	 Royal Pharmaceutical Society of Great Britain Pharmaceutical

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## 1.4 Example Learning Outcomes:



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Typically, at the end of attending a full day McKenzie Dignity at Work training event, delegates will be able to:

- Explain the meaning of inclusion, harassment and dignity in the workplace.
- Explore how working styles have evolved in the 21<sup>st</sup> century and why certain behaviours and language, previously considered acceptable, are now generally regarded as unacceptable.
- Explain how inappropriate language, banter and conduct can adversely affect individuals, teams, organisations and performance.
- Examine the difference between *Professional*, *Family* and *Social* 'hat's and why it is often inappropriate to wear a '*Social*' hat in the workplace or at work social events.
- Use a tool to assess whether language or behaviour is 'banter'; or if it could be perceived as offensive, intimidating or inappropriate.
- Discuss why embracing Dignity at Work is a critical people management competence in all modern organisations with colleagues, customers and partner agencies.
- Examine some real cases of unintentional harassment / bullying in the workplace - including sexism and why such behaviour was perceived to be inappropriate by colleagues.
- Examine the concept of 'blindspots' (behaviours seen by others but not seen by self).
- Examine the skills and techniques required to encourage both inclusion and respect in the workplace.
- Explore the role of language in promoting Dignity at Work and examine a number of terms which may be considered unacceptable in the 21<sup>st</sup> century workplace.
- Demonstrate how to challenge inappropriate behaviour and conduct in the workplace.

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## 1.5 Consultant

### Experience:



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McKenzie employ professionally qualified, passionate, subject matter experts. Please note, we do not supply sub contractors or agents to our partner organisations.

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## 1.6: Innovative Approaches to Training:

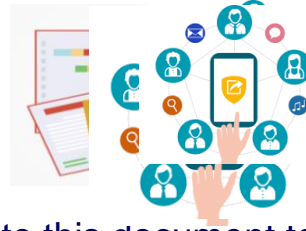
We are proud of our experience of successfully designing and delivering modern, experiential and engaging Dignity at Work development initiatives. All McKenzie events are highly interactive where delegates spend the majority of their time interacting and doing (not sitting and listening). Typically, our approaches include:

- ✓ **Using the latest audio visual technology** to bring high energy and engagement into all training events. This includes the use of interactive, electronic knowledge briefings, quizzes (with prizes), short video and music clips to enhance engagement, use of tablet computers for reviewing scenarios in groups and practical / thought provoking case scenarios.
- ✓ **Provision of practical tools and resources** that managers can utilise on their return to the workplace to both promote dignity and respect and informally challenge inappropriate behaviour and language in teams.
- ✓ **Use of engaging and interactive case studies** illustrating real inclusion at work issues (behaviour, language and actions) and the skills required to resolve in the workplace.
- ✓ **Use of e-learning and post event resources** to supplement training. This includes providing access to downloads, resources and external signposts.
- ✓ **Use of passionate, energetic and highly experienced subject matter experts** to facilitate all learning events to engage delegates at both a **technical** and **emotional** level.

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## 1.7 Contact Details:



Please address any queries relating to this document to:  
Sally Carter – Procurement and Finance Manager.

☎ Office: 01535 654775. ✉ E Mail: [sally@mckenzie.co.uk](mailto:sally@mckenzie.co.uk)

## 1.8 Illustrative Fees:

Activity:	Fee:
Delivery of one full day Dignity at Work Training Event to managers and staff (up to 15 delegates)	
Design of bespoke event slides, case studies and learning activities	