

Take a Fresh Look at Equality Diversity and Inclusion in 2015



A Guide to Development in Social Housing

Diversity
mckenzie

Refreshing Knowledge, Skills and Behaviours

Like all aspects of modern life, the world of Equality, Diversity and Inclusion continues to evolve. In 2015, the ever changing profile and expectations of residents, revisions to the legislative/benefits framework, the influence of social media and the challenges of delivering inclusive services are just some of the important considerations facing all social housing providers.



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 to the social housing sector. 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 2015, is our portfolio of development options for social housing providers. 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 the social housing sector.



The event provides delegates with the confidence, motivation, information and skills required to deliver service excellence to your diverse customer base. The event is tailored to explore the common trends in the demography of your local resident profile and identify the common requirements from identified 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, service delivery and the housing sector.

Programme Content:

- Skills and Behaviours Required to Deliver Inclusive Services
- Overcoming Common Cultural Barriers ■ Case Analysis / Outcomes
- Challenging Stereotypes ■ Options for non English Speaking Residents
- 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

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 (Housing related) and Outcomes
- Deciding what is a Reasonable / Unreasonable Adjustment
- Disability Etiquette – A guide ■ Inclusive Language Considerations
- Skills for Demonstrating Inclusive Behaviour
- Skills for Managing Residents 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

All public related bodies have a statutory duty to assess the impact their activities have on different sections of the community. This was formally achieved by the completion of, in some cases, lengthy and time consuming Equality Impact Assessments.



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. Resident Consultation, 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 housing providers, we provide a practical and engaging training event designed to explore the importance of understanding and embracing Equality and Diversity with both colleagues and residents. The event also explores how and why all modern and forward thinking housing groups 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 – including the Social Housing Equality Framework**
- **Social Media Considerations** ■ **Key Business Benefits**
- **Key Skills and Behaviours for Demonstrating Inclusivity**
- **Challenging Unacceptable Behaviour and Language**
- **Case Analysis (Housing Related) 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

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 2015 and 2014 include:

- Ofgem ■ Capita ■ Crossrail ■ The NHS
- The National Audit Office ■ The Money Advice Service
- The American Embassy London ■ CSSC (Sports and Leisure)
- Level 3 Communications ■ Her Majesty's Court Services ■ Pork Farms
- Essex County Council, ■ Security Industry Authority, ■ Brentwood Council,
- Mountview Academy of Theatre Arts ■ Aberdeen City Council
- The Valuation Tribunal Service ■ The Department of Health

Our previous housing customers include:

- London and Quadrant ■ Symphony ■ One Group ■ Home Housing
- Stone water ■ Wandle ■ Toynbee ■ L.H.T. ■ Cobalt ■ Leicester Housing
- Contour ■ Havebury ■ Anchor ■ Mount Green ■ Housing 21
- Free bridge ■ Peak Valley ■ Eastbourne Homes ■ Victory ■ Pilgrims Friend
- Welwyn and Hatfield

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 course I have attended in 10 1/2 years

Please turnover and complete the reverse side too.

Very good trainer

Original Testimonials

We also offer:

- ✓ Board Member Training
- ✓ One to One Coaching
- ✓ Training to Resident Groups

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