



Equality & Diversity eLearning Options

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Aurion Learning's Approach to Equality & Diversity

Using all of in-house eLearning strategy, design/development and rollout experience, over the last few years we have focussed on equality and diversity as a core learning content area. We have developed what we hope is a unique, innovative and flexible approach to delivering this type of training.

In the past, many equality and diversity training programmes have focussed on teaching about difficult legislative concepts, requiring learners to grapple with the details of tricky legal issues.

Trying to implement this approach in practical way to promote changes within your organisation can sometimes make you focus on documents, policies and procedures, rather than people, which is core to doing diversity well. This is to the detriment of making the most of all of the differences that your staff has to offer.

In our workplaces too, we've really got bogged down with the wrong **PC** – Political Correctness, rather than looking at more useful PCs like Personal Commitment and Professional Competence.

Also, not forgetting that while we have more laws in the 21st century to protect against issues of difference than at any other time in our history, as these statistics show, problems with equality and diversity are still on the increase.

- In 2006, the police recorded 50,000 racially or religiously motivated hate crimes.
- The number of cases brought to employment tribunals in Great Britain in 2006-07 rose by 15 per cent, from 115,039 in 2005-06 to 132,577.

Working with our content partner, TIDES Training, we have already created a tried and tested approach to delivering equality and diversity training, which provides more flexible learning options and has greater reach within a shorter space of time. This learning approach also makes use of modern interactive learning techniques, helping learners to assimilate information more efficiently this information driven society.

The approach is an eLearning option that uses highly engaging and interactive learning techniques along with the immersive stimulus of audio visual material. This approach to equality and diversity training has already been successfully rolled out to three key organisations within Northern Ireland:

- Northern Ireland Civil Service – equality and diversity awareness-raising for all staff.
- NHS – getting across the message that difference is not always to be feared.
- Disability Action – support for small and medium sized enterprises throughout Northern Ireland.

The adoption of this approach in Northern Ireland, which has its own long-standing equality and diversity challenges, has been hailed as an unprecedented and unrivalled success.

Ivor Hughes, Diversity Awareness Project Manager (www.aurion.co.uk/clients/csdiversity)
“The programme has exceeded our highest hopes, across the board, to the extent that it is seen not only as useful to the Northern Ireland Civil Service as an employer, but as a powerful tool in helping the Government to promote social cohesion across Northern Ireland.”

Curriculum Outline: Equality & Diversity Training

Programme 1: DiversityNow

Designed for: Public Sector staff employed by the Northern Ireland Civil Service.

<http://www.aurion.co.uk/clients/csdiversity/default.htm>

Learning Hours: 3

Content Partner: TIDES Training

- An internationally renowned Training & Consultancy company offering Conflict Management, Community Relations and Mediation Training.
- Delivery of equality and diversity training all around the world in well known conflict areas including Ireland (PSNI & An Garda Siochana), South Africa and the Baltic region.
- Involved as a key player in the world-wide peace initiative – Dialogue for Peaceful Change.

For more information see (<http://www.tidestraining.org/>)

Learning Blend:

- Option of online learning, and/or or ½ day classroom session.
- Accompanying Train-the-Trainer pack to skill-up client trainers.
- Train-the-Trainer support sessions provided by TIDES Training.

Features:

- Quick-fire, practical awareness-raising of the importance of doing diversity well.
- Aims to equip employees with basic skills of being able to identify inappropriate behaviour in the workplace.
- Emphasis on the right type of PC – Personal Commitment, Professional Competence & Policy Compliance, rather than Political Correctness.
- Audio / Visual intensive – Vox Pops, Interviews and Dramatisation of equality and diversity issues in the workplace.
- Contains a core story of two typical employees describing their experiences of doing diversity training.

Content Overview

Section	Description & Highlights
Topic 1 – Understanding Diversity	Clarifies the meaning of diversity and introduces the learner to key areas of diversity in our society and workplaces. Includes Vox Pops from local politicians and the general public on “What Diversity Means to You?”
Topic 2 – What’s it Got to Do with You?	Allows the learner to focus on their own views of diversity helping them to understand core concepts of stereotyping, prejudice and discrimination.
Topic 3 – What’s it Got to Do with Your Organisation?	Focuses on organisational issues, looking at the diversity of the organisation and the benefits that diversity brings to an organisation.
Topic 4 – From Compliance to Commitment	Introduces organisational policies and legislative requirements as well as explaining the core concept of tacit culture.

Topic 5 – The Benefits	Focuses on the benefits of diversity along with the cost of not doing it well – introducing the concept of bad relations. Helps to make the journey from understanding how personal commitment for diversity is needed <i>along</i> with policy compliance.
Topic 6 – Let's Get Practical	<p>From theory to practice – presenting a series of real-to-life scenarios of typical diversity related issues that come up in the workplace.</p> <p>The learner can watch the scenarios through and then choose to analyse what is going on. The emphasis is to helping the learner to realise if they come across incidents like these, <i>doing nothing</i> is no longer an option; they must <i>do something</i>.</p>

Train-the-Trainer Pack	
PowerPoint Presentation	Slide presentation to deliver the training.
Re-use of core eLearning video	Integrated video within presentation to have equivalent learning experience between online and classroom-based learning.
Train-the-Trainer Manual	Detailed trainer's notes and additional exercises to accompany the slide presentations.
Classroom Handouts	Key exercise templates for learners to complete during the training.

Programme 2: Diversity Insights

Designed for: Staff, Managers and HR Managers in small-to-medium sized business (SMEs).

<http://www.aurion.co.uk/clients/disabilityAction/>

Learning Hours: 6-8 (Equivalent of 1 days training)

Content Partner: TIDES Training

- An internationally renowned Training & Consultancy company offering Conflict Management, Community Relations and Mediation Training.
- Delivery of equality and diversity training all around the world in well known conflict areas including Ireland (PSNI & An Garda Siochana), South Africa and the Baltic region.
- Involved as a key player in the world-wide peace initiative – Dialogue for Peaceful Change.

For more information see (<http://www.tidestraining.org/>)

Learning Blend:

- Option of online learning, and 1 day classroom session for HR Managers.
- Staff online learning: 7 core Modules.
- Manager's online learning: 7 staff Modules + 2 Manager's Modules.
- Accompanying Train-the-Trainer pack for HR Managers to skill-up client trainers.
- Train the Trainer HR Manager support sessions provided by TIDES Training.

Features:

- Accredited by the Institute of Leadership and Management.
- Practical all-encompassing toolkit for SME staff providing a one-stop shop for diversity relating training.
- Provides an overview of relevant diversity legislation.
- Summative end of programme assessment, with downloadable Certificate of Completion.
- Reflective Portfolio to allow learners to take personalised notes as they progress.
- Audio / Visual intensive – Vox Pops, interviews, re-use of existing video and dramatisation of 6 different diversity related issues in the typical workplace.

Topic	Description & Highlights
Staff Modules	
Module 1 – Introducing Diversity	This Module 1 introduces the fundamental meaning of diversity. In order to capture the attention of the trainee, this is done in the context of the place in which we live.
Module 2 – Making it Personal	In Module 2 the course aims to personalise the diversity issues. The Module aims to allow the user to identify with their own reactions to diversity in their direct personal experience.
Module 3 – Making it Organisational	Module 3 will aim to bring the user from the personal experience to the organisational experience. This engages us in the diversity within our workplace.
Module 4 – Making it Real	Diversity Legislation is very real and it is the purpose of this module to engage the user in the legislation and the importance of engaging with Policy.

Module 5 – Making it Count	In order to highlight the reality of the legislation, the user will also look more closely at the danger of not engaging with the legislation. In this module the user will be encouraged to consider the real costs of not engaging with this policy.
Module 6 – Making it Practical	Through the use of relevant, practical and context-based scenarios, the user will be encouraged to look at incidents of inappropriate behaviour. They will consider what they should do, and will explore the reality of what they would do.
Module 7 – Making it Last	In this final Module, the user will explore methods for dealing with these situations and some simple ways to engage with lasting change.
Manager's Modules	
Module 8 – Making it Safe to Change	This Module requires the manager to consider the managerial commitment to creating an environment where staff can address inappropriate behaviour, which occurs in the workplace.
Module 9 – Making it Change	This Module requires the manager to consider the importance of leadership and mentoring in enabling change to happen in the workplace.

HR Manager Train-the-Trainer Pack	
PowerPoint Trainer's Presentation	Slide presentation to deliver the training.
Train-the-Trainer Manual	Detailed trainer's notes and additional exercises to accompany the slide presentations.
Classroom Handouts	Key exercise templates for learners to complete during the training.

Programme 3: Discovering Diversity

Designed for: All NHS staff at all levels in Northern Ireland.

<http://www.aurion.co.uk/clients/hpss/diversity>

Learning Hours: 3

Content Partner

- Dr John Kremer BSc PHD AFBPsS CPsychol.
- Senior Lecturer in Applied Social Psychology, Queen's University Belfast.
- Published author in the area of equality and diversity and in sports psychology.

For more information see: <http://www.psych.qub.ac.uk/Staff/staff.aspx?name=kremer>

Features

- A psychological approach to understanding the reasons why we find difference difficult. Armed with this psychological understanding, the learner can then move to looking at the good things difference has to offer.
- A Learning Folder where key exercises are stored allowing learners to print out if evidence of learning is required.
- An end of section summative assessment for each part of the eLearning programme.
- Printable records of assessment.
- 3 video scenarios covering groupthink and conflict.

Learning Blend

Online learning only.

Content Overview

Section	Description & Highlights
Part 1 – Exploring Fairness	An exploration of fairness and difference – and especially how it affects us emotionally. It is designed to provide the motivation for wanting to engage with difference in a positive way.
Part 2 – Understanding Prejudice	An exploration of some of the reasons why dealing with difference can be difficult, why it requires effort and energy - but why it pays.
Part 3 – Dealing with Difference in Groups	An insight into the particular challenges that come from dealing with differences in group settings, covering concepts such as teamwork and groupthink. Also includes a video Case Study on groupthink.
Part 4 – Making Difference Work	Theoretical and practical insights in conflict resolution strategies emphasising co-operation and win-win approaches. Also includes a video Case Study on conflict resolution approaches.

Bringing Equality and Diversity into Your Learning Organisation

Getting the Content Right

Aurion Learning has designed a robust tried and test eLearning framework, that allows you as our client partner to pick and mix Modules that suit your learning organisation. These Modules can be customised and configured to reflect your needs and organisational challenges.

Our six-step *pick and mix* approach to client customisation is as follows:

Six Step Process

1. Choose your Module(s).
2. Identify the changes you want to make to the Modules chosen – text, graphical and interactive exercises.
3. Identify any additional or new Audio/Video requirements.
4. Choose the Assessment Model:
 - *Summative overall* – one assessment at the end of the programme.
 - *Summative section based* – one assessment for each section / Module / Topic of the programme.
5. Select any other Learning Tools:
 - *Reflective Learning Folder* to add personalised reflections.
 - Key exercises saved in a *Learning Folder* to be printed as evidence of learning.
6. Choose the Learning Blend:
 - Online programme for staff throughout the organisation.
 - Online programme for managers
 - Classroom based staff programme.
 - Classroom based Train-the-Trainer programme.
 - Classroom based HR Manager's programme.
 - A mix of any or all of these options.

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