



eD&I for staff and contractors

Aim:

This eLearning course aims to raise staff awareness of equality, diversity and inclusion and encourage participants to take a proactive approach within the workplace. It also reinforces the fact that excellent customer service can only be attained by knowing who your customers are and identifying their specific needs and requirements – usually by asking them! Finally, it emphasises the value of respect and communication, as opposed to the old “fear factor” sometimes associated with equality.

Content:

Module 1 – Prejudice and Discrimination

- Stereotyping
- Prejudice
- Unconscious bias
- Discrimination
- Extremism and radicalisation (Prevent Duty)
- Equality, diversity, inclusion



Module 2 – The Law

- Equality Act 2010
- Human Rights Act 1998
- Protected characteristics
- Types of discrimination
- Positive action and positive discrimination
- Occupational requirement

Module 3 – Challenging inappropriate comments and action. Hate Crime

- Allport's scale
- Hate crime and serious case reviews
- How to challenge
- What to do if challenging doesn't work

Module 4 – Bullying and harassment in the workplace

- The difference between bullying and harassment
- What you should do if you think you are being bullied
- "Upward" bullying
- Could you be the bully?

Module 5 – Promoting diversity and inclusion

- Going the extra mile
- Ways of promoting and advancing equality of opportunity
- Recognising the wider aspects of diversity and inclusion
- Recognising safeguarding-associated diversity issues including modern slavery and child sexual exploitation