



Dagon Services

Equality & Diversity

Personal developmental training and support – 5 day programme

Overall Purpose of the programme is to support and further develop personnel in the use of their people skills.

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| <p>Issues to be included in the workshops :</p> <ul style="list-style-type: none"> • Knowing more about individuals • Groups and how they behave • Different types of culture including the organisation • Diversity • Working in different settings • Harassment • Dealing with conflict • Relevant organisational policies and legislation • Being a soft skills trainer | <p>Programme will work at a variety of levels :</p> <p>Personal / Individual</p> <p>Group / Team</p> <p>Institute</p> <p>Stakeholder / Customers/ Community</p> |
| <p>The Programme will be particularly useful for trainers and managers, and provide underpinning knowledge and skills. It is accredited at Level 3 with the Open College Network.</p> <p>Additional Module now available on Religions and Beliefs</p> | <p>Methods</p> <ul style="list-style-type: none"> • pre workshop learning, and exposure to learning; facilitated discussion • short inputs; group and paired exercises; role play; video • action learning sets; case studies • individual and peer feedback sessions • assignments between workshops <p>Theories</p> <ul style="list-style-type: none"> • Transactional Analysis • Emotional Intelligence • Visions Model of Modern ISMs and Internalised Oppression • Iceberg Theories of Change • Rogers • Robbins Basic Human Needs • Groupthink - Janis |



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| <p><u>Day 1</u> <u>Introduction</u></p> <ul style="list-style-type: none"> • Groundrules • Guidelines • Code of conduct, policies and employee responsibilities • Three dimensions of Change <p><u>Personal</u></p> <ul style="list-style-type: none"> • Personal beliefs of acceptable behaviour • Personal prejudice • 'both/and' v 'either/or' • Respect • Who am I ? • Basic Needs • Building effective relationships | <p><u>Day 3</u> <u>Groups</u></p> <ul style="list-style-type: none"> • Groupthink and group processes • How groups behave • Cliques <p><u>General</u></p> <ul style="list-style-type: none"> • When our buttons get pressed • Being caught between the code of conduct / policy and the situation – issues of flexibility and support <p><u>Culture</u></p> <ul style="list-style-type: none"> • Culture – what is it ? • Changing organisational culture – Iceberg Model |
| <p><u>Day 2</u> <u>Diversity</u></p> <ul style="list-style-type: none"> • Modern ISM and Internalised Oppression Theory • Being a minority • On being different and trying it on • Ways that people deal with difference • How people react to discrimination <p><u>Legislation</u></p> <ul style="list-style-type: none"> • Brief update on legislation <p><u>Settings</u></p> <ul style="list-style-type: none"> • Working in different settings • Social Events | <p><u>Day 4</u> <u>Harassment</u></p> <ul style="list-style-type: none"> • What really is harassment ? • What is it like being harassed – the process • What to do if we are accused of harassment – dealing with it • The harassment complaints process <p><u>Conflict</u></p> <ul style="list-style-type: none"> • Managing conflict • Conflict resolution / mediation • Negotiating skills |
| <p><u>Day 5</u> <u>Organisational Culture</u></p> <ul style="list-style-type: none"> • Culture • Dealing with banter – what is acceptable, collusion ? • Challenging banter • Improving challenging skills, discounting <p><u>The Trainer and Manager</u></p> <ul style="list-style-type: none"> • How to pass the message on – the role of trainer & manager • Soft Skills Training <p><u>Endings</u></p> | |