



Dagon Services

Diversity

Diversity has taken over from equal opportunities, in that it recognises that people are different. A diverse workforce may include people who have skills, attitudes, knowledge and beliefs other than your own. In addition it can

- Have different perspectives
- Bring a deeper pool of talented employees who :
 - Understand other religions
 - Speak other languages
 - Are from other cultures
- Help employees to value each others differences
- Help employees understand more about the community and customers they serve
- Enhance the employers reputation as an employer

Approaches to Diversity

Organisations are developing Diversity Policies but often struggle with the implementation process, and how the message can be communicated effectively throughout the organisation. This will involve everyone being treated fairly throughout their employment, and being given equal opportunities to contribute to the organisation and their own development. It also involves challenging current thinking and behaviour of employees and managers, and ensuring that procedures are being utilised fairly.

Methodology

Dagon Services use different approaches for different organisations, however we believe in the importance of the experiential approach. Learners require not only knowledge, but practical actions produced in safe learning environment where, within the bounds of confidentiality and respect for others, they can experiment with the issues in individual and group processes.

Various theories can help to underpin the learning such as Transactional Analysis at individual and organisational level, and the stages of true inclusive community developed by M Scott Peck.

The range of experiences

We recognize that the exploration of equality and diversity issues begins with **self**, moving out through different stages to areas outside of the organisation. For the individual there is exploration of personal and professional beliefs, assumptions and stereotypes.



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Participants are encouraged to explore their own frames of reference, influences, values and behaviour in addition to identifying what equality, diversity and human rights mean to them.

Relationships addresses the impact of beliefs, values, attitudes and behaviour upon everyday working lives (including contact with people who use the organisations service).

Participants can expect to gain a greater understanding of the dynamics of diversity and an increased range of options for dealing with the challenges that individual differences bring to 1:1 and group settings.

We can provide an opportunity for **managers and senior professionals** to address equality issues from a corporate perspective, to gain new information and ideas, reflect upon themselves, other people and the leadership function within the organisation as a whole. They will have the opportunity to apply equality principles and practical tools to the everyday reality of the organisation.

There is the need to explore equality issues when working with the **community and customers** to recognise the importance of diversity. National reports such as Macpherson have been a driving force in the need for public sector organisations to improve their relationships with communities as well as tackling organisational issues. The whole consultation process of engaging the communities in the 21st Century in a proactive way, as well as tackling the issue of hard to reach groups, is one that must be included in any programme that aims to explore equality and diversity. The private and voluntary sectors should not be excluded from the process.

Dagon Services is a UK based Training & Development Consultancy based in the north of England and with current customers nationwide. We can offer you a wide range of consultancy, training and development opportunities. We believe that everyone has untapped potential and the ability to develop, when provided with a conducive learning environment.

All of our work can be tailored to meet your organisation and personnel's requirements, as well as relevant occupational standards.

Our interventions work with skills, knowledge, attitude and behavioural techniques to make lasting changes for organisations and individuals by motivating and inspiring you. Dagon Services is passionate about the development of your organisation and its employees.

Training and Development Consultancy for Organisations, Groups and Individuals

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