ED&I

EQUALITY

DIVERSITY

INCLUSION

THE FUNDAMENTALS

ED&I – The Fundamentals is based on information gathered from published research and six training sessions that raise staff awareness about ED&I in the workplace.

Emailogic offer over 40 bite-sized, interactive learning sessions. To explore these, just click here.

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WHAT IS ED&I IN THE WORKPLACE?

A CIPD definition of ED&I is:

> *"Promoting and delivering EDI in the workplace is an essential aspect of good people management.*
>
> *It's about creating working environments and cultures where every individual can feel safe and a sense of belonging and is empowered to achieve their full potential."*

CIPD Factsheet, November 2022

Equality:

- In the UK, equality is about ensuring equal access, treatment, outcomes and impact in both employment and service delivery.
- Rooted in ideas of justice and fairness and belief that no one should have poorer life chances because of background, personal identity or experience
- Enshrined in the UK Equality Act 2010 – *'every individual must have an equal opportunity to make the most of their lives and talents'.*

Diversity:

Tolerance of differences and having a diverse workforce is not enough – people need to:

- Feel empowered
- Experience a sense of belonging
- Feel safe to contribute their ideas and viewpoints
- Achieve their full potential.

Inclusion:

- The practice of including people in a way that is fair for all, valuing everyone's differences, empowing and enabling each person to be themselves and achieve their full potential.
- Inclusion is about creating an environment where everyone is appreciated for being individual.

There is a legal, moral and business case for improving ED&I in the workplace:

The Legal Case for ED&I

ED&I is not new – the timeline of Equality Law in the UK:

1965: Race Relations Act
1970: The Equal Pay Act
1975: Sex Discrimination Act
1976: Race Relations Act
2000: Race Relations Act (Amendment)
2010: Equalities Act

You are legally protected from discrimination by the Equality Act 2010.

There are 9 protected characteristics in Discrimination Law.

It is against the law to discriminate against anyone because of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

The Worker Protection Act is an amendment to the 2010 Equality Act. This is a new law requiring employers to take reasonable steps to prevent sexual harassment of their employees.

The Business Case for ED&I

'Diversity Matters Even More' (2023) is the fourth report from McKinsey over the last 8 years on the business case for diversity. Encompassing 1,265 companies, 23 countries, and six global regions, and multiple company interviews, the report shows just how important ED&I is for business:

• Companies in the top quartile for women representation outperform companies in the bottom quartile by 39%

• Companies in the top quartile for ethnic diversity representation outperform companies in the bottom quartile by 39%

• Companies in the top quartile for both gender and ethnic diversity in executive teams are on average 9 percent more likely to outperform their peers. Meanwhile, those in the bottom quartile for both are 66 percent less likely to outperform financially on average.

The Moral Case for ED&I

From 1215 we had the Magna Carta – the want for an equal society (we've been saying this for 900 years!).

We are all equal and all have a right to feel comfortable in the workplace, and a responsibility to create that environment for others.

Practising empathy with others is an essential step to challenging and highlighting unhelpful behaviours experienced by marginalized communities.

Focusing on behaviours, practices and values are extremely important in creating a ED&I in the workplace.

Pless and Maak (2004) – Article - 'Founding Principles' for an inclusive diversity culture:

- Recognition: encouraging recognition of difference, alongside solidarity, contributes to healthy relationships.
- Reciprocal understanding as a result of communication and inviting in previously marginalised voices
- Trust: closeness and co-operation between and within groups need to be built
- An intercultural point of view, borne from the above principles, to create shared moral values

What does good look like?

- Fair policies and practices must be in place, facilitating opportunities for all employees to progress, participate and use their voice – no individual is left wondering 'what about me'
- Allowing everyone to have influence and actively taking feedback on board can contribute to improved, inclusive practices.
- Leaders as role models for inclusion initiatives, rather than silencing them
- Valuing individual differences is key.

EQUALITY, DIVERSITY AND INCLUSION – THE FUNDAMENTALS

Raising staff awareness about ED&I

What is it?

Equality is providing the same rights and opportunities for everyone.

Diversity is honouring and embracing each individual as unique.

Inclusion is allowing, valuing and welcoming contributions from all individuals within the environment.

Ask yourself:

Do you have the personal tools to positively impact on ED&I in the workplace?

Do you recognise types of discrimination, bias and privilege and their effects on individuals and groups?

What are the implications of being unaware of ED&I?

There are many nuances to ED&I, for example, recruiting a diverse workforce will also be influenced by the situational demographic. In addition, you can start to recruit equally and create more diversity in your organisation, but still have poor levels of inclusion, due to existing cultural issues.

Each individual should feel that they can bring their whole self to work.

Points to consider for ED&I fundamentals in the workplace:

- Inclusion is imperative – do your colleagues/staff feel seen and heard?
- Access your existing workplace ED&I policies – are they being upheld?
- Open the discussion around awareness within your organisation

For information on the Emailogic **Equality, Diversity and Inclusion – the Fundamentals** learning session, please click here.

PSYCHOLOGICAL SAFETY

For ED&I to flourish, we need to feel psychologically safe.

What is Psychological Safety?

Psychological safety (particularly at work) is when there is a will and an ability to deal with all levels of disagreements and conflict in a safe way.

It means being able to express your opinions and ideas while feeling confident and safe to openly challenge others in a constructive way.

Psychological safety is when you know that people have your back, and you have theirs. It means creating a supportive yet challenging environment where everyone can bring their skills and talents to the fore.

Ask yourself:

Do you feel psychologically safe at work?

Do you feel you can contribute and/or ask questions?

If the answer to either of the above is no, why is that?

Top tips for improving Psychological Safety at work:

- Role model asking 'obvious' questions (There will be other team members who may not have the confidence to ask questions that they don't know the answer to)
- Consciously ask 'obvious' questions so that others feel comfortable to do the same
- Create a section in meetings where people can suggest new ideas without criticism
- Practice responding positively to any constructive contribution from a fellow team member

For information on the Emailogic **Psychological Safety** learning session, please click here.

ACTIVE BYSTANDER

Inappropriate behaviour in the workplace needs to be challenged, and for this, you have to be an Active Bystander.

What does being an Active Bystander mean?

- Being aware when someone's behaviour is threatening or inappropriate and choosing to challenge it.
- Choosing to intervene or speak out against unacceptable behaviours or attitudes.
- Understanding the most appropriate form of intervention to stop the situation from re-occurring.
- Backing up others when they intervene and checking on the recipient of the unacceptable behaviour.

Ask yourself:

Are you an Active Bystander?

Do you know what to do in an uncomfortable or potentially threatening situation?

Do you support your friends/peers/colleagues in these situations?

Top tips for being an Active Bystander at work:

- It's never too late to intervene when something has made you feel uncomfortable in work.
- You can defer an intervention as you may need time to think about the most effective way to act.
- People can use clumsy language with little intent to offend – consider gently opening the discussion about why this is inappropriate.
- Review your organisational policies on bullying, harassment and discrimination and whistleblowing.

For information on the Emailogic **Active Bystander** learning session, please click here.

EMOTIONAL INTELLIGENCE

To be fully equipped as an Active Bystander, you will need to use your Emotional Intelligence.

What is Emotional Intelligence (EQ)?

There are four key elements to EQ according to Daniel Goleman (sometimes referred to as 'the father of Emotional Intelligence'):

- Being aware or your own emotions
- Learning to regulate them
- Noticing other people's emotions
- Managing your relationships

Anyone can improve their EQ with awareness, practice and training.

Ask yourself:

Are you able to regulate your emotions in any given social situation?

Are you conscious/ aware of the emotions of others?

Are you able to be present and articulate how you feel?

Top tips for improving Emotional Intelligence:

- Listen to your physiological responses – your body will tell you if you are feeling uncomfortable, before your conscious mind can interpret what's happening.
- Identify what circumstances make you feel triggered and try to name the emotion.
- Take responsibility for your behaviour and understand how to manage your responses.
- Empathise with others; see things from their perspective. *Listen, listen, listen.*

For information on the Emailogic **Emotional Intelligence** learning session, please click here.

HANDLING CHALLENGING CONVERSATIONS

Using your EQ will enable to you to be prepared for challenging conversations.

What does Handling Challenging Conversations mean?

In the workplace, most people will have challenging conversations both informally and during reviews.

Rather than dreading these meetings or putting them off, these key events should be treated as important development opportunities.

Ask yourself:

Do you feel confident approaching a potentially challenging conversation?

Do you have the tools and awareness to keep these conversations productive for everyone involved?

Are you able to truly listen without judgement or bias?

Top tips for handling challenging conversations:

- Switch on 'active listening' – literally tell yourself this when you find yourself in a challenging conversation.
- Let people 'empty the bucket' - by this we mean create enough time for them to talk/explain everything that's happening for them
- Pause before responding (choose a response, not regret a reaction)
- Get a 'mini yes' before the conversation begins – 'Do you have 5 minutes for a bit of feedback?'

For information on the Emailogic **Handling Challenging Conversations** learning session, please click here.

CONFLICT RESOLUTION

What do we mean by Conflict?

Creative tension and disagreements in the workplace are essential for continual improvement.

However when these disagreements turn into arguments and then fights, these conflicts can be extremely detrimental.

- Conflict resolution seeks to end the disagreement or conflict with positive outcomes that satisfy all individuals involved or is beneficial to the group.
- Conflict should be addressed safely, appropriately with a shared aim of peaceful resolution. This is imperative for inclusion to thrive within the workplace.
- If conflict resolution is not successfully implemented, this can lead to intensified workplace stress, increased levels of absenteeism and lower productivity.

Ask yourself:

Is there conflict in your workplace that is harmful, either internally or with clients or suppliers?

Do you know your individual approach to dealing with conflict?

Have you been involved in conflict within the workplace and wish the situation had been dealt with differently?

Top tips for improving conflict resolution:

- Investigate the issue – do you have all the facts? Have you heard all sides of the story?
- Address and acknowledge the problem in an appropriate manner.
- Make a plan to move forward, with regular check-is for all parties involved.

For information on the Emailogic **Conflict Resolution** learning session, please click here.

UNDERSTANDING AND RESPONDING TO SEXUAL HARASSMENT

The Worker Protection Act came into force in October 2024. It is an amendment of Equality Act 2010) and strengthens existing protection for workers against sexual harassment.

The new law will place a new duty on employers to take 'reasonable steps' to prevent sexual harassment.

Sexual Harassment – a definition

- Sexual Harassment is an unwanted conduct of a sexual nature that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment
- The conduct doesn't need to be sexually motivated, only sexual in nature
- An individual can experience unwanted conduct from someone of the same or a different sex
- Sexual interaction that is invited, mutual or consensual is not sexual harassment because it is not unwanted
- However, sexual conduct that has been welcomed in the past can become unwanted.

Ask yourself:

Do I fully understand what constitutes sexual harassment in the workplace?

Do I know how to respond effectively when I witness it happening?

Top tips for improving conflict resolution:

- Think about the best way of responding if you witness inappropriate behaviour ahead of it happening
- Read up on the definitions of sexual harassment in the workplace
- Get to know your organisational policies around bullying and harassment

For information on the Emailogic **Understanding and Responding the Sexual Harassment** learning session, please click here.

Emailogic Learning Sessions

We offer over 40 high-quality, bite-sized live virtual training sessions to help in all areas of workplace development.

Click on any of the following learning session titles to learn more about the outcomes, benefits and content.

Skills for Everyone

Presentation Skills

Conflict Resolution

Coping with Change

Continuous Improvement

Effective Work Planning

Assertive Communication

Demonstrating Courage

Setting SMART Objectives

Resilience and Adaptability

Professional Telephone Skills

Customer Service Training

Developing Personal Influence

Presentation and Facilitation Skills

Learning From and With Colleagues

Handling Challenging Conversations

Personal Branding in a Virtual World

Effective Prioritisation and Delegation

Understanding Emotional Intelligence

How to get Better Results from your Email

How to Design Virtual Powerpoint Presentations

How to Strengthen Relationships and Connections

Effective Communication with Story Telling

Skills for Managers

Managing Change

Psychological Safety

Managing Remote Teams

Effective Virtual Appraisals

Giving Effective Feedback

Effective Mentoring Skills

Coaching Skills for Managers

The Art of Performance Management

Effective Prioritisation and Delegation

How to Think, Plan and Act Strategically

Management Development Programme

Hybrid Working Skills

How to Design Virtual
Powerpoint Presentations

Managing Remote Teams

Effective Virtual Meetings

Effective Virtual Appraisals

Professional Telephone Skills

Effective Blended Meetings
in a Hybrid World

Effective Email – Refresher

Personal Branding in a Virtual World

Effective Virtual Professional Meetings

Marketing Webinars that Win Business

Designing & Delivering Virtual Presentations

Designing & Delivering Live Virtual Sessions

Effective Live Virtual Sales, Pitches and Bids

How to Get Better Results from your Email

Equality Diversity and Inclusion

Active Bystander

Unconscious Bias

Cultural Awareness

Psychological Safety

Equality, Diversity & Inclusion –
The Fundamentals

Active Bystander Training for Young People

Understanding and Responding
Effectively to Sexual Harassment

Assertive Communication

About Emailogic

Emailogic is a training consultancy that has a library of short, fast paced engaging courses that embed new behaviours to be taken back to the workplace.

Our customers tell us that our training is of an exceptionally high standard and the depth of our understanding of their required outcomes, combined with an ability to deliver quality results, is rare. Emailogic provide measurable learning and behavioural change (tick box training is not our thing) through over 40 high-quality learning sessions . We deliver to all roles from graduates, team members and managers up to leadership and board level – willing or unwilling. Emailogic have a team of 10 trainers and facilitators – each has over 20 years of experience. We have long list of very satisfied customers across all sectors.

What Our Customers Say

"Working with Emailogic is a genuine pleasure. All their workshops cover the lifecycle of an employee whether for manager or employee, and the behavioural change we have seen from this has been quite noticeable, in particular around effective appraisals, goal setting but also hybrid working, which was a huge topic for us last year and going into this year. A steady and trustworthy relationship."

Amy Bollato-Velda, Learning and Development Manager, Rabobank

"We engaged Emailogic to run a management development for our managers who have extremely different levels of experience and are responsible for very different areas of the business and they did a great job of accommodating those differences. The feedback from all participants has been universally positive, with all attendees enjoying the conversational style of the sessions. We are already seeing benefits as managers see the big picture more clearly and are able to deal with staff issues much more effectively. We are running follow-on sessions and would recommend Emailogic to anyone!"

Abi Hardcastle, Head of HR, Reform Club

"Emailogic's webinars are by far the best I've come across. During their sessions, I find the learners are locked in for the entire time period and engaged through active participation. The team take their time to understand the client needs and customise to ensure it meets the requirements. They are a good team to bring into your organisation especially given the emphasis and growing need of virtual learning and their mastery around it."

Poonam Menon, Lead, Leadership Capability Team, Standard Chartered Bank

Besides delivering training sessions our highly experienced team offer a range of other services:

- Consultancy
- Group Facilitation
- Bespoke development
- Longer training programmes
- Management Development Programmes

For further information, please email or call and speak to a member of our friendly team.

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