

## Enhancing confidence in challenging discrimination

Translating complex issues into accessible and engaging activities we developed a programme that helped the Senior Managers and Heads of Service to develop the skills to challenge discrimination and explore the benefits of and way to ensure an Inequality Sensitive workplace.

### Objective

We successfully competed against 32 other training providers to win a tender to deliver a programme on Inequalities Sensitivity for 60 Senior Managers and Heads of Service at NHS Greater Glasgow and Clyde, the largest NHS Board in Scotland.

NHS Glasgow needed the initiative to create an instant context for delegate discussion and encourage engagement at all levels

We developed a 1-day workshop to achieve the following objectives:

- Enhance confidence in challenging discrimination, at a personal and organisational level, and develop skills that will support such a challenge.
- Explore the benefits of an Inequality Sensitive workplace and the behaviours required to create such an environment.
- Create individual action plans for developing and sustaining an Inequality Sensitive workplace.

### Approach

We worked closely with the Board to align to their internal policies, as well as wider NHS principles, and we talked to a wide cross-section of staff and managers within the organisation.

Our 1 day workshop included Interactive drama scenarios, facilitated discussions and action planning and the benefits of this technique for the delegates were:

- Immediate emotional and intellectual engagement with the issues
- An opportunity to see the impact of staff behaviour in the 'safe' environment of the training
- A chance to challenge behaviours that do not demonstrate good practice

The take-away pack included 10 key organisational goals/tips, a diversity model and where to go for further advice/help.

### Evaluation & Outcomes

The feedback/evaluation from these pilot deliveries was very positive:

- When asked if they 'had decided on specific actions to take back into the workplace' - 98% responded 'Yes'
- 'How effective was the use of drama to stimulate constructive debate': 80% scored 9/10 or 10/10
- 'How well did the course meet the objectives' - average score of 8/10