



Equality & Diversity Training Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

An inclusive workplace is one where the human rights principles of fairness, respect, equality, dignity and autonomy are promoted and are part of the organisations everyday goals and behaviour.

At DCM, we aim to provide you with all the information you need to ensure that everybody in your organisation is fully protected. Why should diversity and inclusion matter to you and your organisation? The answer lies in that one thing we all strive for, success.

Mounting evidence shows organisations that are more diverse and inclusive outperform those that are not. In Business, everything changes, and with that, its happening all the time. This one day course, provides a proactive approach to managing equality in today's workforce.

The course is very interactive. We can incorporate real life case studies to aid group discussions and practical exercises to allow learners to identify and challenge unconscious and conscious bias.

Finally, the course outlines the benefits of diversity and inclusion as a strategic approach to meeting the organisation's goals.

Below you will find a proposed course outline. Our trainer will also work with you before the course to get your input and tailor the content as needed.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



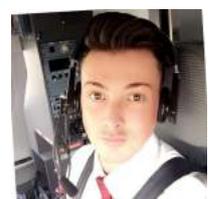
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





Proposed Course Outline

COURSE OVERVIEW

Mounting evidence shows organisations that are more diverse and inclusive outperform those that are not. In Business, everything changes, and with that, its happening all the time. This one day course, provides a proactive approach to managing equality in today's workforce.

Finally, the course outlines the benefits of diversity and inclusion as a strategic approach to meeting the organisation's goals.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand what unconscious bias is and how it operates in both individuals and organisations
- Understand gender imbalance, stereotyping, perceptions, assumptions, attitudes and prejudices and how these can operate outside of our conscious awareness
- Have a proactive approach to managing diversity in today's workforce
- Appreciate how diversity brings a greater skills base to the team
- Understand how to respect and value the esteem of co-workers

Below you will find a proposed course outline detailing all the topics covered on the training programme.

In addition, we will consult with you before the programme commences to get your input. This way we can be sure to address any specific requirements.



Course Content

TOPIC 1: AN INTRODUCTION TO MANAGING DIVERSITY

- Equality & Diversity and their impact in the Workplace
- Preconceptions - how they influence us
- Self-Assessment - your own hidden biases and prejudices

TOPIC 2: IDENTIFYING & UNDERSTANDING UNCONSCIOUS BIAS

- Understand what unconscious bias is
- Identifying prejudice, assumptions and inequality

TOPIC 3: ENCOURAGING AND EMBRACING EQUALITY

- Ideas to promote an inclusive work environment
- Appreciating how diversity brings a greater skills base to the team
- How to deal with allegations of discrimination

TOPIC 4: EQUALITY AND DIVERSITY IN RECRUITMENT AND SELECTION

- Preparing for fair selection
- Interview structure & questions
- Managing diversity - before interview, at interview, after interview
- Listening, questioning and probing skills
- Recording and feedback

TOPIC 5: PERSONAL ACTION PLAN

- Developing your personal action plan



Ann O'Brien

Training Associate

Ann O'Brien is among Ireland's most experienced and successful trainers in Customer Care and Communication Techniques. She has over fifteen years of involvement with some of Ireland's largest and most dynamic companies.

Ann had a pioneering role in the formation and successful development of Banking 365, Bank of Ireland's award-winning telephone banking service, which registered 98% satisfaction rating within one year.

Extensive group participation, team building and motivational exercises are central to all of Ann's training programmes. While providing highly effective customer care training, Ann simultaneously motivates learners and gives them a renewed sense of confidence and pride in their new roles.

Some of Ann's achievements include:

- Played an instrumental role in Banking 365 winning the following accolades at the Irish Call Centre of the Year Awards over the years including Best Customer Service Delivery (twice) and Call Centre of the Year
- Programme Coordinator, Irish Management Institute
- Diploma in Management, Irish Management Institute

Ann O'Brien is a wonderful, experienced, sincere and motivating trainer. Honestly I couldn't say enough good things about her. My team is buzzing this morning. They are motivated and enthusiastic and implementing the new learnings!"

Sarah Hamilton Young, Customer Service Manager, Xtratherm

Xtratherm
More than insulation



Brendan Murphy

Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

"Many thanks for this and for your excellent facilitation of the session. My colleagues and I were very pleased with the programme and several of them asked me to commend your for the way in which you managed the morning. "

Graeme M.Warren, Head of School of Archaeology, UCD





Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

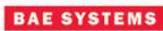
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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✉ dublin@dcmlearning.ie
📍 Guinness Enterprise
Centre

CORK

☎ 021 2429691
✉ cork@dcmlearning.ie
📍 Atrium Business Centre
Blackpool Business Park

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