



Services to Organisations

We deliver training for a wide range of business, public service and voluntary sector organisations and community groups. We utilise our training models and design bespoke training. We offer a needs analysis session prior to designing specific training programmes for organisations. A selection of what we train on is listed below.

Bullying in the Workplace

Bullying in the workplace undermines everyone in the organisation. In the end it undermines the organisational ability to deliver to clients – internal and external. Having a team of leaders who can take courage to create a culture where there is no space for bullying, benefiting everyone and makes incidents of bullying a thing of the past.

Performance Management

We can't make people change, but we can inspire them to want to change themselves. We can also re-inspire and up-skill managers so they can get the best from the people in their team and their team members can all contribute their talents and skills.

Coaching and Mentoring for Diversity Champions

Diversity Champions and Equal Opportunities Managers have many different titles. However, no matter what they get called - they are all working to the same end: ensuring diversity works for the organisation. Coaching and mentoring helps them get clarity about what needs to happen and what their role in that is, take courage, face potentially tough issues and be effective.

Conflict Resolution and Mediation in the Workplace

Not only do presenting issues get addressed, all parties are respected and valued in the process – thus creating greater understanding between all parties and clarity about what is going wrong. Self-esteem is enhanced as participants' understanding of themselves and others grows, leading to less sick leave, enhanced and effective productivity, and more fulsome contributions to the team and wider organisation.

Getting Buy-In From Top Management for Diversity

Often it's the top management who write, or are responsible for, the diversity policies in their organisation. However, the top managers often, for many reasons, struggle with full buy-in. Assisting them have increased clarity about the benefits to the organisation and its bottom line ensures they have the confidence and competence to become champions for diversity.

Institutional Change

It's one thing to write a diversity policy. It's quite another to get that policy translated into an organisation-wide practice that wins over the hearts and minds of everyone within the institution and external clients. Institutional Change training and coaching helps participants work out how their individual initiative can be effective in changing their institution, helps them to stay focused and meet their own targets.

Managing Diversity

Managing Diversity is a fact of life. Every organisation has it, every organisation has more than it recognises, and every organisation probably needs more of it! The trick is to work out how to bring the many benefits of diversity into the core of the organisation whilst winning over hearts and minds.

Taking Leadership

Many of the people with leadership potential may already be taking leadership - but not necessarily within your organisation - where you need it. Sometimes people need encouragement and may feel the need for permission to take full leadership within their sphere of influence. A combination of skill development and confidence boosting can turn the situation around and benefit your organisation.

Team Building

Teams get stuck on tough issues that have the potential to stop them pulling together and even to divide them. The result is that everyone suffers personally, creativity is stifled, communication becomes insular and output declines.

Team building is an investment in the team, the department and the whole organisation. Staff can be fully welcomed, their voices heard and creativity encouraged; people get the chance to move on from difficult issues; work plans are owned by the whole team; and vital understanding is created across difference between staff and of the value placed on the different roles within the team.

Working with Difficult People

Too often we come up against people we find difficult to work with or to handle. Training and coaching to understand our own feelings and reactions in this kind of situation is at least as important as being able to understand what is going on for the difficult person. Skills to change others are as vital as being able to change ourselves.

Working in Multi-Cultural Teams

Multi cultural teams can be an organisations biggest asset - so long as the people in the team feel they are as welcomed and valued as others. The absence of respect can mean team members leave their best skills and insights at the door because they mistakenly think they would not be welcomed. Celebrating difference is an approach and skill that enhances the team and the whole organisation.

This is a selection of what we do. If you do not see the training you need listed here - contact us and ask us about it.

Diversity Hub

The Learning Exchange, Wygston's House, Applegate, Leicester LE1 5LD

Phone: 0116-222-9977 Fax: 0116-222-9970

info@diversityhub.org.uk www.diversityhub.org.uk