**Diversity and Inclusion case study**

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| What is your name and position? | Rosemary Cook, CEO |
| What is the name of your organisation? | Institute of Physics and Engineering in Medicine |
| What is your Diversity and Inclusion case study about? (E.g. D&I training, policy, workshop, campaign) | EDI training |
| Please describe it in 200 words below, and attach any useful templates, examples or documents to the end of this document if you are willing for them to be shared |
| We organised some specific staff training on EDI, focused on areas which people had highlighted as particularly difficult for them. Previously we had had general training from ACAS, which covered the Equality Act, employers’ responsibilities, etc, as well as some case studies of things going wrong in the workplace. But what most concerned our staff was what to do when they found themselves faced with an example of inappropriate behaviour, and needed to challenge it. This was particularly worrying when the behaviour was from members (because of the staff-member relationship) and from volunteers (because we need people to volunteer to achieve our aims, and don’t want to alienate them by making them feel ‘told off’ by staff). We had some excellent training, specifically tailored to cover these areas, from a company called Equality and Diversity UK Ltd [www.equalityanddiversity.co.uk](http://www.equalityanddiversity.co.uk) . The day was called ‘Challenging Inequalities and Managing Equality and Inclusion in customer facing services’, and all the staff found it extremely useful. We were able to design the content of the day with the company beforehand, and ended up with two half day sessions, one for all staff, and another for staff who regularly deal with members and committee members.  |
| What lessons have you learned? Please list below |
| 1. There ARE simple and manageable ways to challenge people who behave or speak inappropriately, that allow us to challenge without causing a confrontation, or putting someone else ‘in the wrong’. We can use phrases like: ‘Let’s remember where we are’ and ‘Let’s keep this professional’ to draw attention to the incident and close down the inappropriate conversation without being accusatorial.
2. EDI training doesn’t have to be generic and all about employment and the Equality Act: it works best when it meets people specific needs and anxieties.
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| Any top tips? |
| Ask staff what most concerns them about EDI and design training around that. Don’t make training a tick box exercise.  |