



RIGHTTRACK  
REFRESH YOUR PERSPECTIVE

# DIVERSITY + INCLUSION OUR IMPACT

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[righttracklearning.com](http://righttracklearning.com)



# DIVERSITY + INCLUSION

**What comes to mind: Dull? Lecture-based? A 'tick-box' exercise? Well, not at RightTrack. We push the boundaries of people development and put our creativity to the test every day, to offer our clients innovative solutions that lead to real business breakthroughs.**

**We cover all the relevant legislation and why it's important to comply, but facts and stats are just the beginning. We will capture the hearts and minds of your people and create the kind of positive behavioural change you need. To achieve this, we'll work with you to understand your organisation and people, creating a solution that approaches delicate issues openly but sensitively, resulting in goosebump-inducing moments that will be remembered for years to come.**

**We bring a wealth of experience in supporting businesses to drive equality, embrace diversity and create more inclusive cultures. With a passion for people development, a creative problem-solving approach and the power of a close-knit team, whatever your challenge, we can inspire change with a lasting solution.**

# TESTIMONIALS

“ I worked with Kasmin and Lynne when we wanted to design and roll out a Dignity at Work programme for all of our employees. They met with us and quickly developed a sound understanding of our workforce and what we wanted to achieve, delivering a training course which was tailored for our business.

It was a perfect training session and one we still use to great effect today in the UK and through other European countries - a fantastic mix of practical and legal aspects, some group exercises which tackled serious subjects but retained a sense of fun and built so that our own diverse workforce could relate to the scenarios we discussed.

Their help did not end there. They spent two days with us on a train-the-trainer workshop which was attended by several people who had never before been involved with training. The way they walked everyone through the training delivery and prepared us for the questions and issues we could possibly encounter was outstanding and by the end of the second day, everyone was comfortable in leading this training.

**Lisa McKay**

Iron Mountain Incorporated

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“ RightTrack has supported Leicestershire County Council with Equality and Diversity Training in the style of drama for our highway operatives. They are a very professional, friendly and knowledgeable company and designed a bespoke package to meet our needs. The trainers/actors were extremely talented and created a realistic setting. Communications were fantastic throughout with face to face meetings, and immediate responses to queries. Leicestershire would recommend RightTrack as a provider. We received excellent feedback from colleagues who attended the sessions and it is still talked about today.

**Julie Bolton, Learning & Development Advisor**

Leicestershire County Council

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“ The Equality and Diversity awareness sessions RightTrack have delivered for us have been a real success. The environment created by Alaba the RightTrack trainer proved effective in encouraging delegates to share opinions and discuss a variety of views. But more importantly, our employees now have a clearer understanding and appreciation of the importance of embedding Equality and Diversity within our organisation.

**Amanda Hampson, Training and Development Officer**

IOSH

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“ RightTrack have been fantastic in keeping me up to date with everything training related (thanks Vicci!) and ensuring I am up to date with the information they have, to attending stakeholder meetings to ensure departmental heads understand how training is impacting on their employees. I'd absolutely recommend RightTrack as an in-house training consultancy; RightTrack have worked tirelessly to ensure we are happy, Lynne Hunt consistently delivers training that our employees are happy with and the whole team are lovely to work with!



**Claire Bonnet, Diversity and Inclusion Officer**  
Midland Heart

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“ We had a difficult and sensitive message to deliver to all our diverse staff. Using very talented actors the message was put across in a subtle but convincing manner allowing full audience participation; this created a talking point amongst the staff for weeks later. Even now, almost a year later, references are made to the messages delivered in the workshop.

A thoroughly recommended approach should you want a sensitive message delivered to all staff simultaneously and without any conflict.

**Trish Couldrey, HR Director**  
Great Walstead School

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“ How do you make equality and diversity training engaging and relevant to councillors? That was our challenge and RightTrack provided a fantastic solution with a group of talented actors in the role of Council members attending a committee. It was very cleverly done and particularly drew attention to subtle body language and references which could cause offence and also how to challenge perceptions. The feedback from Members was very positive.



**Jessica Douglas, Strategic People and Performance Manager**  
Colchester Borough Council

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“ We have used RightTrack on a number of occasions to run Equality and Diversity courses. The programmes give practical insights into this diverse topic and are well received by our staff.

**Sarah Houston, Head of HR**  
Mayflower Theatre

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# MIDLAND HEART

**96.6%**

of staff now understand  
what is meant by  
'inappropriate behaviour'

**93.2%**

now feel confident  
to challenge  
'inappropriate behaviour'





## LOCAL AUTHORITY



As a result of the training, discrimination claims by service users reduced from 3 in the year prior to the training to 0 in the year after.



“ RightTrack and Lynne just get better and better. The report format and style is professional, comprehensive and visually appealing. Lynne’s handling of the discussions with sensitivity without compromising the learning objectives continues to impress.



**Taran Panesar, Organisational Development Officer**  
Slough Borough Council

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“ I worked closely with RightTrack when they produced and delivered an equality and diversity training toolkit for Riverside.

From start to finish, they were great to work with and we set up pilot sessions with a mixture of managers and front-line staff to test the initial design, to ensure we got the content and the presentation style right for the organisation.



Lynne Hunt is an amazing trainer, she clearly knows her stuff and has a great engagement style with staff from all areas and levels of the business. She designed and delivered a session for me for our Leadership Team, which communicated the message that to deliver an effective equality and diversity strategy, it has to be led from the top and there has to be executive buy in and clear leadership.

Lynne is still working in partnership with Riverside’s Learning and Development Team to deliver equality and diversity training sessions with all our people managers, equipping them with a training toolkit and the knowledge to be able to transfer these skills onto their individual teams.

We are receiving excellent feedback from the managers who have attended so far.

**Lyn Bowker, Equality and Diversity Manager**  
Riverside Housing Group

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“ I would like to take this opportunity to thank you all for your constant support and cooperation and say that it has been an absolute pleasure to work with you. You have all been instrumental in developing the University’s Equality & Diversity training package which has received excellent feedback from internal colleagues.



**Jasmin Bola, HR Department**  
University of Derby

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“ I’ve thoroughly enjoyed working with you! RightTrack have proved to be professional and committed and nothing was ever too much bother. We achieved the aim of delivering to as many people as possible and the feedback this end has been great!

**Katie Bywater, Learning & Development Manager**  
Ombudsman Services

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“ We procured for a best practice and value for money specialist provider to partner us on a comprehensive programme of training tailored to different levels, for all our 400+ staff to support our ED&I agenda.

More than a year in, my experience of RightTrack, and throughout the process of planning, consultation and design, piloting, delivery and evaluation - has been very positive.



**Ben Cork, Learning & Development Manager**  
Parliamentary and Health Service Ombudsman

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“ RightTrack made it very easy for us to work with them and introduced us to different ways we could facilitate the training to make it accessible to all. The actors were a very useful and powerful component in the delivery of the training and this helped us to deliver the message of how to recognise and challenge inappropriate behaviour across to our employees.

**Claire Bonnet, Equality & Diversity Advisor**  
Warwickshire County Council

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“ RightTrack have delivered a number of sessions to our management team, including those directly involved in delivering education and training.

The sessions cover more than the basics or material that can be delivered online. They use real cases, actors and examples from other industries and allow attendees to consider, reflect and discuss their views on a range of topics. These include equality and diversity core principles, but it goes further as we look at topics such as unconscious bias and groups that aren't "covered" by the equality act.



Recent sessions have received fantastic feedback. The sessions allow a safe environment to explore not only our responsibilities as an organisation, but also any risks and our role as individuals in such a wide and important topic.

**David Turner, Quality Business Lead (Medical)**  
Health Education North East

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# STATOIL

## 95%

now know what to do  
if they experienced or  
observed bullying or offensive  
behaviour at work

## 85%

said they now have  
the confidence to deal with  
those situations



“ West Yorkshire Fire and Rescue Service contracted RightTrack’s services for Unconscious Bias training. Since this point we have invited them back several times to ensure all our trained behavioural interviewers undertook the training. This was done to improve our recruitment process for incoming firefighter recruits.

We found RightTrack’s service from initial contact to quote and input on course design, through to delivery to be highly professional and considerate of our needs and specifications. We gave specific input into materials used on the unconscious bias course, and into the design.

Crucially, the facilitator provided for time in the session for those present to generate role and department specific points of learning, which helped feed into the development our overall wholetime recruitment process. Attendees were made aware of the impact of their actions and own biases in processes such as interview and selection. We found the facilitator to be highly prepared, qualified and relatable, this helped reach the variety of support and operational staff that attended.

Overall, we highly recommend the services provided by RightTrack as being relevant to FRS’ and expertly delivered.

**Chris Davey, Diversity Projects Officer**  
West Yorkshire Fire and Rescue Service



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“ RightTrack has worked hard to make the workshop relevant and thought provoking, with lots of Computacenter examples. We now have managers that are equipped with the skills and knowledge to tackle whatever comes at them effectively and with confidence against a background of constant change. We have a diverse workforce and from time to time we need to take stock; be mindful of how others think and feel, and sometimes realise that what is normal and every day to us, isn’t always normal and every day to everyone else.

**Barry Hoffman, HR Director**  
Computacenter

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“ We have previously encountered equality and diversity training being delivered in a dull and unimaginative format – usually death by PowerPoint with someone reciting our obligations and the legislation.

The training we received from RightTrack was completely different and participants found the training to be fun and engaging throughout. In fact, many participants said that they wished we had scheduled in a longer session.

The session was very thought provoking and has really helped us with building a culture of embedding a consideration of equality and diversity into every stage of our planning and delivery.

**Lynne Stuart FCIS, Company Secretary**  
NHS Medway Clinical Commissioning Group



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# WEST YORKSHIRE FIRE + RESCUE SERVICE

**100%  
Increase**

The numbers of BME and female recruits have doubled since the Unconscious Bias in recruitment training.





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