

HDN – Diversity within Customer Service

Facilitator Outline – Sample two pages of 12 page resource pack

The following offers a variety of suggestions as to how Trainers might utilise the Diversity within Customer Services digital resource. It is designed to give Trainers alternative ideas to flex usage dependent upon time available, group size etc. Trainers are then able to select which modules and exercises they may prefer to use. It also offers suggested questions and tasks for the learners but Trainers should not feel they have to limit their session to ideas outlined below, they should have the flexibility and confidence to use the resource as they want to.

RESOURCES REQUIRED

- ◆ Laptop
- ◆ Video files
- ◆ Clicker/Presenter
- ◆ VGA/HDMI Cable (with sound)
- ◆ Extension Cables
- ◆ Sound system & cables
- ◆ Projector & Screen or TV
- ◆ Marker pens
- ◆ Pads
- ◆ Post It Notes
- ◆ Flipchart paper

Introduction

5 - 10 minutes

- Welcome
- House-keeping
- Explain that what makes this session a little bit different is that you will be using drama based digital material and drama based exercises in your learning environments.
- All the drama is fictional! Any resemblance to anyone living or dead is purely coincidental!
- Reassure there will be no role play, but it will be interactive – encourage delegates to take part fully and use the various opportunities for interaction.

Facilitator then shares the session aims with the delegates:

Session Aims

NB these are suggested aims only and can be adapted.

- *To heighten awareness of Inclusion and Diversity*
- *To consider how Inclusion & Diversity impacts on the customer experience*
- *To encourage individual responsibility in upholding Inclusion and Diversity*
- *To increase knowledge and confidence in tackling inappropriate behaviour*

Facilitator could ask the delegates:

**Which particular AIM stood out to you?
Why?**

This gives them a feel for the priorities of the group and areas they may want to focus on throughout the session.

Additional Option

Trainers may also wish to refer to their Organisations **Core Values** refreshing people of what they are. Then ask:

How well do we know them?

How well lived are they?

In what ways?

Which ones in particular?

How easy is it to lift them off the page and turn them into practical actions?

Invite delegates to be mindful of the Core Values as they move through the session. Add approximately **5 minutes** for discussion around the Core Values.

Trainers will close this introductory section by explaining that the session will:

- Examine the broader strands of diversity, individual attitudes and the potential behaviours, which may arise as a result of them. They will consider what diversity means to them as individuals and also why it is important to their organisation.
- They should reassure the delegates that this is a safe environment to discuss sensitive subjects.

Result:

- ✓ People are put at ease
- ✓ They have clarity on the purpose of the session and know what is expected