

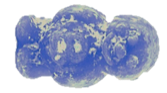
Toolbox Talks - Diversity

Training materials for frontline staff

Pack 1



TBT- Induction



TBT-Working with Muslim Customers



TBT-Working with Blind or Visually impaired Customers



TBT- Working with Deaf or Hard of Hearing Customers



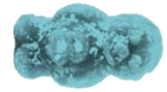
TBT- Working with people who experience Dementia or Mental Health issues



TBT- Working with Jewish customers



TBT- Challenging stereotypes of older customers



TBT- working with transgender customers



TBT- Working with customers who use a wheelchair



Induction

Please note: This material and information will be useful as part of induction.

Materials: Flip chart, stand and pens
Prize for quiz

Further Reading Material: Housing Diversity Network Website (add website)

Hand-out (Blue sheets attached):

- 1. Quiz – hand-out 1**
- 2. Quiz answers – hand-out 2**
- 3. Getting it right for customers**
- 4. Repair Translation**
- 5. Positive Communication**
- 6. Communicating with people with limited English**

Diversity Handbook:

- Integrating Equalities into Working Practices**
- Understanding Culture and Religion**
- Language & Translation**

Manager's guidance notes to assist with the delivery of this package are given in green.

Welcome participants and introduce yourself.

Advise that this session will last about an hour and it will be participative.

You may want to mention the existing skills that operatives and supervisors use every day and the thousands of successful customer interactions.

Ask everyone to introduce themselves and ask them to share something about themselves that people don't know. Examples could include: first crush, favourite food, hobby or special talent

Introduction

We believe what makes us different makes us stronger and we recognise that we are all unique, different people with individual needs.

We have a long and proud track record of embracing diversity in all that we do whether this is in providing quality homes or supporting people to make the best of their opportunities and take control of their lives.

Our common-sense approach is about equipping everyone with the knowledge skills and confidence to deliver quality services for our customers and create open and flexible environments for all.

We therefore encourage staff, suppliers and customers to adopt our approach and ensure their actions are always unbiased and non-discriminatory.

We strive to be an organisation that exceeds the standards set by others in this area.

Exercise 1 –

Ask participants to discuss in pairs ways that they have done something different or special for customers to take into account different needs.

Ask them to briefly share this with the group

Flip chart any good ideas or key points that need to be noted or shared with other colleagues.

Allow about 3 minutes for discussion and 10 minutes for pairs to feedback