

# BE BETTER

No one is perfect  
We can all be better

**Equality, Diversity and Inclusion Training**

by Priority People

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by **PRIORITY PEOPLE**

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# BE BETTER PEOPLE

## Inclusive Language

We live in a world where language changes all the time. Between conversations about being inclusive and worries about political correctness, many of us are concerned and challenged to know what we can say without causing offense. This training goes beyond just looking at good and bad language; it explores how and why language changes over time to build a real understanding of why it's important to be inclusive with the words we use.

Learn how language makes a difference when referring to people. Discover how it evolves and what can make it hard to keep up. Explore why good language choices matter and how they can be better for you and your organisation.

### This half-day course covers:

- **Protected Characteristics:** An overview to build awareness
- **Language in Use Today (and yesterday):** Considering the actual words
- **How Language Evolves:** With a focus on communication and people
- **Geography and Culture:** How what's 'acceptable' can vary
- **Self-identification to Choose Language:** Why it's important to empower individuals and groups
- **Don't panic:** What to do if it goes wrong

Be Better training courses go beyond just telling you **what** you need to know to create more inclusive environments; they are all about **why** it matters and **how** it creates more successful services and organisations.

# BE BETTER COLLEAGUES

## Disability Awareness

Training to raise awareness of disabilities in and out of the workplace has been around for a while, but it's only become more relevant to the world we live in. Increasingly organisations are discovering the value in providing support for those with disabilities, working with them to ensure their services and products can be accessed by as many people as possible.

Explore the range of disabilities out there, visible and hidden. Learn how to adapt yourself and your organisation to staff and customers with disabilities. Discover how disabilities can bring unique perspectives that benefit all parts of an organisation.

### This half or full-day course covers:

- **What is a Disability?** Definitions and misconceptions
- **Hidden Disabilities:** Physical, mental and learning disabilities you might never know about
- **Avoiding Assumptions:** How to not predict what someone can or can't do
- **Making Adjustments:** Good practice, behaviours and obligations
- **Breaking Down Barriers:** Enabling positive, supportive environments
- **Benefits of Disability Awareness:** How it helps everyone and only ever creates more success stories

Be Better training focuses on the **people** in your organisation, staff and customers, ensuring the facts are tailored to who you are and how you work together. It's all about making sure **everyone wins**.

# BE BETTER ALLIES

## LGBTQ+: Beyond the Letters

People are both happier and perform better when they can be themselves. Supporting everyone expressing their sexual orientation and gender identity results in more effective staff and more loyal customers. This training explores the systemic and social challenges that face LGBTQ+ individuals and how we can tackle them both through personal awareness and understanding our own roles in the workplace.

Discover more about different sexual orientations and gender identities. Learn about the importance of respecting personal identities. Explore the value of challenging and improving your own understanding.

### This half-day course covers:

- **Definitions and Expectations:** What the letters mean, what the law says about them and what it means to be inclusive
- **Issues and Challenges:** From biases we don't realise are there to systemic discrimination, and how we can tackle them
- **Inclusive Workplaces:** Exploring attitudes, approaches and environments for colleagues and customers
- **Being an Ally:** Steps you can take to support others

Be Better training can cover everything you need for **equality, diversity and inclusion**.

Then we add a bit more to make it work for **you**.

# BE BETTER INDIVIDUALS

## Unconscious Bias

Trends in society, our upbringings and our environments all influence the judgements and assumptions we make about people around us. These biases are part of us and almost impossible to be rid of. This training aims to build understanding of unconscious bias to allow us to better identify it and take steps to prevent it leading to discrimination. We don't need to change who we are – diversity is a route to success – but we can improve recognition and adjust our behaviour to create more inclusive spaces.

Learn how past experience and environments influence our decisions without realising. Explore how everyone's perceptions are different. Discover how everyone is biased, how to recognise it in yourself and how to challenge it.

### This half-day course covers:

- **What is Unconscious Bias?** Explore some different types of assumption that we all make without realising
- **Acknowledgement and Acceptance:** Recognise our own biases and how they influence our lives
- **Consequences and Discrimination:** What can happen if unconscious bias goes unchecked and how it can harm an organisation
- **Change for the Better:** Consider ways to challenge and adjust behaviour for you and your organisation

Be Better training goes beyond core skills and tackles **psychologies and cultures** at the heart of a world that respects differences and harnesses them as strengths. It's not just training; it's embedding the **understanding, values and benefits** of diversity.

# BE BETTER

by **PRIORITY PEOPLE**



Priority People exists to deliver training that truly **focuses on people**.

Every course we offer aims to build understanding around knowledge and skills, rather than just covering the same standard, templated content. Even our most traditional courses focus on discussion with attendees to focus the context on their real-world experiences.

**Be Better** is our flagship range of equality, diversity and inclusion training. We have years of experience working with hundreds of staff and members of the public, and we want to share it with you. Our goal is to help you create inclusive spaces and services.

Supporting diversity for staff and customers is about truly recognising and embracing that people are all different. We all have distinct experiences and come from an assortment of environments and backgrounds. These influence our views of the world and lead us to immediately challenge anything that is different or unexpected. Yet, this diversity also creates success through variety in thinking and encouraging innovation.

**Be Better** training aims to build understanding about diversity and encourage everyone to challenge their own thinking. We want everyone to work together to build a more inclusive world through the services they offer and the staff they employ.

Priority People also offers a range of other courses spanning people skills, management training and IT skills. Details of more courses are on our web site, including Customer Support, Time Management, Train the Trainer, Report and Email Writing, Microsoft Office skills and more.

Our experience is focused in the public sector, including higher education and councils, but we've worked with teams based in offices and factories across the country. If you work with people, our training will work for you.

# Timings, capacity and costs

Most courses are half or a full day in length. Each half day is typically about three hours long including a break. Full day courses go into more depth and offer more chances for attendees to explore topics in their own situations.

All courses are available **remotely** via Microsoft Teams/Zoom or **in person**.

Remote courses are for to up to **12 people**. In person courses are for up to **16 people**.

If you have specific requirements around the duration or number of attendees, please do get in touch; we have some flexibility to adjust for your needs.

A half day course costs £600 while a full day costs £900. In person courses usually have an additional charge to cover expenses.

## Tell us what you need

We aim to be as flexible as possible with our courses. Most of our content is modular and can be reshuffled to create bespoke programmes as needed.

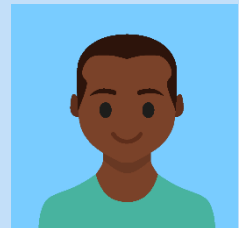
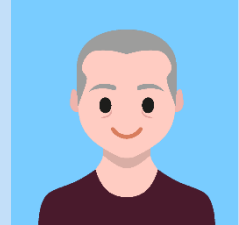
If you need a day that combines inclusive language with customer support, just let us know.

## Other services

We are experts in working with people, managing teams and delivering customer-facing services. Alongside structured training courses, we offer a range of bespoke services to bring our wide range of people-focused expertise into your organisation.

- **Consultancy:** From user experience audits to complex business analyses of services, we can help your teams and environments be as inclusive and successful as possible.
- **Coaching:** Working one to one or with small groups, we can work with your staff to explore specific topics in the context of their environment over a series of shorter sessions.
- **Action Learning:** We can bring together a small group of staff to work through challenges they are facing. They would openly discuss issues, facilitated by us, and make commitments to achieving collaborative solutions.
- **Training for trainers:** Ideal for organisations that want to embed content internally, we can go into more depth with any topic to enable your staff to train others. We would build confidence and enthusiasm to allow attendees to become trainers and champions of material in their own right.

**Contact us** to find out more about the content, duration and cost for bespoke services.



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