



# Newsletter 13

## Engaging Diversity project ends

*The Engaging Diversity Development Partnership officially ended in December 2007 and in this final edition of the newsletter we will be taking a look at the notable achievements and work undertaken over the last 2½ years. We will also be reviewing some of the excellent organisational learning practice that has taken place amongst partner organisations.*

### EFFECTIVE PARTNERSHIP WORKING

It seems hard to believe that we first began forming partnerships for the Engaging Diversity programme just 2½ years ago. Effective and fruitful partnerships have been the foundation stone of the project and without the enthusiasm and commitment to working together from all our partners, the achievements would not have been possible.

We believe this project to be unique in Wales – no other learning programme covers the subject matter of diversity in such depth bilingually and also using Welsh facts, history and examples. The Engaging Diversity DP provided an opportunity for learning practitioners, individual learners and programme developers to join forces and produce learning materials that were meaningful and compelling to learners of a range of abilities. The collaboration has been extremely effective and has enabled partner organisations to develop and refine their eLearning strategies through piloting different approaches to deploying eLearning.

The transnational partnership also gave the project a dynamic edge. The different perspectives of the working cultures of Poland, Slovakia and Portugal helped us gain a better understanding the conditions required to make eCommunities work here in Wales and the UK (the full transnational partnership report will be available in late January).

### Our Modules include:

Age

Disability

Gender

Religion & Belief

Sexual Orientation

The Welsh Language

### Contact Us

+44 01492 871111

[engaging.diversity@btcgroup.com](mailto:engaging.diversity@btcgroup.com)

[www.engagingdiversity.com](http://www.engagingdiversity.com)

BTC Group Ltd.

Oxford House Oxford Road

Llandudno North Wales LL30 1DH

Above all, the project represents an excellent example of the public and private sectors working proactively in partnership to build solutions to the issues affecting today's workplaces.

### BEST ELEARNING AND DIVERSITY TRAINING PRACTICE

The partner organisations have taken different approaches to deploying the modules and in all cases, the flexibility of the programme has been useful in ensuring high volumes of learners were able to complete the programme. At the Countryside Council for Wales over 80% of people completed modules and a range of methods for accessing the programme were made available to staff including the provision of programmes on CD so that learners could complete them on long train journeys. "The eLearning programme gave people the freedom to do the learning in their preferred way and this made all the difference," explains Helen Jones, Training Manager at CCW

At Gwynedd County Council, practitioners discovered the best approach for them was to blend the eLearning with workshops to reinforce the messages of the programme and put the issues into the everyday context. "The discussion session that took place after learners had completed the modules was lively, with people willing to talk about their understanding of diversity and how

they might review their perceptions," says Carey Cartwright, Training Manager.

Finally, Denbighshire County Council piloted an effective approach for delivering the modules to staff without access to computers by projecting them onto a big screen and providing learners with voting keypads to answer test questions. The system was used successfully with a range of groups including school crossing patrol workers, refuse teams and people employed at care homes. It was also adapted for use with deaf workers (an interpreter was brought in to 'sign' the content) and workers with learning disabilities (test questions were read out so that everyone could participate). "Everyone is familiar with the voting button system because they have seen it on TV shows and it is really easy to use...this was a solution that would work for everyone," explains Sian E Jones, Corporate ICT Trainer.

### SHARING BEST PRACTICE - THE OFFICIAL ENGAGING DIVERSITY CONFERENCES

Knowledge-sharing has been another valuable aspect of the programme. The conferences held in Cardiff and Llandudno in November and December 2007 proved to be excellent opportunities for us to share best practice with learning and diversity practitioners outside the project. We were delighted to have welcomed

over 150 delegates to the events. If you require further information or would like to hear webcasts of conference speakers please visit [www.engagingdiversity.com](http://www.engagingdiversity.com).

### NEXT STEPS

Now that the Equal project is complete, we will be continuing to build on all the valuable work undertaken by Engaging Diversity. Each of the diversity modules will continue to be available via the LearningBusiness - if you need further details please get in touch. The modules will be regularly updated as new legislation and protocols come into place.

We are also establishing a vibrant new eCommunity to enable diversity and eLearning practitioners to continue sharing best practice ideas and stories. The eCommunity will feature an online diversity knowledge base packed with resources and web links about diversity. To join the eCommunity please visit [www.engagingdiversity.com](http://www.engagingdiversity.com).

We would like to extend our thanks to all partners who have helped to make Engaging Diversity a success. Working with all our partners has been a real pleasure. We'd like to acknowledge everyone's contribution and we look forward to continue working together in the future.