

Explanatory Note for the Summary of The Diversity Awareness Feedback

A tick box system was used to evaluate the course content and organisation of the course. This system – a type of closed questioning – made it extremely easy to correlate and present the feedback in the form of a table.

All the other questions were open questions that invited the person to express their opinions freely. Therefore the tables only represent a summary of the responses given.

Summary of the Diversity Awareness Feedback - **May and August 2004** -
Inverness Courses

Course Content & Organisation*

	Excellent	%	Very Good	%	Satisfactory	%	Reasonably Satisfactory	%	Poor	%	Total
Venue	21	72.5%	6	20.5%	2	7%					29
Lunch	17	59%	8	27.5%	3	10%	1	3.5%			29
Timing	12	41.5%	12	41.5%	5	17					29
Visual Aids/ Handouts	10	34%	17	59%	2	7%					29
Presenters	20	69%	9	31%							29
Contents	11	41%	15	55.5%	1	3.5%					27 *

* some of the rows were not filled in

What were you expecting to learn from the course?

Raising the person's awareness of diversity	8
No expectations/open mind	2
Not much	2
Better understanding of discrimination/prejudice	1
Raising the person's awareness of the difficulties of other groups in society/greater cultural awareness	4
Was not sure	6
Increasing the person's racial awareness	
How COPFS can provide fairer treatment	1
Learning more about the individual's attitude towards others	
COPFS policies re diversity	
To be given an insight into minority groups attitudes about COPFS	1
To learn to be more open minded	3
Role of manager in ensuring fair treatment policy is applied consistently	
Thought it was going to be a lesson in being PC	
No reply	1
Other	

Did you feel the course met its stated aims and objectives? If not, please explain why?

Completely affirmative	27
Partially affirmative	1
Completely negative	
No response	1

What ideas/concepts do you think you will be able to take back to your workplace and put into practice?

Increased awareness of other people's views/needs	5
Think before you speak/act	10
How to handle situations better	2
Increased knowledge about diversity issues	1
To take personal responsibility/not in my presence	2
None	1
Better Understanding of the effects of discrimination	1
Increased awareness about effective communication	3
Question your own perceptions/assumptions/prejudices	1
Increased awareness of COPFS policies in particular areas	
Not to treat people the same but as individuals	
Ask questions if unsure	
Ladder of prejudice	
Power + behaviour = discrimination	
Be prepared to say sorry	
No reply	2
Other	1
Increased awareness of subtle aggression	1

Which sessions did you find particularly useful? Please explain why?

Prejudice and Discrimination	1
Responses to Dominance	1
Disability Issues	6
Sexism and Domestic Violence	1
Racism and Institutional Discrimination	3
Sectarianism/Hate Crime	3
Recap/Concepts of Culture	
Issues in Sexuality	3
Asylum Seekers/ Refugees and Cross Cultural Communication	12
Interface	1
Setting the Standards	

Guest speakers	1
All of the Sessions	7
None of the Sessions	2
No Reply	1
Other	

Which sessions did you find least useful?

Prejudice and Discrimination	
Responses to Dominance	
Disability Issues	1
Sexism and Domestic Violence	3
Racism and Institutional Discrimination	
Sectarianism/Hate Crime	
Recap session/ Concepts of Culture	1
Issues in Sexuality	3
Asylum Seekers/ Refugees and Cross Cultural Communication	
Interface	
Setting the Standards	
All of the Sessions	
None of the sessions least useful	15
No Reply	5
Other	1

What issues would you like to know more about?

Prejudice and Discrimination	
Practical applications to service	1
Responses to Dominance	1
Disability Issues	1
Sexism and Domestic Violence	1
Racism and Institutional Discrimination	1
Sectarianism/Hate Crime	2
Issues in Sexuality	2
Asylum Seekers/ Refugees and Cross Cultural Communication	6
Interface	
Setting the Standards	
Management issues re diversity/COPFS policies	2
All of the Sessions	1
No issues, adequately covered by course.	2
No reply	13
Other	1
Jane Elliot Videos	1

What changes, if any, would you like made to the course?

No changes	12
No reply	10
Should be a 3 day course/ longer course	
More time should be spent on discussion/debate/interaction	3
Shorter course	
Less repetitive	
Too much information on Day 1	
More direction given during the interface	
More case studies/hypotheticals	
Shorter days	
Concepts of culture at the start	
Refer to COPFS policies more/ more on the operation of the Fair Treatment Policy	1
Hard copy of slides	
Copy of ladder of prejudice and definitions (tool kit) as hand outs	
Fewer topics more depth	
Too much information crammed in on course	
Have a person with learning difficulties or mental health problems as a speaker	
Cover mental health/learning difficulties age discrimination	
Cover age discrimination	
Get rid of Ice Breaker	
Not have the course	
Less time spent on Cross Cultural Communication/Asylum Seekers/ Refugees	
Cover issue of age discrimination	
Interface – setting topics to generate more debate	
More up to date videos	
The participants’ pack should contain the key messages from each session.	
For the course to be less one sided and it should deal with inter minority racism/bigotry	
Better time keeping for sessions/speakers	
Change of/to venue	
More comfortable seating	1
Pack to be slimmed down/more user friendly.	
Other	
More breaks throughout the day	
Ageism to be added	
Less formal meet the guests	
More guests	
COPFS negativity encouraged	

Include Mental Health	
PowerPoint presentations rushed	
Get rid of tables	
Refresher course	
Attendees to identify important aspects of own identity eg 'Christian' 'Scottish' 'Male'	1
More thought given to allocation of spaces	1
To be treated as adults not children eg picture cutting exercise	1