

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 from November 2003 to January 2004 and September 2004 to May 2005 - Glasgow Courses

Course Content & Organisation

| | Excellent | % | Very Good | % | Satisfactory | % | Reasonably Satisfactory | % | Poor | % | Total |
|--------------------------|-----------|--------------|-----------|--------------|--------------|--------------|-------------------------|-------------|------|-------------|-------|
| Venue | 202 | 38% | 233 | 44% | 65 | 12.5% | 20 | 4% | 8 | 1.5% | 528* |
| Lunch | 218 | 41% | 203 | 39% | 73 | 14% | 20 | 4% | 11 | 2% | 525* |
| Timing | 110 | 21% | 270 | 51% | 122 | 23% | 21 | 4% | 4 | 1% | 527* |
| Visual Aids/ Handouts | 152 | 29 | 274 | 52% | 88 | 17% | 7 | 1.5% | 1 | 0.5% | 522* |
| Presenters | 287 | 54.5% | 214 | 40.5% | 21 | 4% | 4 | 1% | | | 526* |
| Contents | 210 | 40% | 249 | 47.5% | 55 | 10.5% | 8 | 1.5% | 2 | 0.5% | 524* |

* some of the rows were not filled in

What were you expecting to learn from the course?

| | |
|---|-----|
| Raising the person's awareness of diversity | 164 |
| No expectations/open mind | 71 |
| Not much | 15 |
| Better understanding of discrimination/prejudice | 32 |
| Raising awareness of difficulties of groups in society/greater cultural awareness | 110 |
| Was not sure | 62 |
| Increasing the person's racial awareness | 14 |
| How COPFS can provide fairer treatment | 3 |
| Learning more about the individual's attitude towards others | 11 |
| COPFS policies re diversity | 7 |
| COPFS expectations of staff | 2 |
| To be given an insight into minority groups attitudes about COPFS | 1 |
| To learn to be more open minded | 2 |
| Inclusive behaviour | 1 |
| Experiences and points of view /understanding of minority groups | 6 |
| Manager's role in ensuring fair treatment policy is applied consistently | |
| Thought it was going to be a lesson in being PC | 2 |

| | |
|--|----|
| Different views/opinions | 3 |
| More about disability, race and religion | 12 |
| Tolerance of others | 2 |
| Other people's points of view | 1 |
| Role of manager and staff regarding duties | 1 |
| About bio diversity | 1 |
| Nothing | 4 |
| Common sense/common courtesy | 1 |
| Increased awareness of hate crime | 1 |
| How diversity issues impact on my work | 2 |
| Clarification of the word 'diversity' | 1 |
| No reply | 39 |

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

| | |
|------------------------|-----|
| Completely affirmative | 490 |
| Partially affirmative | 28 |
| Completely negative | 5 |
| No response | 7 |

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 | 147 |
| Think before you speak/act – engage brain | 117 |
| How to handle situations better | 32 |
| Increased knowledge about diversity issues | 51 |
| To take personal responsibility/not in my presence | 8 |
| None | 26 |
| Better Understanding of the effects of discrimination | 35 |
| Increased awareness about effective communication | 20 |
| Question your own perceptions/assumptions/prejudices | 13 |
| Increased awareness of COPFS policies in particular areas | 6 |
| Not to treat people the same but as individuals/treat with respect | 18 |
| Effects of racial harassment | 3 |
| Issues on sexism | 2 |
| Better understanding of asylum seekers/refugees | 3 |
| Ask questions if unsure | 4 |
| Ladder of prejudice | 8 |
| Power + behaviour = discrimination | 6 |
| How to walk on someone else shoes | 2 |
| Not to prejudge | 2 |
| Be prepared to say sorry | |

| | |
|--|----|
| Patience, understanding and tolerance | 1 |
| Social/cultural differences | 19 |
| Increased awareness of subtle aggression | 1 |
| Fair treatment | 4 |
| Awareness of disability issues | 40 |
| Affirmation of beliefs and standards | 1 |
| Equal opportunities policy | |
| Awareness of sexual orientation | 9 |
| Setting the standards | 3 |
| Unsure/don't deal with the public | 5 |
| Overall view of prejudice | 3 |
| All ideas/concepts discussed | 13 |
| More understanding of social environment | 2 |
| More open minded, won't jump to conclusions | 10 |
| A broader mind/open mind | 2 |
| That apathy is fuel to the problem | 1 |
| Techniques to tackle bullying individuals | 1 |
| Recognition of dominance/minority relationships | 1 |
| More mindful of my audience and their feelings | 1 |
| Common sense | 1 |
| More awareness of the potential for offence | 1 |
| If you're not part of the solution, you're part of the problem | 1 |
| Nothing I didn't already know/don't know | 2 |
| Use of interpreter when English is not first language | 1 |
| No reply | 33 |

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

| | |
|---|-----|
| Prejudice and Discrimination | 36 |
| Responses to Dominance | 12 |
| Disability Issues | 192 |
| Sexism and Domestic Violence | 13 |
| Racism and Institutional Discrimination | 29 |
| Sectarianism/Hate Crime | 18 |
| Recap/Concepts of Culture | 12 |
| Issues in Sexuality | 85 |
| Asylum Seekers/ Refugees and Cross Cultural Communication | 192 |
| Interface | 34 |
| Setting the Standards | 23 |
| Guest speakers | 19 |
| Group/breakout sessions | 2 |
| All of the Sessions | 88 |
| None of the Sessions | 8 |
| Other – Images of women in newspapers | 1 |

| | |
|-----------------------------|----|
| Other – Session on bullying | 2 |
| No Reply | 19 |

Which sessions did you find least useful?

| | |
|---|-----|
| Prejudice and Discrimination | 7 |
| Responses to Dominance | 8 |
| Disability Issues | 14 |
| Sexism and Domestic Violence | 32 |
| Racism and Institutional Discrimination | 12 |
| Sectarianism/Hate Crime | 23 |
| Recap session/ Concepts of Culture | 5 |
| Issues in Sexuality | 40 |
| Asylum Seekers/ Refugees and Cross Cultural Communication | 26 |
| Interface | 6 |
| Setting the Standards | 3 |
| All of the Sessions | 6 |
| None of the sessions least useful | 139 |
| Second day more interesting | 1 |
| All group discussions | 1 |
| Meet the guest session | 2 |
| Panel discussion at end of day 2 | 3 |
| Cutting newspaper session | 3 |
| No reply | 207 |

What issues would you like to know more about?

| | |
|--|-----|
| Prejudice and Discrimination | 10 |
| Practical applications to service | |
| Responses to Dominance | 6 |
| Disability Issues | 36 |
| Sexism and Domestic Violence | 22 |
| Racism and Institutional Discrimination | 20 |
| Sectarianism/Hate Crime | 30 |
| Issues in Sexuality | 17 |
| Asylum Seekers/ Refugees and Cross Cultural Communication | 108 |
| Interface | 1 |
| Setting the Standards | |
| Management issues re diversity/COPFS policies | 4 |
| All of the sessions/issues | 30 |
| No issues, adequately covered by course. | 101 |
| None | 35 |
| Different religions/beliefs/cultures of minority groups | 11 |
| Input from racial groups other than those of African roots | 1 |
| Bullying in the workplace | 1 |

| | |
|--|-----|
| Consult Diversity Homepage | 2 |
| Follow-up course at intervals on developing issues | 2 |
| Legal, policy, best practice developments | 1 |
| Mental illness | 3 |
| No Reply | 128 |

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

| | |
|---|-----|
| No changes | 230 |
| Should be a 3 day course/longer course | 40 |
| More time should be spent on discussion/debate/interaction | 25 |
| Should be a 4 half day course | 4 |
| Shorter course/shorter sessions/one day course | 19 |
| Less repetitive | 7 |
| Too much information on Day 1 | 4 |
| More direction given during the interface | |
| More case studies/hypotheticals | 2 |
| Shorter days | 11 |
| Concepts of culture at the start | 2 |
| More reference to COPFS policies/operation of fair treatment policy | 3 |
| Hard copy of slides | |
| Too many unnecessary slides | 2 |
| Copy of ladder of prejudice and definitions (tool kit) as hand outs | |
| Fewer topics more depth/higher level | 4 |
| Too much information packed into timescale/intensive course | 4 |
| Afternoon session day 2 too long | 1 |
| Have person with learning/mental health difficulties as a speaker | 2 |
| Cover mental health/learning difficulties/age discrimination | |
| Cover all areas of disability/longer disability session | 2 |
| Get rid of Ice Breaker | 1 |
| Not have the course | 1 |
| Less time on Cross Cultural Communication/Asylum Seekers/ Refugees | 3 |
| Interface – setting topics to generate more debate | |
| More up to date videos/more videos | 1 |
| Participants’ pack should contain the key messages from each session. | |
| Course to be less one sided/deal with inter minority racism/bigotry | 1 |
| Include discussion on sectarianism | 1 |
| Extent session on sectarianism | 4 |
| Include session on traveling communities | 1 |
| More group work | 2 |
| Express opinions with being made to feel ‘racist’ | 1 |
| Homophobia and transgender as separate issues | 1 |
| Better time keeping for sessions/speakers | |
| Change of venue/venue nearer office | 2 |
| More comfortable seating | 3 |

| | |
|--|----|
| Regulate room temperature | 1 |
| Pack to be slimmed down/more user friendly. | |
| More breaks throughout the day/longer breaks | 2 |
| Less formal meet the guests/different timing slot | 1 |
| More guests/extended sessions | 7 |
| COPFS negativity encouraged | |
| PowerPoint presentations rushed | |
| Get rid of tables | |
| Refresher course | |
| Attendees to identify important aspects of own identity eg 'Christian' 'Scottish' 'Male' | |
| Cultural guide to Judaism and Christianity | 1 |
| More thought given to allocation of spaces | |
| To be treated as adults not children eg picture cutting exercise | |
| Include rep from Women's Aid Group | |
| Better/healthier food/better timing for lunch | 2 |
| Courses held locally | |
| Drop LGBT Session | |
| Curtail pm session 2 nd day/focus on experienced discrimination | |
| Less time spent on disability issues | 1 |
| Discussion about Chokkar case | 1 |
| More time on domestic violence | 2 |
| Drop domestic violence section/shorter session | 4 |
| Earlier finish | 3 |
| Earlier start | 1 |
| Extend Institutional Racism section | 1 |
| Include domestic violence victim/reference to male victims | 2 |
| Optional rather than mandatory course | 3 |
| Some sessions too long and boring/shorter sessions | 2 |
| Embarrassed/uncomfortable with guests | 1 |
| More input from external trainers | 1 |
| Disadvantages in a 'one size fits all approach' of mixed groups | 1 |
| Less group exercises | 1 |
| More role play | 2 |
| More time given to bullying in the workplace | 1 |
| Follow-up sessions | 1 |
| Delete transsexual and transgender sessions | 1 |
| Too much emphasis on wheelchair users | 1 |
| Everyone to receive copy of "To Kill a Mocking Bird" to keep issues alive | 1 |
| No Reply | 89 |