

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 February to April 2004, June to July 2004 and August 2004 to May 2005 - Edinburgh Courses

Course Content & Organisation*

	Excellent	%	Very Good	%	Satisfactory	%	Reasonably Satisfactory	%	Poor	%	Total
Venue	93	21.5%	216	50%	105	24%	16	4%	3	0.5%	433*
Lunch	92	21%	213	49.5%	100	23%	19	4.5%	9	2%	433*
Timing	61	14%	221	51.5%	120	28%	22	5%	6	1.5%	430*
Visual Aids/ Handouts	111	25.5%	245	56.5%	72	16.5%	5	1.5%			433*
Presenters	205	47%	203	46.5%	24	6%	1	0.5%			433*
Contents	146	34%	237	55%	44	10.5%	3	0.5%			430*

- some of the rows were not filled in

What were you expecting to learn from the course?

Raising the person's awareness of diversity	125
No expectations/open mind	89
Not much	10
Better understanding of discrimination/prejudice	41
Raising awareness of difficulties of groups in society/greater cultural awareness	98
Was not sure	47
Increasing the person's racial awareness	4
How COPFS can provide fairer treatment/fair treatment policy	5
Learning more about the individual's attitude towards others	5
COPFS policies re diversity	18
To be given an insight into minority groups attitudes about COPFS	1
How to deal with difficult and sensitive issues in the workplace	1
To learn to be more open minded	3
Manager's role in ensuring fair treatment policy is applied consistently	2

Thought it was going to be a lesson in being PC/preached at	7
More about disability and race	1
Other people's points of view	1
Role of manager and staff regarding duties	
About bio diversity	
Nothing	3
Common sense/common courtesy	
Increased awareness of hate crime	
How diversity issues impact on my work	
Different cultures	1
Not to be ignorant/consideration for the feelings of others	1
Build on existing approaches	1
No Reply	27

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

Completely affirmative	387
Partially affirmative	27
Completely negative	4
No response	17

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	91
Think before you speak/act/engage brain	114
How to handle situations better	34
Increased knowledge about diversity issues	49
To take personal responsibility/not in my presence	16
None	14
Better Understanding of the effects of discrimination	24
Increased awareness about effective communication	12
Question your own perceptions/assumptions/prejudices	11
Increased awareness of COPFS policies in particular areas	4
Not to treat people the same but as individuals	29
Ask questions if unsure	14
Ladder of prejudice	13
Power + behaviour = discrimination	6
Be prepared to say sorry	
How to use Toolkit	1
Increased awareness of subtle aggression	1
Fair treatment policy	1
Awareness of disability issues	10

Equal opportunities policy	1
Legislation and working practices	1
Awareness of sexual orientation	5
Setting the standards	4
Unsure/don't deal with the public	5
Overall view of prejudice	
All ideas/concepts discussed	3
More understanding of social environment	
More openness, won't jump to conclusions	1
A broader mind	
That apathy is fuel to the problem	
Tackle/recognise bullying	1
Recognition of dominance/minority relationships	3
More mindful of my audience and their feelings	
Common sense	
Better understanding of hate crime	1
If you're not part of the solution, you're part of the problem	
Nothing I didn't already know/based on common sense and good practice	4
Something from all the sessions/ideas/concepts	2
Difference between asylum seekers and refugees	2
Greater awareness of culture issues	7
To be very, very careful	1
No reply	53

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

Prejudice and Discrimination	22
Responses to Dominance	15
Disability Issues	171
Sexism and Domestic Violence	14
Racism and Institutional Discrimination	49
Sectarianism/Hate Crime	14
Recap/Concepts of Culture	6
Issues in Sexuality	64
Asylum Seekers/ Refugees and Cross Cultural Communication	147
Interface	17
Setting the Standards	10
Guest speakers	55
All of the Sessions	40
None of the Sessions	3
Session on Scottish culture	1
Images of women in newspapers	
Session on bullying	
No Reply	26

Which sessions did you find least useful?

Prejudice and Discrimination	8
Responses to Dominance	9
Disability Issues	15
Sexism and Domestic Violence	27
Racism and Institutional Discrimination	11
Sectarianism/Hate Crime	17
Recap session/ Concepts of Culture	12
Issues in Sexuality	24
Asylum Seekers/ Refugees and Cross Cultural Communication	27
Interface	7
Setting the Standards	1
All of the Sessions	6
None of the sessions least useful	165
Guest speakers expounding their positions/repetitive	1
Second day more interesting	
Meet the guest session	2
Panel discussion at end of day 2	
Cutting newspaper session	
Getting to know you/icebreaker	1
COPFS culture	2
No reply	115

What issues would you like to know more about?

Prejudice and Discrimination	6
Practical applications to service	
Responses to Dominance	7
Disability Issues	36
Sexism and Domestic Violence	15
Racism and Institutional Discrimination	19
Sectarianism/Hate Crime	9
Issues in Sexuality	20
Asylum Seekers/ Refugees and Cross Cultural Communication	72
Interface	
Setting the Standards	
Bullying within COPFS	1
Management issues re diversity/COPFS policies	6
All of the Sessions	20
No issues, adequately covered by course.	51
None	17

Different religions/beliefs/cultures of minority groups	1
More facts/stats on successful prosecutions	1
Different cultures of different countries	1
Follow-up course at intervals on developing issues	
Legal, Policy, Best Practice developments	
Mental health issues	1
How children are affected by issues covered	2
No Reply	174

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

No changes	112
Should be a 3 day course/longer course	29
More time should be spent on discussion/debate/interaction	28
Shorter course/one day course	25
Less repetitive	4
Too much information on course/day 1	5
More direction given during the interface	1
More case studies/hypotheticals	7
Shorter days	6
Concepts of culture at the start	
More reference to COPFS policies/operation of fair treatment policy	8
Hard copy of slides	3
Include as part of Core Course	1
Copy of ladder of prejudice and definitions (tool kit) as hand outs	2
Fewer topics more depth	5
Too much information packed into timescale	3
Have person with learning/mental health difficulties as a speaker	1
Cover mental health/learning difficulties/age discrimination	14
Get rid of Ice Breaker	1
Not have the course	1
Less time on cross cultural communication/asylum seekers/refugees	3
More time spent on cross cultural communication	1
Interface – setting topics to generate more debate	1
More up to date videos/more videos	3
Participants’ pack should contain the key messages from each session.	1
Course to be less one sided/deal with inter minority racism/bigotry	
Better time keeping for sessions/speakers	3
Shorter/tighter presentation – came across as self indulgent	1
Shorter punchier presentations/longer Q&A sessions	1
Longer session on domestic abuse	1
Warmer room	1
Change of venue	4
More comfortable seating	22

Pack to be slimmed down/more user friendly.	
More breaks throughout the day/longer breaks	4
Less formal meet the guests/different timing slot	1
More guests/extended session	3
COPFS negativity encouraged	3
PowerPoint presentations rushed	1
Get rid of tables	1
Refresher/follow-up course	2
Attendees to identify important aspects of own identity eg 'Christian' 'Scottish' 'Male'	
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	1
Better/healthier lunch	2
Courses held locally	2
More interaction/group sessions	1
Drop LGBT Session	1
Curtail pm session 2 nd day/focus on discrimination experienced by people	1
Discussion about Chokkar case	
Drop Domestic Violence section	
Earlier finish	
Include ageism	1
Earlier start	
Later start	3
Extend Institutional Racism section	
Include domestic violence victim	
Optional rather than mandatory course	
Some sessions too long/boring	2
Embarrassed/uncomfortable with guests	
More input from external trainers	
Disadvantages in a 'one size fits all approach' of mixed groups	
More facts/statistics	1
Change programme timings/sessions	1
More emphasis on disability	1
Less group exercises	
More time given to bullying in the workplace	
Race session to include Travelling communities	1
Disability from younger perspective	1
Left feeling scapegoat for all failings re attitude/approach to diversity	1
Copies of PowerPoint presentations included in handouts	1
More focus/analysis on Sectarianism	1
No Reply	130