

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.

Combined summary of the Diversity Awareness Feedback - **May and August 2004**- Aberdeen Courses

Course Content & Organisation

	Excellent	%	Very Good	%	Satisfactory	%	Reasonably Satisfactory	%	Poor	%	Total
Venue	5	10%	37	78%	5	10%			1	2%	48*
Lunch	5	10%	33	69%	9	19%			1	2%	48*
Timing	2	4%	26	56%	17	36%	1	2%	1	2%	47*
Visual Aids/ Handouts	4	8%	35	73%	9	19%					48*
Presenters	22	45%	25	51%	2	4%					49*
Contents	15	31%	26	53%	6	12%	2	4%			49*

* some of the rows were not filled in

What were you expecting to learn from the course?

Raising the person's awareness of diversity	9
No expectations/open mind	6
Not much	2
Better understanding of discrimination/prejudice	8
Raising the person's awareness of the difficulties of other groups in society/greater cultural awareness	14
Was not sure	2
Increasing the person's racial awareness	
How COPFS can provide fairer treatment	2
Learning more about the individual's attitude towards others	
COPFS policies re diversity	
To be given an insight into minority groups attitudes about COPFS	
To learn to be more open minded	
Role of manager in ensuring fair treatment policy is applied consistently	
Thought it was going to be a lesson in being PC	1
No reply	1
Other	

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

Completely affirmative	40
Partially affirmative	8
Completely negative	1
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	18
Think before you speak/act	13
How to handle situations better	
Increased knowledge about diversity issues	2
To take personal responsibility/not in my presence	4
None	2
Better Understanding of the effects of discrimination	2
Increased awareness about effective communication	4
Question your own perceptions/assumptions/prejudices	
Increased awareness of COPFS policies in particular areas	
Not to treat people the same but as individuals	1
Ask questions if unsure	3
Ladder of prejudice	
Power + behaviour = discrimination	1
Be prepared to say sorry	
No reply	2
Other – Better disabled access	1
Other – Recognise bullying	1
Other – Open mind	1

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

Prejudice and Discrimination	6
Responses to Dominance	2
Disability Issues	9
Sexism and Domestic Violence	2
Racism and Institutional Discrimination	4
Sectarianism/Hate Crime	
Recap/Concepts of Culture	
Issues in Sexuality	11
Asylum Seekers/ Refugees and Cross Cultural Communication	22
Interface	1
Setting the Standards	1

Guest speakers	5
All of the Sessions	8
None of the Sessions	1
No Reply	1
Other	

Which sessions did you find least useful?

Prejudice and Discrimination	
Responses to Dominance	
Disability Issues	14
Sexism and Domestic Violence	2
Racism and Institutional Discrimination	1
Sectarianism/Hate Crime	8
Recap session/ Concepts of Culture	
Issues in Sexuality	2
Asylum Seekers/ Refugees and Cross Cultural Communication	3
Interface	2
Setting the Standards	1
All of the Sessions	
None of the sessions least useful	11
No Reply	7
Other	3

What issues would you like to know more about?

Prejudice and Discrimination	
Practical applications to service	1
Responses to Dominance	
Disability Issues	4
Sexism and Domestic Violence	3
Racism and Institutional Discrimination	6
Sectarianism/Hate Crime	
Issues in Sexuality	5
Asylum Seekers/ Refugees and Cross Cultural Communication	7
Interface	
Setting the Standards	
Management issues re diversity/COPFS policies	1
All of the Sessions	4
No issues, adequately covered by course.	6
No reply	12
Other	1
Other – How Scots are perceived by ethnic minorities	1
Other – Bullying in the workplace	2

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

No changes	11
No reply	11
Should be a 3 day course/ longer course	11
More time should be spent on discussion/debate/interaction	2
Shorter course	1
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	
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	1
Have person with learning difficulties or mental health problems as a speaker	1
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	1
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	1
Change of/to venue	
More comfortable seating	2
Pack to be slimmed down/more user friendly.	
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	
Too intense	1
Day 2 too long	1
More breaks	1
More time on issues of sexuality	1
Less group discussion	1
Less group interaction	1
More flexibility timewise	1
The qualifications of presenters	1
Other - to reflect local issues	1
Other - Tables rather than just chairs	1
Other - Include rural community issues	1
Other - Different format to Disability talk	2
Other - Do away with newspaper exercise	1
Other - Do away with guests	1
Other - Do away with group discussion at end	2
Other - No emotional guests	1
Other - Less about sectarianism	1
Other - Mention of Christianity on section on major religions	1