INFINITY
INCLUSION & TRANSFORMATION

Infinity Inclusion & Transformation

Everything you need to know before your EDI training session

Inclusive workplaces across the UK



EQUALITY | BELONGING | DIVERSITY | INCLUSION | ACCESSIBILITY | RESPECT

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01 · YOUR SESSION

About your session

Thank you for choosing Infinity Inclusion & Transformation for your in-house Equality, Diversity & Inclusion training. This guide covers everything you need to know about your booked session with us.



QUESTIONS BEFORE THE DAY?

info@infinityitlearning.co.uk

ACTIVE BYSTANDER TRAINING

Most people want to act. Few know how.

PICTURE THIS

It’s Friday drinks after a big project win. A senior manager keeps putting his arm around Priya, the newest graduate. She laughs it off — but her body language says otherwise.

Ten colleagues notice. Everyone glances at everyone else. Nobody moves — not because they don’t care, but because no one knows what to say.

This half-day session gives people the skills and confidence to be the one who acts — safely.

WHAT THE SESSION COVERS

01 Recognising harassment and inappropriate behaviour

02 Why people don’t intervene

03 Safe options: direct, distract, delegate, delay and document

04 Practising responses with realistic scenarios

05 Supporting the person affected and reporting concerns

WHY PEOPLE DON'T INTERVENE

Why good people stay silent

> The more people who witness something, the less likely any one of them is to help.

THE BYSTANDER EFFECT · LATANÉ & DARLEY, 1968

THE GOOD NEWS

These barriers are normal — and they can be overcome. Once people know their options, they're far more likely to act.

1. **"Someone else will deal with it."**
   Responsibility gets diluted across the crowd.
2. **"Maybe I've misread it."**
   Uncertainty makes us look to others for cues — who are doing nothing.
3. **"What if I make it worse?"**
   Fear for our own safety, or of escalating things.
4. **"It's not my place."**
   Hierarchy, seniority or not wanting to cause a fuss.
5. **"I wouldn't know what to say."**
   No script, no confidence — so we freeze.

YOUR TOOLKIT · THE 5 Ds

Five safe ways to step in

No heroics required — choose the option that suits the situation and keeps everyone safe.

D

DIRECT

Speak up in the moment — calmly, clearly and briefly.

IN PRACTICE

"That's not OK. Let's leave it there."

D

DISTRACT

Interrupt the moment without confronting anyone.

IN PRACTICE

Ask for directions, 'accidentally' spill a drink, or call them away for a question.

D

DELEGATE

Bring in someone with more authority or capability.

IN PRACTICE

A manager, security, bar staff or a duty officer.

D

DELAY

Check in with the person affected afterwards.

IN PRACTICE

"I saw what happened. Are you OK? What would help?"

D

DOCUMENT

Record what you saw to support a report — with their consent.

IN PRACTICE

Date, time, place, exact words and who else was there.

STORIES FROM THE SESSION

Three moments. Three choices.

Illustrative scenarios like those we practise — for in-house groups, we adapt them to your sector.

THE TEAM MEETING

During a meeting, Dan makes a ‘joke’ about a colleague’s accent. A few people laugh nervously. Sam notices Aisha has gone quiet.

THE MOVE: DIRECT

Sam says calmly: “I don’t think that landed well, Dan — let’s move on.” The room resets. Aisha thanks her later.

THE STUDENT BAR

At the union bar, Maya sees a stranger repeatedly steering her visibly drunk friend towards the exit.

THE MOVE: DISTRACT + DELEGATE

Maya asks her friend to help find a ‘lost’ phone, then quietly alerts bar staff, who step in.

THE HOSPITAL WARD

A patient makes sexual comments to Tom, a junior nurse, every shift. Tom shrugs: “It’s part of the job.”

THE MOVE: DELAY + DOCUMENT

A colleague checks in after the shift. Together they log each incident, and the ward manager acts.

WHY IT MATTERS FOR UK ORGANISATIONS

From good intentions to a legal duty

SINCE

Oct 2024

Employers in Great Britain have had a legal duty to take reasonable steps to prevent sexual harassment of their workers.

HIGHER EDUCATION IN ENGLAND

The Office for Students expects universities to take action on harassment and sexual misconduct.

- ✓ **Supports the employer duty to prevent sexual harassment**
- ✓ **Popular with universities, colleges and large employers**
- ✓ **Builds a culture where people speak up**

WHAT PARTICIPANTS WILL LEARN

Leave with skills, not just awareness

01

Recognise harassment, discrimination and inappropriate behaviour

02

Understand what stops people from intervening

03

Use a range of safe intervention techniques

04

Know how to support the person affected and report concerns

WHO IT'S FOR

All staff, students' unions, frontline and customer-facing teams.

SUITABLE FOR

Local authorities · NHS organisations · Schools · Colleges · Universities · Housing associations · Charities · Private-sector employers



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HOW IT'S DELIVERED

Real scenarios, not lectures

Interactive and discussion-based, in a respectful space where people can ask questions honestly. For in-house groups, we adapt examples, length and emphasis to your sector, policies and priorities.

DURATION
Half day

DELIVERY
Online · Face-to-face · In-house

LOCATION
Online, or at your venue anywhere in the UK

TAILORING
Available for in-house groups

Across the UK: live online for teams on different sites, or face-to-face in London, Manchester, Birmingham, Leeds, Bristol, Newcastle, Glasgow, Edinburgh, Cardiff, Belfast and beyond. Combine it with our in-house EDI training or EDI consultancy.



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03 · WHAT TO PREPARE

Venue & equipment

1

WE PROVIDE

Your trainer brings all session materials and resources. A projector and screen can be supplied too — just let us know in advance.

2

THE VENUE PROVIDES

A comfortable, accessible room with space for group discussion. Please tell us about any delegate accessibility needs in advance.



INFINITY INCLUSION
& TRANSFORMATION TRAINING

SEE YOU SOON

Thank you

for choosing Infinity Inclusion & Transformation Training

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Practical EDI training · Consultancy · In-house programmes

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