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

INFINITY
INCLUSION & TRANSFORMATION

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

INFINITY INCLUSION
& TRANSFORMATION TRAINING

COURSE SPOTLIGHT · DISABILITY AWARENESS

See the barrier, not the impairment

A half-day course built on the social model of disability — helping your people spot the physical, digital and attitudinal barriers organisations create, and remove them.

Half day

Online · Face-to-Face · In-House

Tailored



INFINITY
INCLUSION & TRANSFORMATION

WHY IT MATTERS

Disability is closer than you think

1 in 4

Around a quarter of people in the UK report a disability.

Unseen

Many disabilities are not visible — from chronic pain and diabetes to autism, hearing loss and mental health conditions.

2010

The Equality Act 2010 requires employers and service providers to make reasonable adjustments.

PICTURE THIS

In your next meeting of eight people, two may well be disabled — and you may never know which two. That's why this course starts with barriers, not labels.

INFINITY
INCLUSION & TRANSFORMATION

STORY · THE SOCIAL AND MEDICAL MODELS

Same person. Two very different stories.

Meet Sam (an illustrative scenario). Sam uses a wheelchair and is invited to the team away-day — in a second-floor room. The lift is out of order.

THE MEDICAL MODEL

"Sam can't come because Sam can't walk."

The problem sits with the person. The outcome: Sam misses out — again.

THE SOCIAL MODEL

"Sam can't come because the venue isn't accessible."

The problem is the barrier. The outcome: check access first, move the room, everyone takes part.

Remove the barrier — and the "problem" disappears.

INFINITY
INCLUSION & TRANSFORMATION

WHAT THE SESSION COVERS

Six stops on a half-day journey

01

The social and medical models of disability

Why where we place the “problem” changes everything.

02

Visible and non-visible disabilities

Most disabilities aren’t seen. Assumptions are.

03

Respectful language and etiquette

Confident, natural conversations — without fear of getting it wrong.

04

Reasonable adjustments in practice

Small changes, big difference — and a legal duty.

05

Accessible communication and services

Designing for everyone from the very first draft.

06

Supporting disabled colleagues to thrive

Moving from compliance to genuine belonging.

INFINITY
INCLUSION & TRANSFORMATION

STORY · NON-VISIBLE DISABILITY & REASONABLE ADJUSTMENTS

Priya's quiet struggle

Priya is a high performer with Crohn's disease. Nobody can tell.

Early back-to-back meetings across sites and a desk far from the toilets were quietly wearing her down. She didn't ask for help — she didn't know she could.

Illustrative scenario

ONE CONVERSATION LATER...

- ✓ Flexible start time on flare-up days
- ✓ A desk close to accessible facilities
- ✓ Join cross-site meetings remotely
- ✓ A regular, private check-in with her manager

The Equality Act 2010 makes reasonable adjustments a legal duty — and many cost little or nothing.

INFINITY
INCLUSION & TRANSFORMATION

RESPECTFUL LANGUAGE & ETIQUETTE

Words that open doors

INSTEAD OF…	TRY…
wheelchair-bound	**wheelchair user**
suffers from epilepsy	**has epilepsy**
the disabled	**disabled people**
normal / able-bodied	**non-disabled**
handicapped toilet	**accessible toilet**

ETIQUETTE IN ACTION

- Speak directly to the person — not their companion or interpreter.
- Offer help, then follow their lead.
- Never touch mobility aids or distract assistance dogs.
- Not sure? Ask. Most people would rather you did.

In the UK, "disabled people" reflects the social model: people are disabled by barriers.

INFINITY
INCLUSION & TRANSFORMATION

STORY · ACCESSIBLE COMMUNICATION AND SERVICES

The letter James couldn't read

James is blind and uses a screen reader.

His housing letter arrived as a scanned image, with a two-week deadline and a phone line open only 9 to 5.

He missed the deadline — not because of his sight, but because of the format.

Illustrative scenario

SMALL FIXES, BIG REACH

01
Plain language
Short sentences, clear actions, no jargon.

02
Accessible formats
Tagged documents, large print and Easy Read on request.

03
Alt text & captions
Describe images; caption every video.

04
Choice of channels
Phone, email, text, relay services and in person.

INFINITY INCLUSION
& TRANSFORMATION TRAINING

WHAT PARTICIPANTS WILL LEARN

Walk out ready to make a difference

01
Understand the social model of disability

02
Recognise visible and non-visible disabilities

03
Understand duties under the Equality Act 2010, including reasonable adjustments

04
Communicate and design services more accessibly

WHO IT'S FOR

All staff, managers and anyone involved in service design — across every sector.

- Local authorities
- NHS organisations
- Schools & colleges
- Universities
- Housing associations
- Charities

INFINITY
INCLUSION & TRANSFORMATION

HOW IT'S DELIVERED

Conversation, not a lecture

Interactive, discussion-based sessions built on realistic workplace scenarios — 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

London · Manchester · Birmingham · Leeds · Bristol · Newcastle · Glasgow · Edinburgh · Cardiff · Belfast & beyond

Combine with our in-house EDI training or pair it with EDI consultancy support.



INFINITY
INCLUSION & TRANSFORMATION

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

Inclusive Workplaces Across the UK

Practical EDI training · Consultancy · In-house programmes

EQUALITY | BELONGING | DIVERSITY | INCLUSION | ACCESSIBILITY | RESPECT