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



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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.

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04 · YOUR COURSE

Everyday Inclusion

A short, energising introduction to inclusion for everyone — built around the small, everyday actions that make the biggest difference to how people feel at work.

90 minutes | **Online · Face-to-face · In-house** | **All staff**

Ideal for inductions, team meetings and development days



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A STORY TO START · ILLUSTRATIVE

A tale of two Mondays

VERSION ONE

“I wondered if I’d made a mistake.”

9:00 Amara waits 20 minutes in reception. Nobody was expecting her.

11:30 Her first meeting is full of acronyms. No one explains.

1:00 The team heads out for lunch. She isn’t asked.

VERSION TWO

“I knew I belonged by lunchtime.”

9:00 Her buddy meets her by name — and says it right.

11:30 The chair pauses: “Amara, any questions so far?”

1:00 Someone has saved her a seat at the team table.

Same organisation. Same policies. A completely different experience.

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WHAT THE SESSION COVERS

Five steps in 90 minutes

01

What inclusion means day to day

Moving from policy words to the moments people actually feel.

02

Behaviours that include and exclude

Spotting the small signals that say “you matter” — or don’t.

03

Inclusive meetings and conversations

Who speaks, who is heard and who gets the credit.

04

Small habits that build belonging

Easy, repeatable actions anyone can start tomorrow.

05

Personal commitments

Leaving with one change for your own team.

HOW IT FEELS Interactive · Discussion-based · Real workplace scenarios, not lectures



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STORY · INCLUSIVE MEETINGS

The idea that went missing

10:02	Sam, the newest in the team, shares an idea. Someone talks over her.
10:15	Alex repeats the same idea, a little louder. The room nods.
10:16	“Great thinking, Alex!” Sam stays quiet for the rest of the month.

THE REWIND · WHAT AN INCLUSIVE CHAIR DOES

“Hang on — Sam raised that earlier. Sam, talk us through it?”

One sentence. Credit restored. A voice protected.

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BEHAVIOURS THAT INCLUDE AND EXCLUDE

Tiny signals, big messages

✕ WHAT EXCLUDES	✓ WHAT INCLUDES
Interrupting or talking over someone	**Letting people finish, then building on their point**
In-jokes, nicknames and unexplained jargon	**Explaining acronyms and bringing newcomers in**
Always hearing from the same voices	**Inviting quieter colleagues to go first**
Social plans only some people hear about	**Open invitations that suit different lives**
Getting a name wrong — and never checking	**Asking how someone says their name, then using it**

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SMALL HABITS THAT BUILD BELONGING

Habits you can start tomorrow

01

⏱ 10 SECONDS

Say hello by name

Greet people properly — and learn how they say their name.

02

⏱ 5 SECONDS

Ask, “What do you think?”

Turn to someone who hasn’t spoken yet, and genuinely mean it.

03

⏱ 15 SECONDS

Credit ideas out loud

Name who said it first. It costs nothing and builds trust.

04

⏱ 30 SECONDS

Notice who’s missing

Before you decide, check whose voice or needs aren’t in the room.

Small, repeatable actions add up to a culture people want to belong to.

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WHAT PARTICIPANTS WILL LEARN

You'll leave able to...

UNDERSTAND
Understand what inclusion means in day-to-day work

RECOGNISE
Recognise behaviours that include or exclude

PRACTISE
Practise simple habits that build belonging

COMMIT
Commit to one change for your own team





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STORY · PERSONAL COMMITMENTS

One change. One team.

At the end of his session, Dev — a ward manager — wrote one line on a card: **“In every huddle, the quietest voice speaks first.”** Six weeks later, his team’s huddles sound completely different.

YOUR TURN

My one change for my team is…

Every participant leaves with a personal, practical commitment.

Illustrative story

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WHY IT MATTERS

Why it matters for UK organisations

> **Policies set the direction, but inclusion becomes real through everyday behaviour.**
>
> An easy, engaging way to involve every member of staff — from new starters to senior leaders.

1. **Ideal for inductions and whole-staff events**
   Sets the tone for belonging from day one.

2. **Easy to roll out across large, multi-site workforces**
   Consistent messages, live online or face-to-face.

3. **A practical first step in any EDI programme**
   Builds shared language before deeper work.

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WHO IT'S FOR · HOW IT'S DELIVERED

Built for everyone, shaped for you

All staff — from new starters to senior leaders. Ideal for inductions and staff development days.

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

HOW IT'S DELIVERED

01 Interactive and discussion-based
Realistic workplace scenarios rather than lectures.

02 A respectful space
Somewhere people can ask questions honestly.

03 Tailored for in-house groups
Examples, length and emphasis adapted to your sector, policies and priorities.

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AT A GLANCE

Everyday Inclusion at a glance

DURATION

90 minutes

DELIVERY

Online / Face-to-Face / In-House

LOCATION

Online, or at your venue anywhere in the UK

TAILORING

Available for in-house groups

EVERYDAY INCLUSION TRAINING ACROSS THE UK

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

Live online for teams across different sites, or face-to-face at your own venue. Want a wider programme? Combine it with our in-house EDI training or pair it with EDI consultancy support.



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SEE YOU SOON

Thank you

for choosing Infinity Inclusion & Transformation Training

Inclusive Workplaces Across the UK

Practical EDI training · Consultancy · In-house programmes

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