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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COURSE SPOTLIGHT

LGBTQ+ Awareness

Safe to be yourself at work

Build confidence around sexual orientation and gender identity — and the small, consistent behaviours that let everyone bring their whole self to work.

2–3 hours

Online · Face-to-face · In-house



1.5 million

people in England & Wales identified as LGB+ in the 2021 Census

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WHY IT MATTERS

Inclusion is a talent issue

1.5 million

people in England & Wales identified as lesbian, gay, bisexual or another minority sexual orientation

ONS, Census 2021

262,000

people said their gender identity is different from their sex registered at birth

ONS, Census 2021

35%

of LGBT staff have hidden who they are at work for fear of discrimination

Stonewall, LGBT in Britain: Work Report 2018

THE BUSINESS CASE

People who feel able to be themselves at work are more likely to stay, contribute and progress — so LGBTQ+ inclusion matters for every employer competing for talent.

1. Supports the Public Sector Equality Duty for sexual orientation and gender reassignment
2. Helps reduce harassment and ‘banter’ that drives people away
3. Supports staff networks and visible inclusion

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A STORY TO START

“So, what did you do at the weekend?”

ILLUSTRATIVE STORY

Every Monday, Alex rehearses the answer. “We went to the coast” — never “my husband and I”.

Swapping pronouns. Dodging photos on the desk. Skipping the team social where partners are invited. None of it shows up in a staff survey, but it costs energy every single day.

Then a new manager mentions her wife in a team meeting — casually, like it’s nothing. The next Monday, Alex answers honestly for the first time in three years.

WHAT CHANGED?

Visibility signals safety

One casual, open mention told Alex this team was safe.

No policy needed — just a cue

Small, consistent behaviours do the heavy lifting.

Hiding is exhausting

Energy spent editing your life is energy not spent on the work.

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WHAT THE SESSION COVERS

Five conversations that change culture

01

Language & identity

What's the difference between sexual orientation and gender identity?

Terms, pronouns and why words matter.

02

Law & attitudes

From criminal offence to equal marriage — in one lifetime.

How UK law and public attitudes have changed.

03

Coming out at work

What do you say when someone trusts you with who they are?

Responding well to disclosure — and never outing.

04

Challenging 'banter'

When is a joke not a joke?

Practical ways to step in calmly and early.

05

Visible inclusion

What does "safe here" actually look like?

Networks, allies and policies people can see.

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HOW UK LAW HAS CHANGED

From criminal offence to equal marriage

1967
Sexual Offences Act partially decriminalises sex between men in England & Wales

1988
Section 28 bans local authorities from ‘promoting’ homosexuality — silencing schools

2000
Ban on lesbian, gay and bi people serving in the armed forces is lifted

2003
Section 28 repealed in England & Wales (Scotland: 2000)

2004
Civil Partnership Act and Gender Recognition Act passed

2010
Equality Act protects sexual orientation and gender reassignment

2014
Same-sex marriage arrives in England, Wales and Scotland

2020
Same-sex marriage arrives in Northern Ireland

WITHIN ONE CAREER Start work in 1988 as Section 28 passes — retire married to your same-sex partner.

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STORY · RESPONDING TO DISCLOSURE

“Can I tell you something?”

ILLUSTRATIVE STORY

At the end of a late shift, Priya tells her team leader she’s bisexual — and that she’d like to bring her girlfriend to the Christmas do.

Her team leader smiles: “Thanks for telling me — I’m really glad you felt you could. Is it okay if others know, or would you rather keep it between us?”

No fuss, no assumptions — and Priya stays in control of her own story.

HELPFUL RESPONSES

+ Thank them for trusting you
+ Ask who else knows — and respect it
+ Keep the focus on them, not you
+ Carry on as normal

BEST AVOIDED

– “I’d never have guessed!”
– Telling others without consent (outing)
– Intrusive questions about their life or body
– Making it a big deal — or brushing it off

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STORY · CHALLENGING 'BANTER'

"Relax — it's only banter"

ILLUSTRATIVE STORY

In the staff room, someone jokes about a trans service user's voice. A few people laugh. Nobody says anything.

Jo, whose son is trans, starts eating lunch at her desk. Two months later she asks to move teams.

Nobody connects the two. That's the hidden cost of banter.

18% of LGBT staff were targets of negative comments or conduct from colleagues in a single year (Stonewall, 2018)

1 **Don't laugh along**
Silence and laughter both read as agreement.

2 **Ask a question**
"What do you mean by that?" lets people hear themselves.

3 **Name the standard**
"That's not the kind of team we are." Calm, clear, brief.

4 **Follow up**
Check in privately with anyone affected — and report it if needed.

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WHAT PARTICIPANTS WILL LEARN

Walk out ready to make a difference

01
Know the language
Understand sexual orientation and gender identity, and the words around them.

02
Spot the barriers
Recognise what LGBTQ+ colleagues can face, including being outed or excluded.

03
Respond well
Respond appropriately to disclosure and to inappropriate comments.

04
Build the culture
Identify everyday actions that create a supportive team.

SMALL THINGS, EVERY DAY

- Use the names and pronouns people ask for
- Say “partner” until you know
- Share your pronouns if you’re comfortable
- Never out anyone — it’s their story
- Back your LGBTQ+ staff network
- Call out ‘banter’ early and kindly

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WHO IT'S FOR & HOW IT'S DELIVERED

Built around your organisation

DURATION
2–3 hours

DELIVERY
Online, face-to-face or in-house

LOCATION
Online, or anywhere in the UK

TAILORING
Available for in-house groups

WHO IT'S FOR

All staff and managers — particularly teams developing LGBTQ+ inclusion plans.

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

Can be combined with wider EDI training or consultancy.

HOW IT'S DELIVERED

- Interactive and discussion-based — realistic workplace scenarios, not lectures
- A respectful space where people can ask questions honestly
- In-house examples, length and emphasis tailored to your sector and policies

Face-to-face in London · Manchester · Birmingham · Leeds · Bristol · Newcastle · Glasgow · Edinburgh · Cardiff · Belfast and beyond



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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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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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