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

INFINITY INCLUSION
& TRANSFORMATION TRAINING

YOUR COURSE · EDI TRAINING

Microaggressions Training

Understanding the everyday comments, behaviours and assumptions that can unintentionally exclude others.

Workplace Inclusion

Race & Culture

DURATION
2 hours

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

LOCATION
Online, or at your venue UK-wide

TAILORING
Available for in-house groups



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A STORY · ONE ORDINARY WEEK

Small moments. Big impact.

Microaggressions are often small and unintended, but their impact adds up.

Meet Amara, a project officer two months into a new job. Nobody set out to hurt her. Nobody thought twice. Here's her week.

THE CUMULATIVE COST

Each moment, on its own, seemed small. By Friday, Amara was quietly updating her CV.

Illustrative story based on common workplace examples

MON

"So where are you really from?"

She was born and raised in Leeds.

TUE

"I'll call you Amy — your name's a bit of a mouthful."

Her name is Amarachi. She never asked to shorten it.

WED

"Wow, you're so articulate!"

Said with genuine surprise after her first presentation.

THU

"We didn't invite you — drinks didn't seem your thing."

She doesn't drink, but loves a team night out.

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THE COURSE · WHAT THE SESSION COVERS

Five conversations that change how teams talk

01

What microaggressions are

With realistic examples — from “where are you really from?” to “you’re so articulate”.

02

Why impact matters as much as intent

Why “I didn’t mean it like that” isn’t the end of the conversation.

03

Race, gender, sexuality, disability, class, accent and language

How microaggressions show up across different identities.

04

Responding well when you’ve caused offence

What to say — and not say — when a comment lands badly.

05

Stepping in as a colleague or manager

Simple, supportive ways to act when you see it happen.

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A STORY · INTENT VS IMPACT

“But I meant it as a compliment…”

At a team lunch, Dev turns to Siobhán, who joined from Liverpool last month:

“You don’t sound like you’re from Liverpool — you’ve done well to lose the accent!”

WHAT DEV INTENDED

Praise. He thought he was being friendly and welcoming.

≠

WHAT SIOBHÁN HEARD

Where I’m from — and how I speak — is something to be fixed.

WHY IT MATTERS Research by the Sutton Trust has found that accent bias persists in British workplaces. Impact matters as much as intent.

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A STORY · WHAT HAPPENED NEXT

Siobhán spoke up. Dev had a choice.

THE DEFENSIVE RESPONSE

"It was a joke — you're being a bit oversensitive."

The conversation shuts down. Trust drops. Siobhán won't raise it again.

THE OPEN RESPONSE

"Thanks for telling me. I didn't realise how that landed — I'm sorry."

The relationship recovers. Siobhán feels heard — and the whole team notices.

RESPONDING WELL IN FOUR STEPS

1. **Listen**
   Hear them out without interrupting or explaining.
2. **Acknowledge**
   Recognise the impact, even if it wasn't your intent.
3. **Apologise**
   Keep it short and sincere — no "but…".
4. **Adjust**
   Learn from it and do things differently next time.

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A STORY · STEPPING IN

Be the colleague who says something

MONDAY TEAM MEETING

Asha suggests a new rota. Silence. Ten minutes later, Mark suggests the same idea — and the room loves it.

Raj, the team manager, steps in:

"Great build on Asha's point from earlier. Asha — do you want to take us through how it would work?"

FOUR WAYS TO STEP IN

1. **Redirect**
   Bring the focus back to the person who was overlooked.
2. **Ask**
   "What did you mean by that?" invites reflection, not a fight.
3. **Support**
   Check in privately: "I noticed that — are you OK?"
4. **Follow up**
   As a manager, address patterns — not just moments.

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WHY IT MATTERS · UK ORGANISATIONS

Exclusion at work often happens through everyday behaviour rather than obvious discrimination.

In the UK that can include comments about someone's accent, name, background or where they are 'really' from. Research by the Sutton Trust has found that accent bias persists in British workplaces. Understanding microaggressions helps teams build the day-to-day respect that makes people want to stay.

BELONGING

Improves belonging, wellbeing and retention

PREVENTION

Helps prevent behaviour that can escalate into harassment

CONFIDENCE

Gives people the language to raise and respond to concerns

WHO IT'S FOR

All staff and teams — local authorities, NHS organisations, schools, colleges, universities, housing associations, charities and private-sector employers.

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THE COURSE · HOW IT WORKS

What you'll learn

- **Recognise**
  Define microaggressions and recognise common examples
- **Understand**
  The cumulative impact on wellbeing and belonging
- **Respond**
  Openly, when someone raises a concern about something you said
- **Step in**
  Supportively, when you see it happen to others

Interactive and discussion-based — realistic workplace scenarios, not lectures, in a respectful space to ask questions honestly.

ACROSS THE UK

Live online for teams across different sites, or face-to-face at your venue in:

- London
- Manchester
- Birmingham
- Leeds
- Bristol
- Newcastle
- Glasgow
- Edinburgh
- Cardiff
- Belfast

…and beyond.

PREFER A WIDER PROGRAMME?

Combine with our in-house EDI training, or pair it with EDI consultancy support. In-house sessions are tailored to your sector, policies and priorities.



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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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