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 · THE COURSE

Psychological Safety

Ask, admit and challenge — without fear.

Teams perform better when people feel safe to ask questions, admit mistakes and challenge ideas. This session explores what psychological safety is, how to recognise it, and the leadership and team habits that build it.

DURATION
Half day

DELIVERY
Online · In-person

LOCATION
Anywhere in the UK





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05 · A STORY TO START

The team with more errors

In the 1990s, Harvard researcher Amy Edmondson studied hospital teams, expecting the best-led ones to make fewer medication errors. The data said the opposite: they **reported** more.

They weren't making more mistakes — they felt safe enough to say so. That gap between making and telling is where harm hides.

> *"Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes."*
>
> — AMY C. EDMONDSON, HARVARD BUSINESS SCHOOL

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06 · WHAT THE SESSION COVERS

Five conversations, one half day

01 — What psychological safety is

The belief it's OK to speak up — and why it isn't the same as being 'nice'.

02 — Signs of low and high safety

Silence, blame and corridor talk vs. curiosity and candour.

03 — Responding to challenge and mistakes

How a leader's first reaction teaches a team what's safe.

04 — Inclusive meetings and decisions

Bringing quieter voices in and sharing airtime fairly.

05 — Team agreements for speaking up

Practical commitments your team writes together.

#1 Google's Project Aristotle studied 180 teams to find what made the best ones work. **The top factor wasn't talent or seniority — it was psychological safety.**

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07 · SPOT THE SIGNS

Quiet rooms vs. brave rooms

LOW SAFETY SOUNDS LIKE...

- “I’ll just keep my head down.”
- “Don’t tell the boss until it’s fixed.”
- “Fine by me.” — then the real views come out in the corridor.
- “What’s the point? Nothing ever changes.”

HIGH SAFETY SOUNDS LIKE...

- “Can I ask a basic question?”
- “I got this wrong — here’s what I learned.”
- “I see it differently. Can I push back?”
- “We haven’t heard from you yet — what do you think?”

TRY THIS Ask your team: “What’s one thing we don’t talk about enough?” Then notice how long the silence lasts.

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08 · LEADERSHIP MOMENTS

One mistake, two endings

An illustrative scenario: Priya is three months into a housing team. She realises she gave a tenant the wrong repair date — and goes to tell her manager. What happens next teaches the whole team.

ENDING A · THE SHUT-DOWN

"How did you miss that?" — said in front of the team. Priya fixes it quietly. Next time something goes wrong, she says nothing… and the team finds out from a complaint.

ENDING B · THE OPEN DOOR

"Thanks for flagging it so fast. What happened — and what would stop it happening again?" Together they spot a confusing field in the system and fix it for everyone.

1 Thank appreciate the speaking up

2 Explore get curious, not furious

3 Improve fix systems, not people

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09 · WHAT YOU'LL LEARN

What participants take away

1. **Understand psychological safety and why it matters**
2. **Recognise signs of low psychological safety in a team**
3. **Respond to challenge, mistakes and concerns constructively**
4. **Agree team practices that make it easier to speak up**

WHY IT MATTERS IN THE UK

Fairer, safer, better services

Workplaces where people can raise concerns, admit mistakes and share ideas serve the public better. Speaking up is recognised across UK health services — including through Freedom to Speak Up Guardians in the NHS in England — and it matters just as much in every sector.

- **Supports speaking-up cultures and fair work**
- **Improves safety and quality in services**
- **Reduces conflict and staff turnover**

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10 · WHO IT'S FOR & HOW IT RUNS

Built around your team

WHO IT'S FOR

Leaders, managers and whole teams in local authorities, NHS organisations, schools, colleges, universities, housing associations, charities and private-sector employers.

HOW IT'S DELIVERED

Interactive and discussion-based, using realistic workplace scenarios rather than lectures — in a respectful space where people can ask questions honestly. In-house groups get examples, length and emphasis tailored to their sector, policies and priorities.

DURATION
Half day

DELIVERY
Online or face-to-face

LOCATION
Online or your venue

TAILORING
For in-house groups



ONLINE OR AT YOUR VENUE

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



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SEE YOU SOON

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Practical EDI training · Consultancy · In-house programmes

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