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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YOUR COURSE

Transgender Awareness

A calm, practical session for staff who want to understand gender identity and get everyday practice right — from the language people use to what respectful support looks like when a colleague transitions or a service user shares their identity.



DURATION
2–3 hours

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

TAILORING
Tailored for in-house groups

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WHAT THE SESSION COVERS

Six conversations we'll have together

01
Sex, gender identity and gender expression
Three ideas that often get blurred together — and why the difference matters.

02
Trans, non-binary and related terminology
The words people use about themselves, and how language evolves.

03
Names, pronouns and respectful language
Small everyday choices that make a big difference to how people feel.

04
Supporting a colleague who is transitioning
What good support looks like for managers, HR and teammates.

05
Inclusive policies, facilities and services
Practical steps that work for everyone who uses your services.

06
The Equality Act 2010 and recent legal developments
The current legal position, explained clearly and neutrally.

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NAMES, PRONOUNS & RESPECTFUL LANGUAGE

The slip that became a turning point

STORY · AN EVERYDAY MOMENT

“Sorry — they. As I was saying…”

In a busy team meeting, Jordan refers to a new colleague, Alex, as “she”. Alex uses they/them. The room goes quiet.

Jordan’s first instinct is to over-apologise and explain — which would only make the moment bigger. Instead, Jordan corrects it in a breath and carries on.

Afterwards, Alex says that quick, calm correction meant more than any long apology ever could.

Illustrative scenario based on common workplace situations

RECOVERING WELL FROM A MISTAKE

1. **Correct yourself**
   Use the right name or pronoun straight away.

2. **Apologise briefly**
   A simple “sorry” is enough — don’t make it about you.

3. **Move on, then practise**
   Get it right next time; practise in your head if it helps.

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SUPPORTING A COLLEAGUE WHO IS TRANSITIONING

When Priya told her manager

STORY · A CONVERSATION THAT MATTERS

Priya has worked in the finance team for six years. One Monday she asks her line manager, Mark, for a private chat and tells him she is transitioning. Mark doesn't have all the answers — but he listens, thanks her for trusting him, and asks: "What would you like to happen next, and at what pace?"

1

Listen first

Thank them, keep it confidential and let them lead.

2

Agree a plan together

Timings, who to tell and how — on their terms.

3

Update records

Name, email, ID badge and systems, joined up.

4

Keep checking in

Regular, low-key catch-ups; tackle any issues fast.

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INCLUSIVE POLICIES, FACILITIES & SERVICES

At the front desk: same moment, two outcomes

WITHOUT CARE

A name read out in the waiting room

A service user tells reception the name they use. The system only holds their old name, so it's called out in front of everyone. They quietly decide not to come back.

WITH CARE

A service people trust

Forms ask for the name people use. Staff use it without fuss and records are updated discreetly. The person feels respected — and stays engaged with the service.

PRACTICAL STEP 1

Review forms and systems

PRACTICAL STEP 2

Clear facilities guidance, checked against current law

PRACTICAL STEP 3

Confident, well-briefed frontline staff

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THE LEGAL CONTEXT

The law, explained clearly and neutrally

2010

The Equality Act

Gender reassignment is one of nine protected characteristics. Employers and service providers across Great Britain have clear legal duties.

PSED

Public Sector Equality Duty

Public bodies must have due regard to eliminating discrimination and advancing equality of opportunity — including for gender reassignment.

2025

UK Supreme Court judgment

In April 2025 the Court ruled that “sex” in the Equality Act means biological sex. It confirmed trans people remain protected from discrimination and harassment.

WHY IT MATTERS NOW Many organisations are reviewing their policies. We set out the current position so you can act lawfully, respectfully and with confidence.

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WHAT YOU'LL TAKE AWAY

By the end of the session, you'll be able to...

- ✓ Explain key terms, including gender identity, trans, non-binary and transition
- ✓ Use names and pronouns respectfully — and recover well from mistakes
- ✓ Understand the legal context, including gender reassignment under the Equality Act 2010
- ✓ Identify practical steps that make policies, facilities and services more inclusive

WHO IT'S FOR

All staff, line managers, HR teams and anyone in a public-facing role.

SECTORS

Local authorities · NHS · Schools & colleges · Universities · Housing associations · Charities · Private sector

HOW IT FEELS

Interactive and scenario-led, not a lecture — a respectful space to ask honest questions.



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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

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Practical EDI training · Consultancy · In-house programmes

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