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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01 · UNCONSCIOUS BIAS

Unconscious Bias: deciding fairly

TRY THIS FIRST

A bat and a ball cost £1.10. The bat costs £1.00 more than the ball. How much is the ball?

Most people instantly say 10p. The answer is 5p.

That fast, confident – and wrong – answer is your brain's shortcut system at work. It's the same system that makes snap judgements about people.

Everyone uses mental shortcuts. This course looks at how they influence recruitment, appraisal, allocation of work and service delivery – and gives people practical techniques to slow decisions down and make them fairer.

DURATION
Half day

DELIVERY
Online · Face-to-face · In-house

LOCATION
Online, or your venue anywhere in the UK

TAILORING
Available for in-house groups

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01 · SESSION PLAN

Your half day at a glance

01

How the brain uses shortcuts and why bias happens

Why the bat-and-ball puzzle fools most of us.

02

Common types of bias, including affinity and confirmation bias

Why "they remind me of me" feels like good judgement.

03

Bias in recruitment, appraisal and allocation of work

Who gets the stretch project – and why?

04

Bias in service delivery and decision-making

When a first impression shapes the service.

05

Practical techniques to slow decisions down

Clear criteria, pause points and challenge questions.

06

Team commitments and next steps

Turning insight into habits your team will keep.

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01 · STORIES OF BIAS

Three stories that change minds

STORY 01 · RECRUITMENT

Behind the screen

When leading US orchestras began auditioning musicians behind a screen, panels could judge only the music. Economists Goldin and Rouse (2000) found blind auditions helped more women progress.

Lesson: hide what shouldn't matter.

STORY 02 · UK EVIDENCE

Same CV, different name

In 2019, Nuffield College's GEMM study sent matched job applications to UK employers. Applicants from minority ethnic backgrounds needed around 60% more applications to get the same positive response as white British applicants.

Lesson: same evidence, different outcome.

STORY 03 · ASSUMPTIONS

The surgeon's riddle

A father and son are in a car crash. The boy is rushed to hospital, where the surgeon says: "I can't operate – he's my son." Many people are stumped for a moment. The surgeon is his mother.

Lesson: assumptions arrive before we notice.

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01 · WHAT YOU'LL LEARN

From awareness to action

A FAMILIAR MONDAY MORNING

Illustrative scenario

A manager needs someone to lead a high-profile project. Priya has the strongest results. Tom went to the same university and supports the same football team. Tom just "feels like a safe pair of hands".

No one meant to be unfair – but affinity bias just allocated an opportunity.

In the session, teams practise spotting moments like this – and slowing them down.

1. **Understand** how fast thinking and assumptions shape our judgements
2. **Recognise** where bias can show up in recruitment, appraisal and everyday decisions
3. **Apply** practical techniques to reduce the impact of bias
4. **Agree** team habits that support fairer decision-making

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01 · WHY IT MATTERS

Unintentional is still unlawful

EQUALITY ACT 2010

Employers can be liable for discrimination even when it isn't intentional.

PUBLIC SECTOR EQUALITY DUTY

Public bodies must have due regard to equality of opportunity.

Fair recruitment, promotion and service decisions are central to both. This course focuses on practical techniques and process changes that reduce the impact of bias – rather than awareness alone.

- ✓ **Supports fair recruitment and reduces the risk of discrimination claims**
- ✓ **Helps public bodies meet the Public Sector Equality Duty**
- ✓ **Gives recruitment panels practical techniques, not just theory**

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01 · WHO & HOW

Who it's for & how it works

WHO IT'S FOR

Everyone who makes decisions

- **Managers**
- **Recruitment panels**
- **HR teams**
- **All staff**

Suitable for local authorities, NHS organisations, schools, colleges, universities, housing associations, charities and private-sector employers.

HOW IT'S DELIVERED

Real scenarios, not lectures

Interactive, discussion-based sessions built on realistic workplace scenarios – in a respectful space where people can ask questions honestly.

For in-house groups, we adapt examples, length and emphasis to your sector, policies and priorities.

ACROSS THE UK

Online or at your venue

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

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

Combine with our in-house EDI training or EDI consultancy support.



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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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for choosing Infinity Inclusion & Transformation Training

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Practical EDI training · Consultancy · In-house programmes

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