



Department of  
**Health, Social Services  
and Public Safety**

An Roinn  
**Sláinte, Seirbhísí Sóisialta  
agus Sábháilteachta Poiblí**

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**DEPARTMENT  
OF HEALTH  
AND CHILDREN**  
AN ROINN  
SLÁINTE  
AGUS LEANAÍ

# **DIVERSITY WORKSHOP**

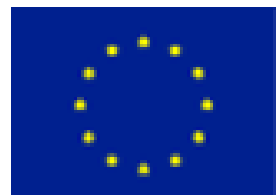
Presented by

**drama** for training

Funded by



*Cooperation And Working Together*



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## **SECTION 1.0 PROJECT AIMS AND OBJECTIVES**

The event was commissioned by the Craigavon and Banbridge Community Health and Social Services Trust through funding from the CAWT initiative.

The aim of the workshops was to highlight important themes around equal opportunity and personal responsibilities. A range of themes were showcased:

Ageism

Sexual orientation

Culture awareness

Disability awareness

Sexism

Bullying and

Forms of harassment

Through the use of “experimental” learning the objectives of the workshop were to make people more aware of their own perceptions in relation to the above issues; allow participants the opportunity to explore these sensitive issues from the point of view of the character via the use of “Forum Theatre”; enable delegates to derive a deeper understanding of the issues involved; resulting in

increased personal level of awareness and ultimately enabling delegates to identify and where necessary, change or modify their own behaviour towards others.

## SECTION 2: TIMESCALES AND COSTS

### TIMESCALES

1 day of 2 half-day workshops - 7<sup>th</sup> September 2004.

### COSTING

The total cost of the event was £3784.50 broken down as follows:-

Training Provider	£'s 3,000.00
Conference Room Hire, Hospitality	<u>784.50</u>
Total Cost:	<b><u>£3,784.50</u></b>

**SECTION 3.0 ATTENDEE/PARTICIPATION NUMBERS BY HEALTH BOARD REGION**

Delegates where drawn from across the CAWT alliances:

<b>BOARD</b>	<b>NO. OF STAFF ATTENDED</b>
North Eastern Health Board	1
North Western Health Board	9
Southern Health & Social Services Board	22
Western Health & Social Services Board	16
<b>TOTAL ATTENDEES</b>	<b>48</b>

## **SECTION 4: ACHIEVEMENT OF OBJECTIVES**

At the workshop participants were asked to complete a post-training questionnaire. The questionnaire had been reviewed and approved by the organisers of the event.

The extent to which the objectives were met are set out in the attached evaluation report - please refer to the Appendix Three. Without wishing to duplicate to any great extent, of the 43 participants who completed the post-training questionnaire - 43 (100%) stated that the workshop achieved its aims. Most notable, participant's knowledge of the subject prior and after the workshop increased significantly – from 7% to 19% who stated excellent, from 26% to 65% very good - page 18 and 19 of the Appendix Three refers. 95% of participants thought the use of actors was excellent the remaining 5% - stated very good.

## **SECTION 5: PROJECT OUTCOMES**

Undoubtedly, the medium of drama proved to be a power tool and catalyst to enable delegates to discuss the issues raised and explore different ways to resolve the situations portrayed.

The workshops were run on a pilot basis made possible by funding provided through CAWT. As can be seen from the attached evaluation the workshop clearly met its objectives. The cost however is somewhat prohibitive in terms of rolling this out for all staff.

A follow-up meeting was held on Tuesday 23 November 2004 with the trainer provider and representatives from the CAWT alliance to explore a number of issues most notable how the cost could be reduced through economies of scales. It was agreed that a further showcase event should be staged in the New Year to which key, influential staff would be invited to experience directly the benefits of this approach. The provider agreed to provide this on a reduced cost basis i.e. £3,000. Further, the Director of Human Resources, Craigavon and Banbridge Community H&SS Trust agreed to explore the feasibility of gaining a commitment from sister Trusts and Board within the Southern Area with the aim of reducing/spreading the costs for the future events in addition to exploring possible options through the CAWT initiative.

# **APPENDIX ONE**

## **OUTLINE PROGRAMME**

## Drama for Training 7<sup>th</sup> September 2004, Killyhevlin Hotel, Enniskillen

Time	Activity
	It is our belief that people are more aware of their perceptions when there is the possibility of “Experiential” learning. With this in mind we will endeavour to explore and examine perceptions throughout the morning/afternoon while making every effort to allow individuals to express their own thoughts and feelings in relation to the issues.
9.30 am	<b>Welcome Delegates and Warm Up</b>
9.40 am	<b>Introduction: Who drama for training are and what we do.</b>
9.45 am	<p><b>Show Presentation</b> The presentation will include four scenes focused on Sexual Orientation, Racism, Sexual Harassment and Bullying. Below is a brief synopsis of the scene contents:</p> <p><b>Sexual Orientation</b> Our character is a boss who has a problem with people like ‘them’ working for him. Some people can treat it like a disease. On the other side we see the people who are overtly accepting of homosexual people.</p> <p><b>Racism</b> Is racism taught? Bred? Institutionalised? Or learned behaviour? And what are the long-term and harmful repercussions of Racism in the workplace and beyond? Looking at two different issues. Hard hitting confrontational racism and also cultural awareness, which is more subtle.</p> <p><b>Sexual Harassment</b> This scene shows a female boss harassing a male worker. How much of her language and behaviour is appropriate? Is it bullying or banter? And if you don’t know the difference, who is going to believe you?</p> <p><b>Bullying</b> Highlighting the inequality of opportunity afforded to those repressed in any way by the dominant actions of others and the effect bullying has on the perpetrator/s.</p>
10.25 am	<p><b>Hot Seating</b> Delegates now have the opportunity to meet Jack, the victim in the Bullying scene. They are able to ask questions to give them a better understanding of the situation he is in. This allows the audience to gain an insight into how it feels to be bullied and think what they would do in Jack’s situation.</p>
10.45 am	<b>Break</b>
11.05 am	<p><b>Show Presentation</b> The final presentation will include two scenes focused on Ageism and Sexism. Below is a brief synopsis of the scene contents:</p> <p><b>Ageism</b> Ageism is the only form of discrimination that we may all experience male, female, black, white, able bodied or disabled. This scene looks at the issue at both ends of the scale, too young and too old.</p> <p><b>Sexual Discrimination</b> This looks at the ‘Glass Ceiling’ effect. Gill knows where she wants to go but is restricted. Bob, the boss will never change.</p>
11.20 am	<p><b>Hot Seating and Forum</b> Delegates will get the chance to meet each character from the Sexism scene to find out a little bit more about the situation and the issues they face. This allows the audience a deeper understanding of the characters and they can ask questions that might have relevance to their own history.</p> <p>Then, having ‘hot seated’ the characters, part of the scene is re-run and the audience can ‘stop’ the action when they witness any of the characters acting inappropriately. The delegates are then able to re-direct the scene to show life as it should be, when affording all concerned equality of opportunity. However, the delegates can only re-direct the actions and behaviour of one character – it is up to them who they choose, but the objective is to bring the scene to a positive conclusion.</p>
12.20 pm	<b>Conclusion</b>

# **APPENDIX TWO**

# **EVALUATION FORM**

# DIVERSITY & EQUALITY AWARENESS WORKSHOP CRAIGAVON & BANBRIDGE COMMUNITY HEALTH

We value your opinion, so please take a few minutes to complete this form. Thank you.

A Name (optional): \_\_\_\_\_

**Q1 Content:**

	Yes	No
Were the aims of the workshop clear?	<input type="checkbox"/>	<input type="checkbox"/>
Did the workshop achieve those aims?	<input type="checkbox"/>	<input type="checkbox"/>
Did the workshop follow a clear structure?	<input type="checkbox"/>	<input type="checkbox"/>

**Q2 Delivery:**

	Poor	Average	Good	Very Good	Excellent
Use of actors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of exercises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of group discussion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for individual contributions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pace of workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 Facilitator:**

	Poor	Average	Good	Very Good	Excellent
Body language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice tone/volume	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of subject matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rapport with delegates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of key points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4 Individual Learning:**

	Poor	Average	Good	Very Good	Excellent
Suitability of individual learning style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your knowledge of subject prior to the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your knowledge of subject after the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 In what way has the workshop made you think differently?

Q6 How will you take this learning forward?

Q7 What further activity or support do you need to help you do this?

Q8 Please add any other comments regarding today's workshop:

# **APPENDIX THREE**

# **EVALUATION REPORT**

# drama for training

Evaluation of drama for training's

Diversity and Equality Workshop

Commissioned by:

Craigavon & Banbridge Community Health

Date:  
7 September 2004

Compiled and written by:

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© September 2004 drama for training



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# 1. Summary of responses

## Summary of delegates responses (counts)

### DIVERSITY & EQUALITY AWARENESS WORKSHOP CRAIGAVON & BANBRIDGE COMMUNITY HEALTH

We value your opinion, so please take a few minutes to complete this form. Thank you.

A Name (optional):

**Q1 Content:**

	Yes	No
Were the aims of the workshop clear?	42	0
Did the workshop achieve those aims?	43	0
Did the workshop follow a clear structure?	43	0

**Q2 Delivery:**

	Excellent	Very Good	Good	Average	Poor
Use of actors	41	2	0	0	0
Use of exercises	26	14	3	0	0
Use of group discussion	20	21	0	0	0
Opportunities for individual contributions	24	19	0	0	0
Pace of workshop	9	25	8	0	0

**Q3 Facilitator:**

	Excellent	Very Good	Good	Average	Poor
Body language	28	7	8	0	0
Voice tone/volume	23	10	10	0	0
Knowledge of subject matter	26	13	4	0	0
Rapport with delegates	26	13	3	1	0
Summary of key points	23	13	4	1	0

**Q4 Individual Learning:**

	Excellent	Very Good	Good	Average	Poor
Suitability of individual learning style	13	22	4	2	0
Your knowledge of subject prior to the workshop	3	11	27	2	0
Your knowledge of subject after the workshop	8	28	7	0	0

Q5 In what way has the workshop made you think differently?

Q6 How will you take this learning forward?

Q7 What further activity or support do you need to help you do this?

Q8 Please add any other comments regarding today's workshop:

Code: 3088

## Summary of delegates responses (percents)

### DIVERSITY & EQUALITY AWARENESS WORKSHOP CRAIGAVON & BANBRIDGE COMMUNITY HEALTH

We value your opinion, so please take a few minutes to complete this form. Thank you.

A Name (optional):

**Q1 Content:**

	Yes	No
Were the aims of the workshop clear?	100%	0%
Did the workshop achieve those aims?	100%	0%
Did the workshop follow a clear structure?	100%	0%

**Q2 Delivery:**

	Excellent	Very Good	Good	Average	Poor
Use of actors	95%	5%	0%	0%	0%
Use of exercises	60%	33%	7%	0%	0%
Use of group discussion	49%	51%	0%	0%	0%
Opportunities for individual contributions	56%	44%	0%	0%	0%
Pace of workshop	21%	60%	19%	0%	0%

**Q3 Facilitator:**

	Excellent	Very Good	Good	Average	Poor
Body language	65%	16%	19%	0%	0%
Voice tone/volume	54%	23%	23%	0%	0%
Knowledge of subject matter	61%	30%	9%	0%	0%
Rapport with delegates	61%	30%	7%	2%	0%
Summary of key points	56%	32%	10%	2%	0%

**Q4 Individual Learning:**

	Excellent	Very Good	Good	Average	Poor
Suitability of individual learning style	32%	53%	10%	5%	0%
Your knowledge of subject prior to the workshop	7%	26%	62%	5%	0%
Your knowledge of subject after the workshop	19%	65%	16%	0%	0%

Q5 In what way has the workshop made you think differently?

Q6 How will you take this learning forward?

Q7 What further activity or support do you need to help you do this?

Q8 Please add any other comments regarding today's workshop:

Code: 3088

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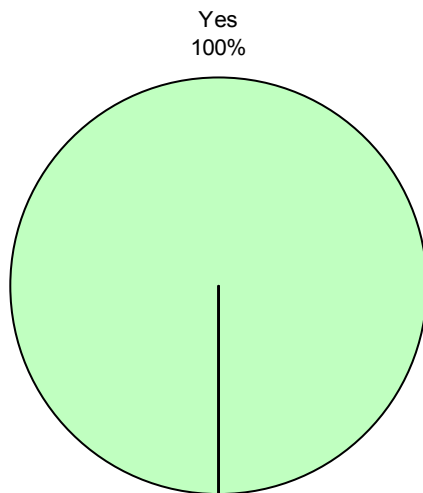
# 2. Analysis of workshop responses

Question 1:Content:

**Were the aims of the workshop clear?**

		%
Yes	42	100
No		

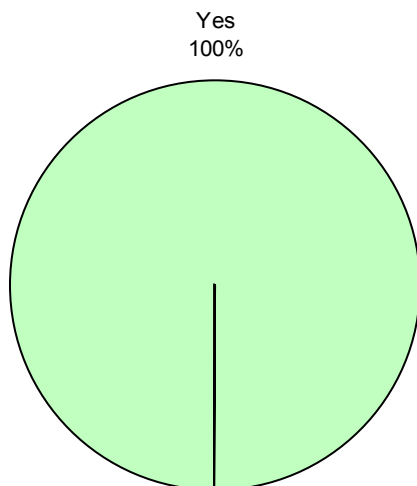
Please note that 1 out of 43 respondents did not reply.



**Did the workshop achieve those aims?**

		%
Yes	43	100
No		

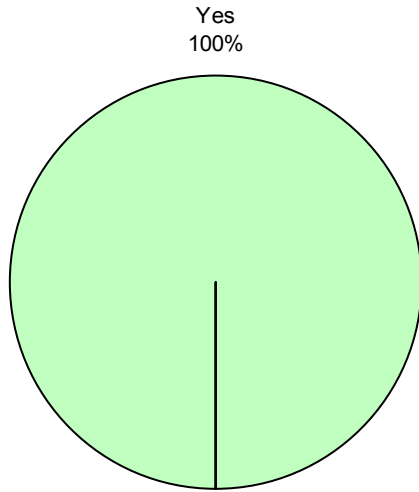
Please note that all 43 respondents replied to this question.



**Did the workshop follow a clear structure?**

		%
Yes	43	100
No		

Please note that all 43 respondents replied to this question.

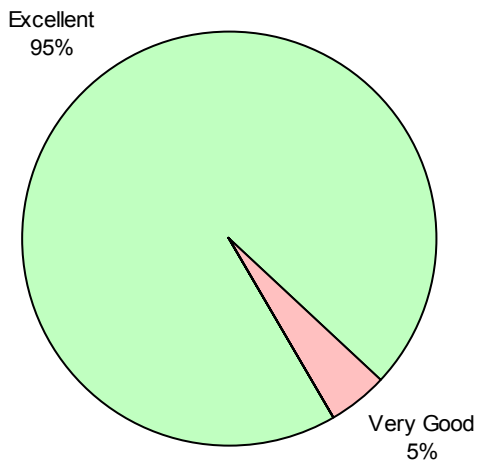


Question 2: Delivery:

**Use of actors**

		%
Excellent	41	95
Very Good	2	5
Good		
Average		
Poor		

Please note that all 43 respondents replied to this question.



**Use of exercises**

		%
Excellent	26	60
Very Good	14	33
Good	3	7
Average		
Poor		

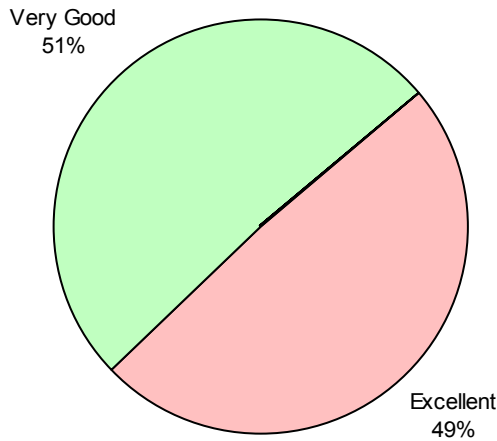
Please note that all 43 respondents replied to this question.



**Use of group discussion**

		%
Excellent	20	49
Very Good	21	51
Good		
Average		
Poor		

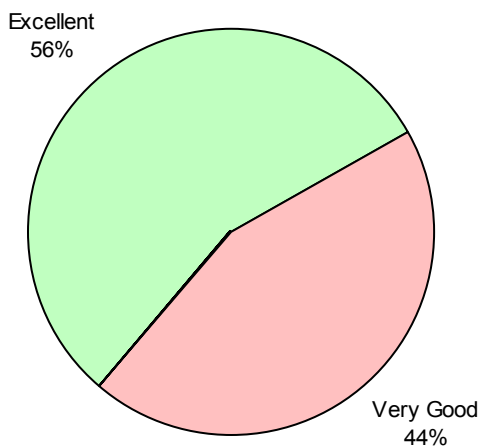
Please note that 2 out of 43 respondents did not reply.



**Opportunities for individual contributions**

		%
Excellent	24	56
Very Good	19	44
Good		
Average		
Poor		

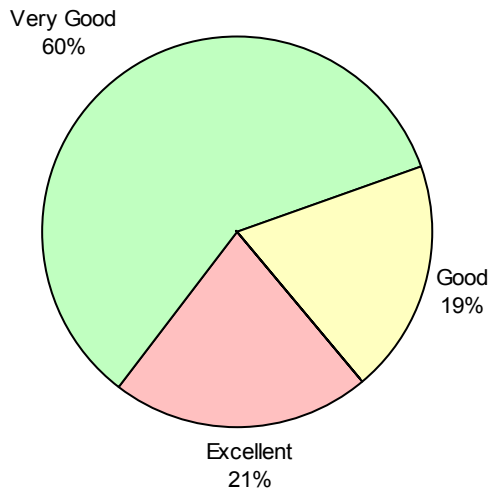
Please note that all 43 respondents replied to this question.



**Pace of workshop**

		%
Excellent	9	21
Very Good	25	60
Good	8	19
Average		
Poor		

Please note that 1 out of 43 respondents did not reply.

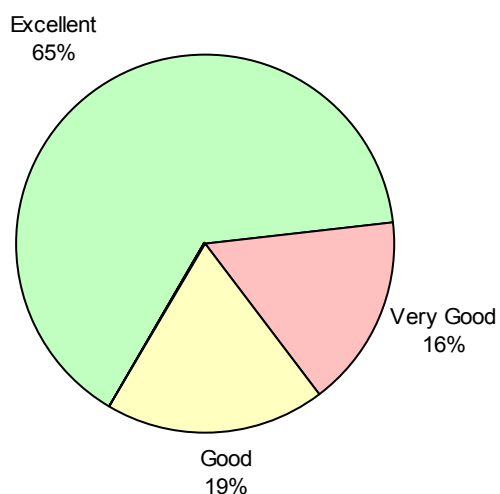


## Question 3:Facilitator:

### Body language

		%
Excellent	28	65
Very Good	7	16
Good	8	19
Average		
Poor		

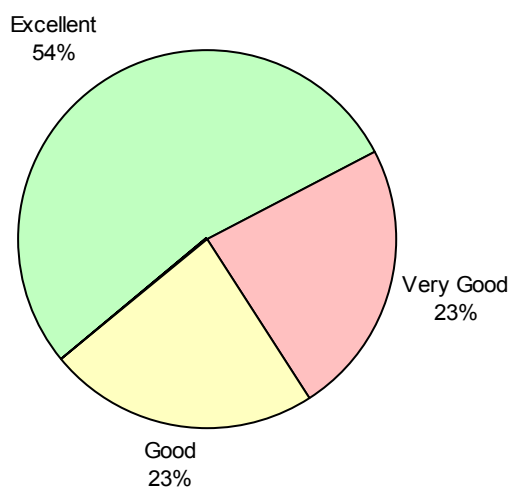
Please note that all 43 respondents replied to this question.



### Voice tone/volume

		%
Excellent	23	54
Very Good	10	23
Good	10	23
Average		
Poor		

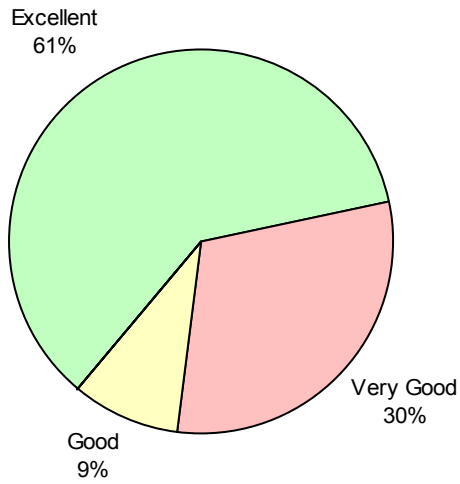
Please note that all 43 respondents replied to this question.



**Knowledge of subject matter**

		%
Excellent	26	61
Very Good	13	30
Good	4	9
Average		
Poor		

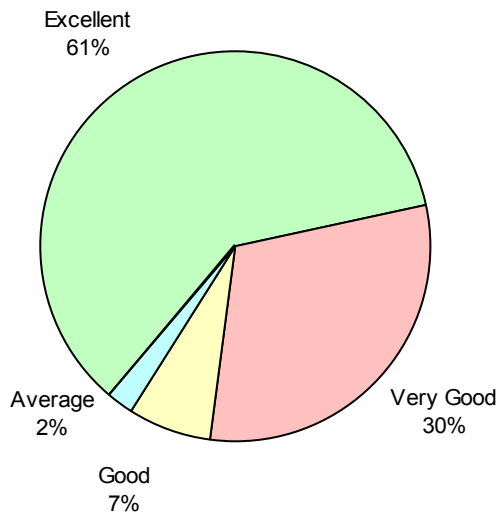
Please note that all 43 respondents replied to this question.



**Rapport with delegates**

		%
Excellent	26	61
Very Good	13	30
Good	3	7
Average	1	2
Poor		

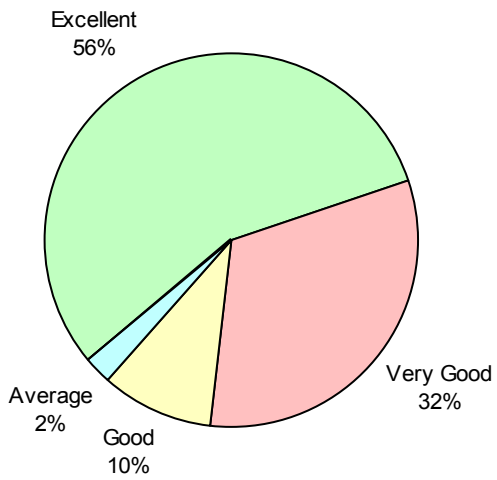
Please note that all 43 respondents replied to this question.



**Summary of key points**

		%
Excellent	23	56
Very Good	13	32
Good	4	10
Average	1	2
Poor		

Please note that 2 out of 43 respondents did not reply.



## Question 4: Individual Learning:

### Suitability of individual learning style

		%
Excellent	13	32
Very Good	22	53
Good	4	10
Average	2	5
Poor		

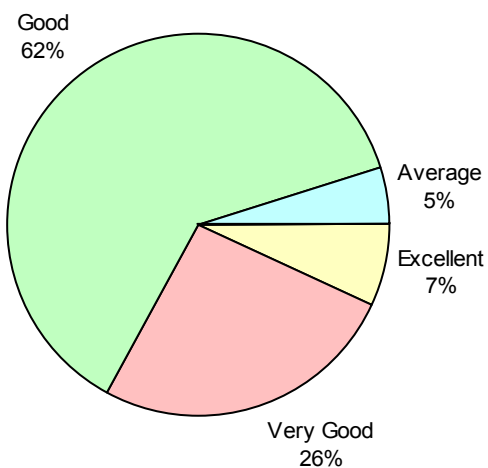
Please note that 2 out of 43 respondents did not reply.



### Your knowledge of subject prior to the workshop

		%
Excellent	3	7
Very Good	11	26
Good	27	62
Average	2	5
Poor		

Please note that all 43 respondents replied to this question.



### Your knowledge of subject after the workshop

		%
Excellent	8	19
Very Good	28	65
Good	7	16
Average		
Poor		

Please note that all 43 respondents replied to this question.



### Question 5: In what way has the workshop made you think differently?

- Become more aware of the different kinds of bullying
- Broadened my views
- Challenged current thinking and how different interventions could work
- Helps you think about the person's perspective. Helps you work through potential problems and solutions
- How difficult some situations can be
- I will put myself in the other persons shoes and imagine how they feel or how I would feel in their position
- In how I question people about their opinions
- It has made me communicate my own views/actions and their effects on others. It also makes me aware of our policies/procedures
- It has made me more aware of this more
- It has shown the hopelessness and difficulty that individuals can experience and demonstrate the problems they foresee with regard to talking to line managers or applying local policies. Identified the various factors of all individuals in each scenario
- It made me think that the victim in any of the scenarios could be me
- It will help me (I hope) to see both side of the equation so to speak
- Made me think more about the fine line between bullying and banter
- More in formal with subject better feel for issues and impact on individuals
- Not completely sure – but I do now see the use of the visual can 'say more' – excellent medium for all to access
- Not really difficult, but a difficult delivery mechanism is quite good
- Not to take things for granted. Think before you speak, consider other peoples feelings and beliefs
- Opened my eyes to all forms of discrimination
- Opportunity to talk to characters – hot spot facilitated further after discussion of issues – makes it more real and positive way to explore issues further
- Provided a greater understanding of issues which are in fact a reality in many organisations and helped understand viewpoints from many perspectives
- Raised awareness of situations and how actors of individuals can change/influence
- Raised my awareness of diversity in the workplace and issues involved
- Reflect more on emotions of individuals and emphasize with some of the dis-empowerment of 'victims'
- Scenarios put in every day situations
- Should not depend on senior managers alone to ensure equality practice exists – even the least junior member of staff can 'start' the change
- The interactive use of other media
- The potential for using drama to get into peoples feelings and how little things can make a difference
- This is a better medium for training on this subject than conventional – text book methods – could be applied in NHS training courses
- To look more closely at everyday situations, perhaps acting in different manner
- Touched me in a real way
- Understanding a situation form a number of perspectives – not just victim and bully
- Yes, helps to put everyday examples into contexts

### Question 6: How will you take this learning forward?

- Applying on a daily basis
- Be aware of various peoples perspectives when deciding how to deal with issues if faced with in future
- Discuss issues raised at work
- Don't know how this could be incorporated in our training but it would be a shame not to make use of this, perhaps by looking at in-house possibilities
- Feed back to the senior management team and discuss appropriateness and cost for organisation
- Give me a different insight in how to take in-house training forward
- Give some thought to this
- I feel this would be an excellent course for senior managers
- I think will take knowledge into workplace and hope others will listen
- I will use it as I do on a daily basis
- I would suggest this be shown to all levels of the organisation
- Incorporate the learning into my work particularly in relation to policy development
- Look up work place policies and discover what exactly there is available and make staff members aware
- May consider aspects of this develop an in-house training package
- More self awareness and awareness of behavior of others
- More sensitive to everyone's situation, put myself in other's shoes
- On my day to day life
- Possibility of incorporating into training
- Possibly use some of the techniques/tools for group work
- Share with colleagues
- Share with colleagues, staff I supervise. Use it myself
- Take my knowledge into the workplace explain to other staff

Question 7: What further activity or support do you need to help you do this?

- Access to materials (i.e. Video/Handouts) should be a full days workshop
- All staff should be aware of policy relating to discrimination and how to complain if need be
- Bring up a team briefing session to let other colleagues become more aware
- Commitment from organisation to release managers resources
- Further courses and discussion regarding diversity in the workplace and in society we live in
- Is there a video for more information
- More details of the program providers – training of trainers – link with drama group
- More info on legislation and its implementation
- More training like this
- Need information on how it could be tailored to legislation, need and cost of programmes
- Perhaps a key contact to pass to one MD /HR dept. for future use
- Possibly a follow-up workshop extending over a day
- Some of it could be more NI related rather than English ways of doing things. Bobs remarks to Jill could not happen here – could they??
- Support of colleagues. Team briefing sessions
- Support of management at high level

Question 8: Please add any other comments regarding today's workshop:

- An excellent medium to deliver very powerful messages
- An excellent way of learning and getting message across
- Beautiful venue, thought provoking
- Could have spent longer on each section and discussion. Last session very interesting and thought provoking. Interested to know that sessions can be tailored to needs of individual organisations
- During some discussion there was another conversation taking place which was very distracting
- Enjoyed very much
- Excellent all staff should get an opportunity to see this
- Excellent interactive training overall, excellent actors
- Excellent workshop
- Excellent workshop. New medium of theatrical training is thought provoking and stays with us
- Excellent!
- Good use of sequences to highlight subjects under discussion
- I felt the actors and facilitator one excellent and I will recommend to other people
- I felt the last workshop on sex discrimination, played to the female audience. I wonder what the impact would have been if the situation was reversed. However, this in only a small point
- Very enjoyable – actors very good
- Very enjoyable – some NI situations would be good
- Very enjoyable and thought provoking
- Very enjoyable day. A longer day to talk about our experiences
- Very enjoyable workshop. Lovely environment
- Very entertaining, good pace
- Very useful information – excellent means of communicating a common set of problems
- Very very good. Excellent way of communicating the message in a real way. Excellent acting and facilitation