

## **'Think about what you think' – 2 hour programme**

To equip delegates with the knowledge, skills and understanding to ensure the recognition of diversity when delivering customer service and interacting with one another and others. Equip delegates with the knowledge and skills needed to reduce incidents of unfair treatment in the workplace and enhance efficiency and effectiveness in the workplace.

**Understanding the assumptions that we make about people and how this can affect behaviours with others** – This natural phenomenon is examined by conducting a quiz. Delegates answer 3 questions about the facilitator and identify why we make assumptions and what goes into them. Delegates will experience the fact that initial assumptions can be so powerful that we can sometimes question the truth if it does not fit with what we expected. This session is concluded by understanding that negative assumptions that we have about others can become prejudices and wherever we have prejudices there is a chance that our behaviour towards them can be affected.

**Identify your own prejudices** – This is a self reflection exercise that explores what people think about others and why they think that about others. This session is concluded by discussing the fact that the more we know about our own attitudes then the more we can manage our behaviours.

**Understand what is meant by discrimination and its relationship with prejudice** – Delegates are introduced to a model called 'the paradigm of prejudice'. This model identifies the 4 ways in which our personal dislikes (prejudices) can manifest themselves in the unfair treatment of others (discrimination). Delegates then explore which of these 4 elements is acceptable and realise how the attitudes of others can affect their own behaviours.

Summary and conclusion