



Disabled People's Association Inclusion Cultivation Course Advancing Inclusive Practices: How to Plan and Deliver Inclusion Training Evaluation Report

Introduction

"Give a person a fish and you feed him/her for a day. Teach a person to fish and you feed him/her for a lifetime."

Inclusion Cultivation is a course designed by the Disabled People's Association's (DPA) former Diversity & Inclusion Consultant, Nina Munday, to provide trainers or potential trainers a step-by-step guide on how to plan and deliver diversity and inclusion training.

The learning outcomes of this course are:

- Better understanding of the purpose of diversity and inclusion training
- Better knowledge of techniques in delivering diversity and inclusion training
- More confidence in promoting diversity and inclusion
- More confidence in engaging with a wide-ranging audience

This course was delivered on Tuesday 12 and Wednesday 13 May 2015 at DPA's training room.

During this course, the participants explored concepts such as learning styles, learning outcomes and social structure. They were given a range of tools enabling them to challenge personal stereotypes and prejudices, manage difficult audiences and overcome fears. Furthermore, they were shown templates on how to design group activities, evaluation and marketing strategy. More importantly, they had the opportunity to demonstrate their learning by delivering a group activity created by themselves.

Participants Profile

Eleven people participated in this course. They are members or staff of the following organisations:

- Disabled People's Association
- SPD
- ROHEI Corporation

- SIM University
- Flextronics International Dyslexia Association of Singapore Academy Ltd

Of the eleven participants, ten are female and one is male. Their experience of delivering training or workshops ranged from none to highly skilled.



Programme

| Day One | Day Two |
|---|---------------------------------|
| 9:30 Registration & Tea/Coffee | 9:30 Registration & Tea/Coffee |
| 9:45 Introduction and Expectations | 9:45 Recap of Day One |
| 10:00 'Who do you think you are?' | 10:00 Manage fears |
| 11:00 Set ground rules | 11:00 Practice group activities |
| 11:30 Roles and Functions of DPA | 12:30 Lunch |
| 11:45 Design learning outcomes | 13:30 Reciprocal review |
| 12:30 Lunch | 14:00 Design evaluation |
| 13:30 Challenge personal stereotypes and prejudices | 14:30 Design marketing strategy |
| 14:00 Identify key local influential factors in promoting diversity and inclusion | 15:15 Personal Reflection |
| 14:30 Toolkit for a public speaker | 15:45 Evaluation |
| 15:30 Design group activities | 16:00 End of course |
| 16:00 End of day one | |

Feedback

All participants said the course **achieved its objectives adequately** (20% rated 5 out of 5, 30% rated 4 out of 5, and 50% rated 3 out of 5).

All participants said **the subject matter was covered adequately well** (20% rated 5 out of 5, 50% rated 4 out of 5, and 30% rated 3 out of 5).

All participants said the **presentations and methodologies used in delivering the subject were adequate** (20% rated 5 out of 5, 50% rated 4 out of 5, and 30% rated 3 out of 5).



The elements that participants found **most useful** from this course are:

- “Local influential factors in promoting diversity and inclusion.”
- “Network. Perspectives of participants/approach towards D&I.”
- “Sharing sessions, presentations.”
- “The 10 min presentation by each participant. Could see the different styles and ways of presentation for future references.”
- “Challenge personal stereotypes and prejudices.”
- “Sharing of diverse views from participants.”
- “Learning styles - presentation activity.”
- “The importance of planning and delivering an activity that is relevant to the talk/training/workshop.”
- “Get some ideas of how to conduct a workshop encourage people for disabled person.”
- “Getting the participants to present. I learnt a lot from the presentation and feedback.”

Majority of the participants **found nothing least useful** about the course, however some individuals stated that they found the following least useful:

- “Public speaking. Fear.”
- “Design marketing strategy.”
- “Feedback section from fellow presenters done in front of entire group.”
- “The training activities.”

All participants felt **the length of the course was about right**.



- “Relaxed...Not hurried but not too slack either.”
- “Good space & time to think things through.”
- “The breaks were short but lunch breaks were sufficient. The timing of the short breaks.”
- “Nice pace.”

- “Always in right time.”

30% of the participants rated the **venue** as ‘very good’ with 70% rating it ‘good’.

- “Wish it was a bit bigger. VGA connection was problematic.”
- “The arrangement did not allow for team activities. Cluster arrangement can be an alternative.”
- “Apart from the smelly kitchen.”
- “Have enough space to do activity.”



50% of the participants rated the **learning pack** especially designed for this course as ‘very good’ and 50% rated ‘good’.

- “Detailed and informative.”
- “Is this completely original work? Citation/credits?”
- “Very relevant and useful.”
- “Well understand and very well explained all topic about.”

30% of the participants rated the **discussions and practical exercises** as ‘very good’, and 70% rated ‘good’.

- “The 10-minute practice group activities were very helpful.”
- “Enjoyed discussion most and would have loved to have atmosphere where participants were encouraged to share more as part of the programme design.”
- “Perhaps to give a few more examples/real life experiences of dealing with difficult audience.”
- “The feedback by selected individuals for activity and not giving time for the participant to clarify is to be changed. Clarification is not 'defensive'.”
 - “Good if there is more time allocated for discussion & sharing of experiences.”
 - “Very interesting.”



80% of the participants felt there was **sufficient time allocated to each session** and 10% said no.

- “Yes, it never felt rushed.”

Majority of the participants felt it was not necessary to have a **follow up session**.

- “Not really...but thank you for making your email available to us in case we have questions or other things...”
- “Participants should network as a community of practice.”

30% of the participants rated their **overall assessment** of the course as ‘very good’ and 70% rated ‘good’.



- “Trainer is very knowledgeable, able to engage participants response. Very generous in sharing her resources.”
- “Loved it! Very interactive session. Learnt a lot from this 2 day workshop. Trainer, Nina, was good at mediating and facilitating.”
- “Learn more thing how to conduct workshop.”

Some participants added **other comments**:

- This brought a different perspective on diversity and inclusion for me. Thank you for conducting the training.
- I appreciate the intention behind this course, to train local experts.
- Understanding the participants and their work is important. Timely interference of trainer is needed to control the situations. The pitiful look of people while Emily drinking water was very much a concern.
- More group discussions for topics of interest.
- Maybe general Q&A at the end. Whilst you cannot provide a standard form training session on a plate - it might be good to brainstorm/formulate an exercise whereby you/we collectively formulate a list of questions to ask before preparing a bespoke training session - e.g. visit to venue, type of audience etc - we did cover this informally.
- The section which had participants share their feedback about the presentations done by other was awkward and sometimes filled with tension that seems to disrupt the learning mood of the class. Perhaps it's best to make this sharing feedback less open and kept between 2 ppl to avoid putting the class in awkward social situations.

Conclusion

I am delighted that the Inclusion Cultivation course has been well received by the participants. It was encouraging that everyone brought their personal knowledge and experience to this course and generously shared them with the rest of the group.

Thank you to all participants for working so hard over the two days. There were a lot of concepts, tools and practical guides for everyone to work through and I was pleased that everyone coped relatively well with the pace.

I hope the participants will continue to refer to the learning pack as and when needed. The tools and templates will be particularly helpful when they are planning their own workshop or training.

I wish all participants the best of luck for their workshop or training. Please continue the cultivation process by share learning with colleagues or service users.



**Report Prepared by
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