



Equality and Diversity Courses. BME Consultation and Research

*These could
be some of
the most
important
training
programmes
you ever attend*

Please Contact Lamajo
for more details about
our Equality & Diversity
Courses

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MANAGING EQUALITY AND DIVERSITY IN THE WORKPLACE

Our approach involves innovative and interactive techniques that enable people to learn and to address the challenges of rapid change in a participative way. Training is tailor-made to match the needs of the individual and the organisation. All delivery is relevant to current legislation and working practices. Training allows organisations to mainstream equality into their everyday business.

Lamajo deliver courses, seminars and conferences, as well as in-house training sessions. We can provide your organisation with the correct tools and information to ensure effective approaches to Equality and Diversity.

Our Programmes are able to address the following key areas:

- Cultural Diversity and Awareness**
- Equality and Diversity (Race, Disability and Gender)**
- Cross Cultural Communication**
- Cultural/Equality Audit**
- Impact Assessment**
- Legislation**
- Bullying and Harassment**
- Disability Equality**
- Service Delivery**

Full Course details inside

Lamajos expertise lies in recognising and understanding some of the key issues, needs and experiences of the BME communities. For example, it is crucial that different BME groups are not classified together, since specific needs can be wide ranging and

Course Facilitators: Joy Ogeh-Hutfield

Joy is a highly experienced Training Consultant having worked with some of the leading organisations in the UK, including BBC Wales, Welsh Development Agency, Her Majesty's Courts Service and Barnardos to name a few. Joy has specialised in management skills and personal skills training for 15 years, designing and implementing programmes for a large number of organisations in both Wales and England. Joy also specialises in personal Assertiveness and Confidence Development, having tutored both groups and individuals to high levels of success.

Mark Hutfield

Mark is an experienced Supply Chain Specialist with a particularly strong background in Supplier Negotiation, Tender Analysis, and Contract Management and Implementation, having previously worked in high profile Engineering and Procurement positions for Corus Strip Products UK and Shell UK.

Strategic positions held include, Manager of a team of Procurement specialists (including buyers, negotiators, and purchasing analysts) within a Centralised purchasing team, responsible for the negotiation and management of Strategic Contracts in order to optimise sector/contract value.

Mark has a particular expertise in Lean Supply.

DISABILITY EQUALITY

Disability Equality presents fresh challenges and opportunities to both businesses and employers. Issues surrounding Disability Equality have become increasingly important in the light of current legislation (Disability Discrimination Act (DDA) 1995). As well as ensuring compliance with the DDA, Disability Equality training programmes offered by Lamajo will enable organisations to explore the social, attitudinal and physical barriers that Disabled People face when attempting to access their services thereby encouraging the organisation to adopt a truly holistic approach to service provision.

Who Should Attend?

Managers, Customer Advisors, Frontline Staff, Event Organizers, Planners, and anybody interesting in broadening their knowledge and experience of Disability Equality issues.

Delegates will be able to :

- Raise their awareness, and clarify the scope and implications of the DDA 1995 (in particular part III) with regard to individual and organisational working practices.
- Challenge the myths and stereotypes around Disability, thereby facilitating a clearer understanding of the social and business etiquette necessary for effective communication and engagement.
- Develop greater confidence in providing an accessible and inclusive service for Disabled People.
- Gain greater confidence, understanding, and clarity in the organisation of accessible and inclusive meetings and events.

Background to Lamajo Disability Equality Training

Disability Equality training programmes offered by Lamajo will enable delegates to explore the social, attitudinal and physical barriers that Disabled People face when attempting to access services. The training will consider disability as an equality issue, raising awareness of how poor design, inaccessible information and people's attitudes are often more disabling than any physical impairment. The training will introduce the Disability Discrimination Act 1995 (DDA) (and its amendments), and help participants to review how both themselves, and their organisation as a whole can meet its requirements, thereby helping to ensure that service providers are comfortable, confident and competent in the provision of services.

Whilst individuals may feel uncomfortable or scared of saying the wrong thing and upsetting a person's feelings it is important to address these key issues and avoid stereotypical responses. Lamajos general awareness raising activities can provide a useful starting point to ensure that individuals feel comfortable when

varied (ie cultural and language) - indeed, some people may feel quite 'put-out' when classed as 'a BME group'.

The Lamajo approach is non-generic, and our work will be designed and implemented specifically to meet the aims and objectives of the Client, or Organisation.



working with Disabled People through the adoption of 'Best Practice' approach and technique.

Lamajos awareness raising exercises will provide participants with the opportunity for identifying concerns, fears and anxieties in a non-judgmental way. Key areas covered will include 'How to communicate effectively with people with different impairments', and, 'How to arrange accessible and inclusive meetings and events'.

Programmes available in our Equality and Diversity Management Series include...

- Cultural Diversity and Awareness
- Equality and Diversity (Race, Disability and Gender)
- Cross Cultural Communication
- Cultural/Equality Audit
- Impact Assessment
- Legislation
- Bullying and Harassment
- Disability Equality
- Service Delivery



At Lamajo, we pride ourselves in our knowledge and expertise of key issues concerning Disability, Equality and Management Skills Training. We have recently been appointed sole trainers for Disability Equality Training to all Welsh Development Agency (WDA) Staff.

BULLYING AND HARASSMENT TRAINING

Key topics include the following:

- Definition of Bullying and Harassment
- How to identify practical changes and improvement in the workplace.
- Current Legislation on Harassment (in particular on Equality grounds).
- Effective Strategies and Actions for tackling Bullying and Harassment.
- How to identify and recognise Bullying and Harassment in the workplace ?
- Overview of WDA Bullying and Harassment Policies and Procedures.
- Employer and Employer Moral and Legal Responsibility

BME COMMUNITY CONSULTATION AND RESEARCH

The Lamajo Approach to BME Community Consultation

Lamajo steadfastly believe that organisations should always seek specialist advice and input when planning and implementing a BME Community Consultation Strategy.

When engaging and relating to BME communities, it is essential that those who consult have both productive and well established relations with BME groups and organisations within a particular region or locality. This is a key strength of Lamajo Education and Training Consultants.

Lamajo have great expertise in the areas of Equality and Diversity, having operated in this specialist field for some 15 years now.


Lamajo have undertaken many wide ranging projects in the areas of Equality and Diversity, including project design, consultation, research work, and the organisation of key events.

Lamajo have worked with many major organisations, including BBC Wales, Welsh Development Agency (WDA), Various Regional Police Forces, The National Assembly for Wales, The Probation Service, The Prison Service, and Barnardos. South Wales Magistrates Courts Committee (SWMCC), and Her Majesty's Courts Service

WARNING !!

Training with Lamajo is highly interactive and participative / activity based / and involves dynamic group discussion !

What businesses are saying about Lamajo



“It has been an absolute pleasure to work with Lamajo, not least because of their unique style that makes them so successful in delivering training courses... Lamajo is a hugely effective company that offers completely bespoke solutions to its customers. It is a company that delivers a first class service to its customers and we hope to continue working together on many initiatives in the future. A big thank you for all your help !”

Ceri Davies. Head of HR. Welsh Development Agency WDA)

“We have no hesitation in recommending Lamajo Education and Training Consultants”

G. Baranski (Mrs). Justices Chief Executive. South Wales Magistrates Courts Committee

“The workshop was highly effective and all participants were greatly appreciative of the event.”

Keith Rawlings, Head of Personnel. BBC Wales

We would have no hesitation in recommending Lamajo to any organisation. Lamajo courses are also extremely enjoyable, making learning huge fun, just as it should be!! In short, Lamajo is a training company to be taken seriously.

Rachel Jones, Director, Arts & Business Cymru



Please Contact Lamajo for more details about the courses in our Management Skills Series or our Equality & Diversity Series

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