



OUR IMPACT

DIVERSITY & INCLUSION



RIGHTTRACK
WE BELIEVE IN BRAVE



A Little Bit About...

RightTrack Learning



34

Years in the
business



190

Years experience
combined



13

Countries we have
delivered to



575+

Wonderful clients





Good-Loop

Natasha Taylor, Sales Manager

"Yesterday, Good-Loop underwent what I'd describe as the best training session I think I've ever had!

Lauren provided us with a safe space and a super engaging session on what unconscious bias is and how we can check and amend our behaviours. Throughout the whole session, all I could think is that EVERYONE needs to do this session and everyone can benefit from it."

Mowgli Street Food

Abby Mellors, Head of HR

"I would highly recommend RightTrack Learning for organisations looking to deliver ED&I training.

Their facilitators are extremely knowledgeable and engaging and sessions really allowed our employees time to reflect. RightTrack always put the clients needs first whether that be dates, times or content of sessions. They have been fantastic to work with."



Pelican Procurement

Christine Stimpson, HR Director

"RightTrack really do all they can to fully understand your needs.

Their approach is such that they get under the skin of the business to enable the creation and delivery of the most appropriate training solutions. I get a real sense of partnership from them and truly value their input to this company's ongoing development."



Building an inclusive culture within the NHS workforce

Throughout a decade-long partnership, RightTrack Learning continue to support NHS England on their ED&I journey by:

- Designing & delivering training content aligned with strategic objectives
- Using custom-written scenarios, professionally recorded or brought to life by actors within the workshops, to bring real situations to life
- Providing a safe space for employees to practice dealing with difficult conversations or sensitive situations
- Creating follow up resources to keep the learning alive after the sessions

Take a look at the programme in action...





Diversity, inclusion & fairness training



“The training RightTrack have provided has been absolutely brilliant... The theory and tools RightTrack introduce in the sessions have been both thought-provoking and highly informative.

Overall we can't speak highly enough of RightTrack. From briefing the team, to training design and delivery, the whole experience has been extremely positive.”

600

People
organisation-wide

99%

Would recommend
the programme to
others

Tackling unconscious bias within student sport clubs

Cardiff Metropolitan University wanted to address key issues within their student sport clubs such as unconscious bias, active bystander intervention and the fine line between banter and bullying, discrimination and harassment.

RightTrack Learning supported the University with:

- A customised Culture Diagnostic, identifying perception gaps between students and staff
- A bespoke full-day programme addressing 7 specific learning objectives
- Professionally filmed scenarios using student actors for future in-house use
- 4 tailored toolkits on the topics of Allyship, Courageous Conversations, Micro-behaviours and Positive Workplace Culture
- Personal action plans for committee representatives to implement the learning

Take a look at the programme in action...





Colchester Borough Council

Jessica Douglas, Strategic People and Performance Manager

“How do you make equality and diversity training engaging and relevant to councilors? That was our challenge and RightTrack provided a fantastic solution with a group of talented actors in the role of Council members attending a committee.

It was very cleverly done and particularly drew attention to subtle body language and references which could cause offence and also how to challenge perceptions. The feedback from Members was very positive.”

Great Walstead School

Trish Couldrey, HR Director

“We had a difficult and sensitive message to deliver to all our diverse staff. Using very talented actors, the message was put across in a subtle but convincing manner allowing full audience participation; this created a talking point amongst the staff for weeks later.

Even now, almost a year later, references are made to the messages delivered in the workshop. A thoroughly recommended approach should you want a sensitive message delivered to all staff simultaneously and without any conflict.”



Hitachi Rail

Leigh Williams, L&D Advisor

“We have worked with RightTrack previously and believe they offer great value for money, extremely professional, easy to deal with and deliver exceptional workshops that are participant focused.

We commissioned Unconscious Bias workshops which had a big impact on our participants across the business who come away with a new understanding of how their own unconscious bias' come in to play, the impact this has on others and how to adjust their leadership style.”



Implementing a 'Together Braver' vision

- 3 modules, delivered face-to-face and virtual with bespoke activities
- Enhanced with client-specific video content using actors
- Followed up with 8 topic-specific toolkits to keep the learning alive

"It has been a delight collaborating with RightTrack Learning on the design and delivery of our 'Together Braver' programme.

Their innovative approach to learning content and superb delivery have helped to create a learning solution which will certainly help us to accelerate our progress on diversity and inclusion."

James Taylor, Colleague Experience Manager

Take a look at the
programme in action...





150

Leaders within
the business

Following the
training, staff have
taken initiative to
create an inclusion
council

99%

Would recommend
the programme to
others

Embedding a culture of inclusive leadership



“It’s been great working alongside RightTrack. Paula and Jess’ knowledge is fantastic and they have got a very personal way about them.

Also having the actors there re-enacting some of the issues we have had at DFS was something we were really passionate about – it allowed us to really delve into some of the challenges and it was really powerful.”

Trish Gill
Leadership Development Consultant



Semperian

Melanie Harding, HR Advisor

“RightTrack have been invaluable in helping us to shape our ED&I approach in the short term but also given us the support practically to put actions in place moving forward.

The facilitators excellently navigated some challenging areas and truly enabled our teams to be brave on some of the more difficult topics. Everyone we have worked with from RightTrack has been supportive, flexible and co-operative. We look forward to continuing this relationship to ensure we meet our objectives around ED&I and continue to create a culture that is truly inclusive and diverse.”

Ukie

Kirstie Russell, Office Manager

“It was decided that as a trade body in an industry where there is a bias problem, it would be best to do this training to members.

We didn’t know what to expect but so glad we asked for the drama – it was fantastic and kept the team engaged! All of the RightTrack team were very friendly and were approachable which created a good environment for all.”



UCAS

Karen Oliver, Talent Acquisition
& Development Partner

“I will certainly use RightTrack again and would recommend them to others looking for such training, it was very easy – you provided a first class experience – no drama!

Very knowledgeable facilitator and experienced actors and the session certainly provoked dialogue and it will help us to move forward with our objectives.”



Inclusive Leadership Development Programme

Having a vision to lead the way in Equality, Diversity and Inclusion, Dublin Bus commissioned RightTrack Learning to design and deliver a sustainable training solution to help nurture a culture of inclusion:

- Interactive Inclusive Leadership training
- EDI training manuals designed to engage all colleagues (70+ nationalities)
- Comprehensive Train the Trainer programme for in-house training team to sustain the learning
- All content enhanced by real-life video scenarios, performed by actors and professionally recorded

Take a look at the
programme in action...





260

Supervisors and
Operational Staff

Actor-led Equality & Diversity Training

“The feedback I have had has been particularly positive – the fact that it is being discussed in the workforce during everyday conversation has been really encouraging. The training / actors were very well received and certainly at the conclusion of each training session a number of operatives stayed back even for a few mins to have a chat about the subject. A very positive initiative – thank you!”

Senior Manager



“RightTrack are a very professional, friendly and knowledgeable company and designed a bespoke package to meet our needs. The trainers/actors were extremely talented and created a realistic setting. Communications were fantastic throughout with face to face meetings, and immediate responses to queries.

We received excellent feedback from colleagues who attended the sessions and it's still talked about today.”

Julie Bolton, L&D Advisor



Royal National Lifeboat Institution

Frances Beveridge, Community Manager

“Thank you so much for such an interesting session, I really appreciate you taking the time to do this with us.

I now feel a lot more confident in addressing any issues that may arise and to also become the best ally I can. I was never sure before whether having my pronoun on my email signature was a good thing but after this session I believe it is. This is my first step in becoming a better person and being empowered by your session.”

NHS Blood & Transplant

Ella Raimo, Deputy Corporate Lead Nurse

“Really pleased with the service from start to finish!

Very professional and approachable, quick response time and were able to meet our needs in a short period of time. Lauren was an excellent facilitator, personable, relatable and down to earth. The cohort of nurses found Lauren approachable and got the most out of the session.”



Institution of Occupational Safety & Health

Amanda Hampson, Training & Development Officer

“The Equality and Diversity awareness sessions RightTrack have delivered for us have been a real success.

The environment created by the RightTrack trainer proved effective in encouraging delegates to share opinions and discuss a variety of views. But more importantly, our employees now have a clearer understanding and appreciation of the importance of embedding Equality and Diversity within our organisation.”

WE'RE
MUIR

Blending Unconscious Bias In the annual staff conference

“

“So, what really instigated the training at Muir Group Housing was to really reintroduce diversity, equality and inclusion to our staff at our 2019 conference. The solution that RightTrack offered us was to combine the drama aspect with discussion and debate in a really engaging and positive manner.

I think the most memorable thing that we'll take away from today is the feedback from our staff with regards to what we can do more of and how we can build on the training that we've done today.”

Take a look at the
day in action...





89%

Of the 80 Leaders
agreed they enjoyed
the course

Exploring personal responsibilities for inclusion



Delegates Key Takeaways

- “Be a role model, embed EDI in everything throughout the year and not just occasionally”
- “Be more self-aware. Be open for feedback and act on it. Reflect”
- “Listen. Be curious. Act on it”
- “Positively challenge other people’s behaviour more. Ask for feedback from my team and act on this”
- “Challenge my own unconscious bias and pick up on other people’s”

The programme was
tailored to
Berneslai Homes’
new values and EDI
strategy

Since delivery of this
programme, we have
since won a tender to
deliver further training
organisation-wide



Iron Mountain

Lisa McKay

“It was a perfect training session - a fantastic mix of practical and legal aspects, some group exercises which tackled serious subjects but retained a sense of fun and built so that our own diverse workforce could relate to the scenarios we discussed.

They also spent time with us on a train-the-trainer workshop. The way they walked everyone through the training delivery and prepared us for the questions and issues we could possibly encounter was outstanding and by the end of the second day, everyone was comfortable in leading this training.”

West Yorkshire Fire & Rescue Service

Chris Davey, Diversity Projects Officer

“We found RightTrack’s service from input on course design, through to delivery to be highly professional and considerate of our needs and specifications.

Crucially, the facilitator provided for time in the session for those present to generate role and department specific points of learning. Attendees were made aware of the impact of their actions and own biases in processes such as interview and selection. We found the facilitator to be highly prepared, qualified and relatable, this helped reach the variety of support and operational staff that attended.”



Riverside Housing Group

Lyn Bowker, Equality & Diversity Manager

“I worked closely with RightTrack when they produced and delivered an equality and diversity training toolkit for Riverside.

From start to finish, they were great to work with and we set up pilot sessions with a mixture of managers and front-line staff to test the initial design, to ensure we got the content and the presentation style right for the organisation. We are receiving excellent feedback from the managers who have attended so far.”



Derbyshire
Fire & Rescue Service

Unconscious Bias in recruitment

Over a series of bespoke workshops, RightTrack Learning rolled out an Unconscious Bias programme to employees across all levels and roles organisation-wide.

Derbyshire Fire & Rescue Service reported that:

- 90% recognised their actions had at times been influenced by unconscious bias
- 76% will use the lessons and strategies learned in their personal life too
- 95% of applicants feel confident to disclose their sexual orientation
- Female applications across all roles have increased from 25% to 37%



Take a look at the
programme in action...





99%

Now know how to
address inappropriate
behaviour

Equip 2,000
employees with a
toolkit of skills and
the confidence to
have courageous
conversations

93%

Now have more
confidence to challenge
inappropriate behaviour

Nurturing a culture of 'speaking out'



"I'd absolutely recommend RightTrack as an in-house training consultancy; RightTrack have worked tirelessly to ensure we are happy.

The facilitator consistently delivers training that our employees are happy with and the whole team are lovely to work with!"

Claire Bonnet
Diversity & Inclusion Officer

Leadership & Wellbeing: An integrated approach

The brief was to design an unforgettable session bringing together 'transformational leadership' and 'workplace wellbeing'. The session was enhanced with:

- Undercover actors participating in an uncomfortable but familiar conversation
- The opportunity to 'hot-seat' the actors once their true role was revealed
- Q&A session
- Toolkit complete with strategies and tools to start open conversations with their teams and identify steps towards a more inclusive workplace

Take a look at the
day in action...



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BRAVE

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