

Our most popular download recently has been our booklet on:

## The language of respect

Language often used in the media to describe the lives and image of disabled people is frequently negative and unhelpful. In fact, there is so much confusion around the terminology of impairment and disability that sometimes we are too scared to talk about the issues at all. This situation helps no-one and hinders everyone. In order to tackle more specific equality issues, we must move forward in our use of language.

Unfortunately, too many non-disabled doctors, educationalists and social workers still insist on using politically correct (rather than appropriate) terminology. Political correctness simply confuses issues, advocating terms such as physically or visually challenged. Such expressions detract from the real issue: who is being challenged here? Disabled people have no problem with their difference, but are challenged by other people's lack of tolerance and by the barriers that make it harder for them to participate.

'People **with** disabilities' is an inappropriate term too: although disabled people **have** impairments, they **are** actively disabled by diverse social, environmental and organizational

such as promotion practices, stairways and educational systems.

Many disabled people have felt empowered by the ideas and language of the Disability Rights movement. This language, endorsed by disabled people, focuses on respect and self representation.

For many the term 'disabled' has become positive and empowering, as it denotes the recognition of oppression and affiliation to a movement. Used as a verb - I am disabled by attitudes; she is disabled by systems; he faces disabling structures - it recognises disability as a social oppression, something external to the person. Significantly, it also acknowledges something that can be changed.

The nub of the issue is not whether words are 'good' or 'bad'. Respectful language should be neither negative nor positive: it should be neutral.

For the full version of this article, or for other booklets in the series, please visit: [www.equalitytraining.co.uk](http://www.equalitytraining.co.uk)



## Embracing emotional needs

Our 'Emotional needs' course has so far been designed and delivered for NHS personnel, although we can also tailor this module to the particular needs of other communities. It aims to help both individuals and organisations improve their environments and cultures by changing attitudes. The training is strongly participative and avoids academic and didactic

approaches that can seem irrelevant and sterile in this context. Participants get in touch with their own feelings and learn to appreciate how their own behaviour is influenced by the daily pressures of working together. Delegates learn to appreciate their own behaviour as a channel of human communication.

Past participants have particularly appreciated our exploration of emotional needs as behavioural triggers: when emotional needs are neglected, antisocial behaviour commonly results. Confronting deep feelings and emotions is often uncomfortable and challenging. However, finding ways of validating and accommodating feelings alleviates distress or unease. From a disability point of view, it is essential for those in control to engage with emotions: all too often, we permit things to happen to disabled individuals that we would not allow to happen to their non-disabled peers.

"Very good, hard hitting, emotional... need more training like this, best one of the 'Embracing children's needs' days and the only one to consider disability."



# Don't lose your head!



# EQUAL

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## Leading the way

EQuality Training has developed **Leading on Equality and Diversity**, a step-by-step leadership process model that enables any organisation to achieve greater and richer participation.

Developed in partnership with the Work Foundation, the model has now had its first airing. We look forward to further collaboration with wider audiences following very positive feedback from the Metropolitan Police Commissioner's Leadership Programme for Senior Managers.

**Leading on Equality and Diversity** moves away from the traditional model of leadership that requires a single leader or 'guru' figure who envisions and leads whilst others follow. Inclusive leadership gives every stakeholder a voice and the responsibility to facilitate change. It empowers every stakeholder, including those who have

traditionally been regarded as hard to reach. Crucially, it places an emphasis on individual responsibility in creating and directing change: **'What must each person do today in order to bring about change for tomorrow?'**

EQuality Training's Inclusive Leadership Process gives a routemap for a journey that will take your organisation from developing a mindset for change to actively supporting and managing an inclusive future. EQuality Training will email a copy of the full executive brief on request. For more details contact [lmchapman@equalitytraining.co.uk](mailto:lmchapman@equalitytraining.co.uk)

"Laura Chapman combines personal experience, inspiration and pragmatism in equal measure. It is a powerful mix." Ian Lawson, Campaign for Leadership, The Work Foundation.

**“ This is an emotionally compelling model yet with solid intellectual integrity. It offers a very powerful rationale on so many levels.”**

Professor John West-Burnham, Senior Research Adviser, NCSL



## Two of the best!

This 2 in 1 Day offers a winning combination - a pair of workshops based on our most popular day courses:

### Workshop 1

**Inclusion and Equality Training** is an excellent primer in the essentials of equality & diversity and their application to workplace settings. Focusing particularly on a social model of disability, the programme promotes clear, well-informed thinking about the attitudes, systems, procedures and environments that disable individuals. Issues in mental health and emotional intelligence are also covered. Delegates formulate action plans for facilitating change in their organisations.



**DURATION**  
3.5 hours  
**NUMBERS**  
20 - 50 people

“No way would I have thought about the hot stuff without the hot process!”

“Delegates were perhaps left a little uncomfortable about their own take on disability, equality and inclusion, but delighted to experience the power of unspoken as well as spoken human communication, curious at the way they now think about words, excited at the possibilities opened for them, frustrated at the obstacles that might stand in their way, but – empowered to change things. In other words, something of your passion about disability, communicated in your unique style, has rubbed off onto each of those participants. To empower people in that way is a very special gift.”



Both sessions are practical, relevant, and refreshingly engaging!

**DURATION**  
3.5 hours  
**NUMBERS**  
20 - 50 people

Challenging, informative and entertaining - thought provoking.

### Workshop 2

**The Disability Discrimination Act 1995 Made Easy!** gives a step-by-step tour of the DDA. Your organisation must comply with this important but complex legislation. Our enjoyable programme demonstrates simple strategies to ensure that your disabled colleagues, employees and clients are fully respected and accommodated as equal members of your team or community. You'll discover that rather than being a legal nightmare, the DDA is an exciting challenge and a welcome tool for positive and beneficial change.



**EQuality**  
TRAINING



“I found the training riveting from the word ‘go’. The presenters were excellent and made me think a lot both on a personal and professional level. Glad I got the chance to come.”

## Inspiring change

In October, Mole and Saãdia led training for an audience of childcare providers and staff from educational establishments in South Tyneside. Tracy Stanforth, Area SENCO for Early Years Education reported that the training gave time to learn something new and to reflect on existing knowledge and practice. Delegates gave very positive feedback, describing how challenge and support were carefully combined to provide powerful training. EQuality Training's work gave one participant “a more open mind” whilst another was enabled to “look at how we can make changes and remove barriers” through “a very entertaining approach from a professional team”. One enthusiastic attendee said that this was a “fantastic course, totally different from anything accessed before. Would love to attend something similar in the future”. Tracy thanked the trainers for their unique blend of entertainment and inspiration.

**“I started the day tired and jaded, not wanting to be there. I'm leaving motivated and inspired to look at and make changes both personally and professionally. Very good, very clear, and personal life experience added that third dimension which made it extremely self reflective.”**

## Masterclass

Our Masterclasses are 2-4 hour workshop sessions that focus on improving a team's knowledge and understanding of equality and diversity.

**A shared vision + equal treatment  
+ flexible practice  
= inclusive outcomes**

This short, highly interactive workshop uses a simple question and answer format to identify an organisation's unique blend of issues. Your facilitator gives tailored guidance on equality and diversity values, enabling participants to develop a clear strategy for immediate implementation and achievable results.

The path to understanding such issues is a personal one. However, the creation of an inclusive environment is a political issue, as it requires stakeholders to be engaged in change while supported by management, structures and systems. The challenge is to find a process that engages everyone. If team members espouse shared values, gone is the need to ‘sell’ the future direction to the organisation, as the members create it themselves. And the vision is no longer unrealistic as it can be firmly grounded in the collective experiences of past and current achievement. **Equality and diversity must become mainstream concerns.**