



EVALUATION REPORT ON CULTURAL PROFICIENCY, EDII, AND BRIDGING GENERATIONAL GAPS WORKSHOPS

An Assessment of Impact and Learning Outcomes from Training Sessions Delivered by Diversity House in Partnership with Swale Voluntary Alliance



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Executive Summary

This report evaluates a series of workshops commissioned by Swale Voluntary Alliance and delivered by Christine Locke, CEO of Diversity House. The workshops focused on enhancing cultural competence, promoting equality and inclusion, and addressing generational differences in the workplace. These sessions aimed to support employees across various sectors in becoming more culturally aware, inclusive, and adept at handling diversity in their respective workplaces. The evaluation was based on participant surveys, direct feedback, and observational analysis.

The three workshops received positive feedback for their interactive approach, relevance to participants' work, and the quality of the content delivered. Recommendations include extending the sessions and providing more practical tools for implementation in real-world settings.

Introduction

Diversity House is a leading nonprofit organisation dedicated to promoting equality, diversity, and inclusion across communities and workplaces. Established with a mission to empower individuals and organisations to embrace cultural diversity, Diversity House offers a wide range of programs, workshops, and services that foster understanding, collaboration, and social cohesion. Under the leadership of CEO Christine Locke, Diversity House has been at the forefront of driving positive change, equipping organisations with the tools to create inclusive environments where people from all backgrounds feel valued and respected.

In partnership with Swale Voluntary Alliance, Diversity House facilitated a series of workshops aimed at enhancing cultural competence, promoting equality and inclusion, and addressing generational diversity in the workplace. These sessions provided participants with practical strategies and insights to create more inclusive and culturally proficient teams, in line with the organisation's broader mission to build stronger, more equitable communities.

Upon successfully completing the workshops, attendees were awarded CPD-certified certificates, signifying their enhanced understanding of Equality, Diversity, Inclusion, and Intersectionality (EDII) in the workplace, Cultural Proficiency, and Bridging Generational Gaps. The CPD certification represents a significant achievement, reflecting participants' commitment to continuous professional development. This credential not only contributes to

their personal growth but also enhances their career prospects, positioning them as valuable assets to their organisations.

Overview of the Evaluation Report

This evaluation report provides a comprehensive assessment of three key training programs delivered by Diversity House in partnership with Swale Voluntary Alliance. The workshops focused on:

1. **Cultural Proficiency**
2. **Equality, Diversity, Inclusion, and Intersectionality (EDII)**
3. **Bridging Generational Gaps in the Workplace**

The report examines the effectiveness of each workshop in enhancing participants' knowledge and skills, fostering inclusivity, and promoting collaboration within diverse workplace environments. It includes quantitative and qualitative feedback from participants, measuring the impact of the training on their understanding, confidence, and commitment to implementing these principles in their organisations.

Visual evidence, including photos and videos from the sessions, supports the analysis, while key findings highlight areas of success and opportunities for improvement. The report concludes with recommendations to further strengthen future training initiatives and ensure sustained growth in promoting cultural competence, equality, and inclusion across the community.

Methodology

The evaluation was conducted from July 23, 2024, to September 13, 2024, using surveys as the primary tool for gathering both quantitative and qualitative data. The surveys consisted of close-ended questions and open-ended questions for more in-depth feedback.

Surveys were distributed to all participants and organisations before and after the workshops as part of the data collection process. The quantitative data was analysed to identify overall trends, while the qualitative responses were reviewed to extract common themes and valuable insights. This mixed-method approach ensured a comprehensive evaluation of the training's effectiveness.

The Survey

The survey was designed to gather the views and experiences of participants who attended the workshops. The questions aimed to assess participants' and organisations' current levels of awareness, knowledge, and skills before implementing diversity and inclusion initiatives. The survey comprised both close-ended and open-ended questions.

The survey was distributed via email to participants in a Microsoft Word format prior to data collection, a pilot survey was conducted to ensure clarity and effectiveness. Each survey included a participant information sheet, a privacy statement, and explicit informed consent.

The close-ended questions provided quantitative data on participant demographics and ratings of the training, which were analysed using descriptive statistics. The open-ended questions yielded qualitative data, which were analysed through thematic analysis to identify recurring themes and insights.

The survey achieved a 100% response rate, with all participants from various organisations completing it in full.

TOPIC 1: Cultural Proficiency in the Workplace

In the context of the training delivered by Diversity House, Cultural Proficiency refers to the ability of individuals and organisations to understand, respect, and effectively interact with people from diverse cultural backgrounds. It involves a continuous process of self-awareness, recognising personal biases, and developing the skills necessary to foster inclusivity.

Culturally proficient individuals and organisations actively embrace diversity, adapt to cultural differences, and create environments where all voices are valued and respected, leading to more equitable and productive workplaces.

Cultural proficiency goes beyond awareness and tolerance, it emphasises ongoing learning, reflection, and the application of inclusive practices in daily interactions and organisational policies.

Objective

The objective of this workshop was to equip participants with the knowledge and tools to navigate and promote cultural diversity in the workplace. The session aimed to help attendees recognise personal biases, understand the concept of cultural proficiency, and develop strategies to foster an inclusive work environment.

Key Takeaways

- Participants gained a deeper understanding of cultural proficiency and its importance in fostering inclusive workplace cultures.
- The workshop highlighted the importance of recognising and addressing personal biases.
- Attendees left with strategies to enhance cultural competency and apply cultural proficiency principles in everyday workplace interactions.

Findings

Demographics of Training Participants

The 14 participants represented a diverse mix of genders, age groups, ethnic backgrounds, and sectors, reflecting a broad range of perspectives and experiences. Most participants were in the age range of 30-49 years, and the majority worked in DH, KCC and SCVS. This diverse participant pool contributed to a rich exchange of ideas during the training sessions.

Table 1: Demographics of training participants

Demographic Category	Number of Participants (n = 14)	Percentage (%)
Gender		
Male	5	36%
Female	9	64%
Age Group		
0-29	3	14%

30-39	2	29%
40-49	5	36%
50+	4	21%
Ethnicity		
Black African	1	21%
Black British	4	14%
White British	9	57%
Organisation		
Diversity House	4	29%
Swale CVS	3	21%
KFRS	1	7%
KCC	2	14%
KCHF	2	14%
MacMillan	2	14%
Experience Level		
Less than 5 years	4	29%
5-10 years	4	29%
More than 10 years	6	42%

Quantitative Data Analysis (close-ended post-survey)

Training content and delivery

Overall, the training content and delivery were highly rated. Most participants agreed that the objectives were clear, the content was relevant to their work, and the materials were useful.

Table 2: Training content and delivery

Question	Frequency (n = 14 participants)	Strongly Agree/Agree (%)
The training objectives were clearly defined	13	93%
The content was relevant to my job	12	86%
Topics covered were comprehensive	13	93%
The training materials were useful	12	86%

Trainer Effectiveness

The trainer expertise and communication were consistently praised. Participants noted that she effectively engaged the group and responded well to questions.

Table 3: Trainer Effectiveness

Question	Frequency (n = 14 participants)	Strongly Agree/Agree (%)
The trainer was knowledgeable	14	100%
The trainer communicated clearly	13	93%
The trainer encouraged interaction	12	86%
The trainer was responsive to questions	13	93%

Learning Experience

The interactive nature of the session, including self-reflection activities and role-playing scenario, was well received. The duration of the workshop was deemed appropriate by most participants.

Table 4: Learning Experience

Question	Frequency (n = 14 participants)	Strongly Agree/Agree (%)
The session was interactive and engaging	12	86%
Activities and discussions reinforced materials	12	86%
The duration of the training was appropriate	10	71%
The training environment was conducive to learning	13	93%

Outcome & Impact

The post-training survey revealed a significant increase in participants' understanding of cultural proficiency, as well as their confidence in applying the skills learned.

Table 5: Outcome & Impact

Question	Frequency (n = 14 participants)	Strongly Agree/Agree (%)
I have a better understanding of cultural proficiency	13	93%
I feel more confident in interacting with people from diverse backgrounds	12	86%
I have gained practical skills I can apply	12	86%
The training increased my awareness of my biases	13	93%

Behavioural Intentions

Most participants expressed a commitment to applying the concepts learned and seeking further opportunities to develop cultural competence.

Table 6: Behavioural Intentions

Question	Frequency (n = 14 participants)	Strongly Agree/Agree (%)
I am likely to change my behavior	12	86%
I intend to seek further opportunities to develop my cultural competence	11	79%
I feel more committed to promoting an inclusive environment	13	93%

Organisational Impact

Participants indicated that the training would positively affect team dynamics and contribute to a more inclusive workplace.

Table 7: Organisational Impact

Question	Frequency (n = 14 participants)	Strongly Agree/Agree (%)
The training will positively impact my team's dynamics	12	86%
The knowledge and skills gained will contribute to a more inclusive workplace	12	86%

Qualitative Data Analysis for the Cultural Proficiency Workshop

The qualitative data gathered from open-ended survey questions and participant feedback during the Cultural Proficiency Workshop were analysed using thematic analysis. This table 8 below presents the identified themes from the qualitative analysis of participant feedback, along with their assigned codes and frequency percentages. The most prominent themes were "Increased Cultural Awareness" and "Desire for Continued Learning," each representing 30% and 25% of participant responses, respectively.

Table 8: Coding and Frequency of Themes

Theme	Code	Frequency (%)
Increased Cultural Awareness	T1	30%
Practical Application of Skills	T2	25%
Self-Reflection and Personal Growth	T3	20%
Desire for Continued Learning	T4	25%

Theme 1: Increased Cultural Awareness

Many participants highlighted a deepened understanding of cultural differences and the importance of being culturally proficient in their work. Several comments noted how the workshop helped them become more conscious of biases and cultural assumptions.

“This workshop opened my eyes to the subtle biases we carry, and I now feel more equipped to interact with people from diverse backgrounds.” Female KCC

“Just finding out so much information as there is a lot to take in and will try hard to implement the lesson learnt. The session is enjoyable, and the presentation is made fun.” Male SVCS

Theme 2: Practical Application of Skills

Participants frequently mentioned how the workshop equipped them with practical tools and strategies for navigating cultural interactions. There was a consistent emphasis on applying these skills in the workplace, particularly in situations requiring sensitivity to diverse cultural backgrounds.

“More in-dept content of what cultural proficiency involves. Lesson learnt should be applied across the organisation with daily interactions with people and for me personally, I will use the LEARN strategy been thought today more.” Female MacMillan

“The scenarios and role-playing really helped me practice real-life applications of cultural proficiency. I feel more confident now in dealing with culturally sensitive situations.” Male KCHF

Theme 3: Self-Reflection and Personal Growth

Many participants appreciated the self-reflective activities in the workshop. These exercises

encouraged them to reflect on their own cultural backgrounds and how these influence their interactions with others.

“The self-reflection activities were incredibly insightful. I realised how my upbringing shapes my views, and now I’m more mindful when interacting with colleagues from different cultures.” Female KCHF

Theme 4: Desire for Continued Learning

There was a strong desire expressed by participants to continue developing cultural proficiency skills. Many participants stated that they were eager to engage in further training or discussions on cultural awareness and diversity.

“I would love to attend more workshops like this. Cultural proficiency is an ongoing learning process, and this was just the beginning.” Female SCVS

“I will use this training as a basis for learning more as it opened my eye to many things to know about people and their culture, although the session would be great if it had allowed more time for each element.” Female KFRS

Visual Evidence



First activity of each participant writing their own definition of some cultural terms from the materials provided at the workshop.



Participants engaging in an exercise on the ICEBERG by indicating the Visible and Invisible culture from listed options



TOPIC 2: Equality, Diversity, Inclusion, and Intersectionality (EDII) in the workplace

This represents a holistic framework for creating fair, equitable, and inclusive environments in the workplace.

- **Equality** ensures that all individuals have equal access to opportunities and resources, free from discrimination or bias.
- **Diversity** acknowledges and values the differences in people, such as race, gender, age, disability, sexual orientation, and cultural background, recognising that these differences bring unique strengths and perspectives.
- **Inclusion** refers to creating an environment where all individuals feel respected, valued, and actively engaged, regardless of their diverse identities. It's about ensuring that everyone has a voice and feels a sense of belonging.
- **Intersectionality** recognises that individuals may face overlapping and intersecting forms of discrimination or privilege based on multiple aspects of their identity (such as race, gender, age, and socioeconomic status). It emphasises the need to consider these intersections to create truly inclusive and equitable spaces.

Together, EDII fosters workplaces where every person, regardless of their background, can thrive and contribute meaningfully to the organisation.

Objective

This workshop aimed to deepen participants' understanding of the interconnected nature of equality, diversity, inclusion, and intersectionality (EDII). The session explored how different aspects of identity (such as race, gender, age, and disability) overlap, creating unique experiences of discrimination or privilege.

Key Takeaways

- Participants learned how intersectionality impacts individuals differently based on their overlapping identities.
- The session emphasised the importance of promoting equality and inclusion at all organisational levels.
- Attendees were introduced to tools for identifying systemic barriers and advocating for inclusive policies.

Findings

Quantitative Data Analysis

The quantitative data for this evaluation includes responses from 10 participants and presents the results of a comparative analysis to highlight changes in descriptive statistics frequencies. Data was collected through pre- and post-training surveys, which assessed participants' knowledge, attitudes, and intended behavioural changes. This analysis measures the training's impact on knowledge acquisition, confidence in applying learned skills, and its potential effect on organisational culture.

Demographics of Training Participants

The workshop on Equality, Diversity, Inclusion, and Intersectionality (EDII) had 10 participants. Most participants were female (70%), while males comprised 30%. Half of the participants were aged 40-49 (50%), with 30% each falling in the 30-39 and 50+ age groups.

Swale CVS had the largest representation (40%), followed by NHS and KCC at 20% each. Diversity House and MHS Homes each contributed 10%. This data highlights a predominantly White British, female, and experienced participant group, with a broad representation from various organisations and a range of work experience.

Table 9: Demographic Information for EDII workshop

Demographic Category	Number of Participants (n = 10)	Percentage (%)
Gender		
Male	3	30%
Female	7	70%
Age Group		
30-39	3	30%
40-49	5	50%
50+	3	30%
Ethnicity		
Black African	1	10%
White British	9	90%
Organisation		
Diversity House	1	10%
Swale CVS	4	40%
MHS Homes	1	10%
KCC	2	20%
NHS	2	20%
Experience Level		
Less than 5 years	4	40%
5-10 years	4	40%

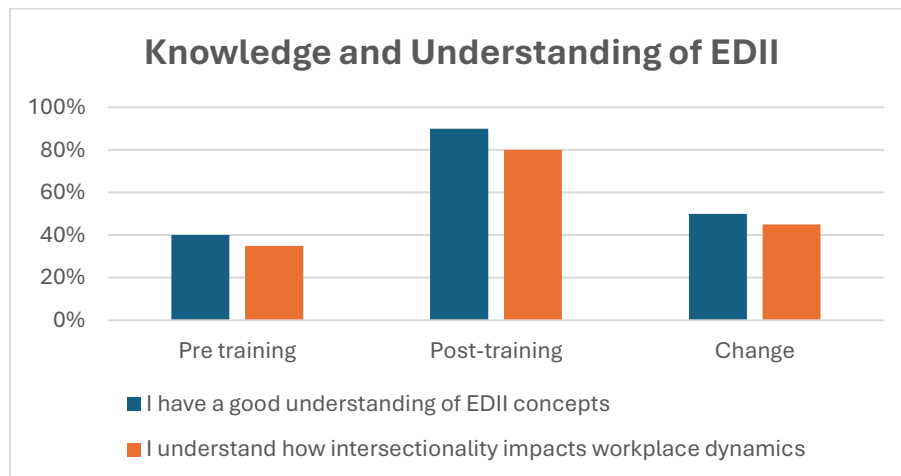
More than 10 years	2	20%
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Comparative Analysis

Knowledge and Understanding of EDII

Participants were asked to rate their understanding of equality, diversity, inclusion, and intersectionality (EDII) before and after the workshop. A significant increase in participants' understanding of EDII was observed, with a 50% improvement in overall knowledge and a 45% rise in understanding intersectionality's role in workplace dynamics.

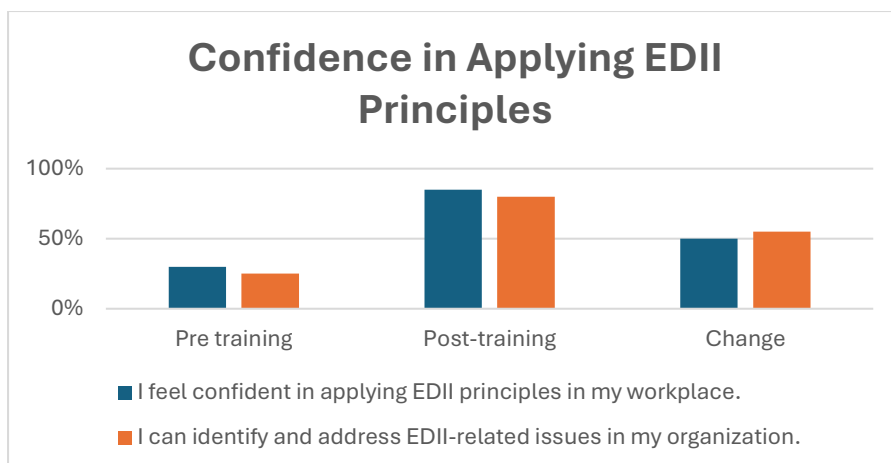
Figure 1: Comparative analysis of knowledge & Understanding



Confidence in Applying EDII Principles

Participants reported a 55% increase in confidence in applying EDII principles, indicating that the workshop effectively equipped them with the skills to recognise and address EDII-related challenges in their organisations.

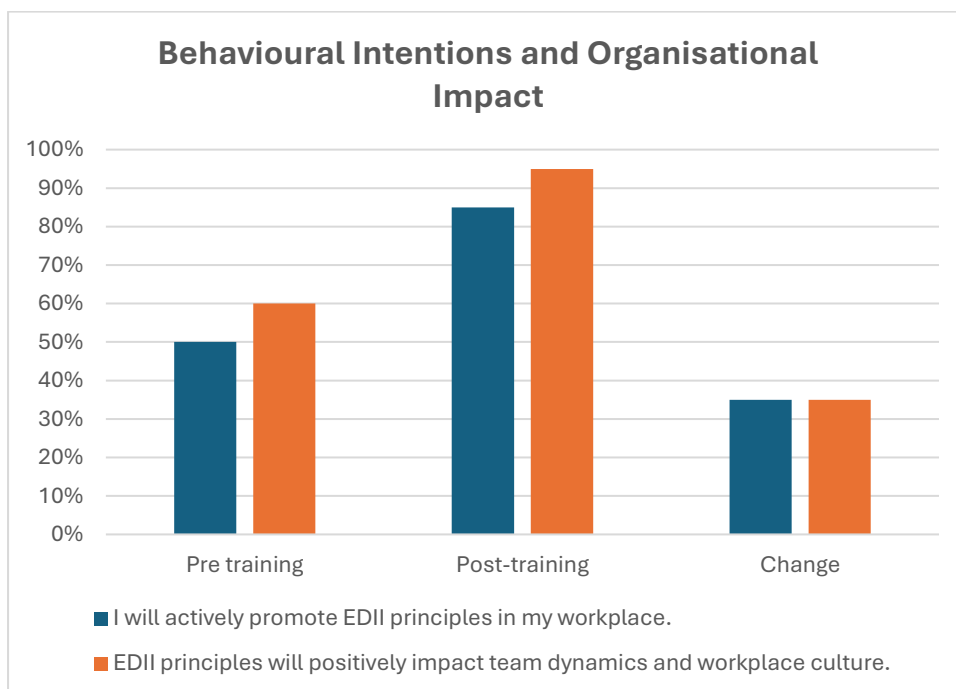
Figure 2: Comparative analysis of Confidence in applying EDII principles



Behavioural Intentions and Organisational Impact

Participants rated their likelihood of promoting EDII in their roles and the expected impact on their organisation. The workshop resulted in a 35% increase in participants' commitment to promoting EDII within their roles, with 95% believing that these principles would have a positive impact on their teams and workplace culture.

Figure 3: Comparative analysis of Behavioural intentions & Organisational Impact



Qualitative Data Analysis

The qualitative data for this evaluation was gathered through open-ended questions in the training surveys. The responses were analysed using thematic analysis, allowing for the

identification of key themes and insights from participants' workshop learning and experience.

Table 10: Coding and Frequency of Themes

Theme	Code	Frequency (%)
Increased Awareness of EDII Concepts	T1	35%
Commitment to Fostering Inclusivity	T2	25%
Value of Practical Tools and Strategies	T3	20%
Organisational Impact	T4	20%

Theme 1: Increased Awareness of EDII Concepts

Participants gained a deeper understanding of intersectionality and how identity factors contribute to diverse experiences of privilege and discrimination. 35% of the participants data shows a deeper understanding of how various aspects of identity—such as race, gender, and disability—intersect to create unique experiences of privilege or discrimination. This heightened awareness encouraged reflection on personal biases and workplace practices.

"I now realise how my own biases and assumptions have affected my interactions with colleagues from different backgrounds." Male MHS Homes

"Understanding intersectionality has helped me realise that diversity isn't just about race or gender, but how various aspects of identity intersect. It's crucial to consider how these overlapping factors can impact individuals' experiences in the workplace." Female NHS

Theme 2: Commitment to Fostering Inclusivity

This theme accounts for 25% of the data, with participants expressing a strong intention to promote inclusivity. Participants expressed a strong commitment to applying EDII principles in their roles and promoting inclusivity in their workplaces.

"This training has motivated me to actively encourage a more inclusive environment by ensuring that everyone's voice is heard, regardless of their background." Male Diversity House

"I realised that fostering diversity is not just about hiring people from different backgrounds. It's about creating an environment where all voices are encouraged and respected, and where barriers to participation are removed." Female SCVS

Theme 3: Value of Practical Tools and Strategies

Participants appreciated the practical tools and strategies shared during the workshop, which they felt would help them implement EDII initiatives effectively.

"The practical examples and tools shared during the workshop will help me facilitate more inclusive meetings and projects at work." Female KCC

Theme 4: Organisational Impact

Participants believed that implementing EDII strategies would improve team dynamics and contribute to a more inclusive and innovative workplace culture.

"The concept of intersectionality really brought home how important it is to understand the layers of privilege and disadvantage. By being more aware of these dynamics, we can better support our colleagues and create more equitable policies." Female SCVS

Visual Evidence

This session presents the Video and pictures of attendees receiving the CPD certificate towards completing the workshop session delivered by Christine Locke [CEO Diversity House].



Clip from the workshop with the presenter and participants engagement on feedback.











TOPIC 3: Bridging the Generational Gaps in the Workplace

Bridging Generational Gaps in the Workplace refers to fostering understanding, collaboration, and communication between employees from different generational cohorts—such as Veterans, Boomers, Gen X, Millennials, Gen Z, and Gen Alfa.

This concept emphasises the importance of recognising and valuing the unique perspectives, skills, and experiences that each generation brings to the workplace. By addressing potential misunderstandings and conflicts that may arise from differences in work styles, communication preferences, and attitudes towards technology, organisations can create a more cohesive, inclusive, and productive work environment.

Bridging generational gaps involves leveraging the strengths of all age groups, encouraging cross-generational learning, and building teams that benefit from diverse viewpoints, ultimately contributing to improved teamwork, innovation, and overall workplace harmony.

Objective

The focus of this session was to explore generational differences in the workplace and develop strategies to bridge gaps between different age groups. The workshop aimed to help participants better understand the diverse needs and working styles of various generations, from Veterans usually classified as the traditionalist to Generation Alfa.

Key Takeaways

- Participants gained insights into the distinct characteristics, values, and work preferences of different generations.
- The session provided practical approaches for improving communication and collaboration across age groups.
- Attendees learned how to create a more inclusive environment that accommodates diverse generational perspectives.

Findings

Quantitative Data Analysis

The quantitative data for this evaluation is based on the responses of five participants and presents a comparative analysis to highlight changes in descriptive statistics. Data was collected through pre- and post-training surveys that assessed various aspects, including the effectiveness of the workshop content, the impact on participants' understanding of generational differences, and the practical applicability of the skills acquired. Responses were recorded on a Likert scale from 1 to 5, where 1 represents "Strongly Disagree" and 5 represents "Strongly Agree."

Demographics of Training Participants

The demographic breakdown of the "Bridging the Generational Gaps in the Workplace" workshop reveals a balanced mix of participants in terms of gender and work experience. Out of the 5 attendees, 40% were male and 60% female. Most participants were between 40-49

years old (40%), with the remaining equally split between the 30-39 and 50+ age groups.

Regarding organisational representation, Swale CVS had the largest group with 60% of participants, followed by Diversity House and Age UK, each contributing 20%. In terms of experience, 40% of participants had 5-10 years of experience, another 40% had more than 10 years, and 20% had less than 5 years of experience. This diverse range in both age and experience supports the workshop's objective of bridging generational gaps in the workplace.

Table 11: Demographics information

Demographic Category	Number of Participants (n = 5)	Percentage (%)
Gender		
Male	2	40%
Female	3	60%
Age Group		
30-39	1	20%
40-49	2	40%
50+	2	40%
Organisation		
Swale CVS	3	60%
Diversity House	1	20%
Age UK	1	20%
Years of Experience		
Less than 5 years	1	20%
5-10 years	2	40%
More than 10 years	2	40%

Comparative Analysis

This data underscores the effectiveness of the workshop in enhancing participants' understanding of generational differences and providing them with practical strategies to improve communication and collaboration across age groups. The substantial increase in confidence, awareness, and the ability to apply learned strategies indicates that the session successfully tackled the challenges associated with generational

diversity in the workplace, making the training highly relevant to participants' roles. The positive impact highlights the training's potential to foster a more inclusive, cohesive, and productive workplace environment. The table 4 below summarises the pre- and post-training survey responses, illustrating notable improvements in participants' understanding and confidence in bridging generational gaps.

Table 12: pre- and post-survey result

Survey Question	Pre-Training (Agree/Strongly Agree)	Post-Training (Agree/Strongly Agree)	Change (%)
I understand the characteristics and values of different generations	40%	80%	+40%
I am confident in communicating effectively across generational gaps	40%	80%	+100%
I can identify potential conflicts due to generational differences	60%	100%	+40%
I feel equipped to apply strategies to improve cross-generational collaboration	20%	80%	+60%
The workshop was relevant to my current role	60%	100%	+40%

Qualitative Data Analysis

The qualitative data for this evaluation was gathered through open-ended questions in the training surveys. The responses were analysed using thematic analysis, allowing for the identification of key themes and insights from participants' workshop learning and experience.

Table 13: Coding and Frequency of Themes

Theme	Code	Frequency (%)
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Enhanced Understanding of Generational Differences	T1	80%
Increased Confidence in Cross-Generational Communication	T2	80%
Practical Application of Strategies	T3	20%
Relevance to Current Role	T4	20%

Theme 1: Enhanced Understanding of Generational Differences

Participants gained a deeper awareness of the unique values, work preferences, and characteristics of different generations. Participants expressed that the workshop helped them recognise the unique values, work preferences, and communication styles of different generations. Many commented on how the session expanded their awareness of the diverse perspectives each age group brings to the workplace.

"I now understand the generational shift from this workplace, like with our new manager who's the youngest and very tech-savvy. However, when it comes to certain experiences, we, the older colleagues, have more to offer. When we collaborate as a team, we share ideas and opinions, leveraging everyone's strengths." Male SCVS

"The workshop really opened my eyes to the distinct characteristics of each generation. I now appreciate how these differences can contribute to a stronger team." Female Age UK

Theme 2: Increased Confidence in Cross-Generational Communication

Several participants highlighted that they felt more equipped to communicate effectively across generational gaps. The workshop provided practical tools to bridge these gaps and avoid misunderstandings.

"Before the training, I found it difficult to communicate with younger colleagues, but now I feel more confident in adapting my communication style to suit different age groups." Male SCVS

Theme 3: Practical Application of Strategies

Participants found the strategies discussed during the workshop useful and were eager to apply them in their workplaces. Many mentioned how they plan to implement the ideas for fostering better collaboration and reducing conflicts among multi-generational teams.

"I found this workshop insightful. As discussed, there are strengths, opportunities, and weaknesses within each generation. Even though some areas may be lacking, understanding both strengths and weaknesses is key to

managing conflicts. This workshop helped me better understand generational gaps in the workplace and how to consider them to create a harmonious environment." Male Diversity House

"I learned some great strategies to address conflicts arising from generational differences. I'm excited to try these out in my team to create a more harmonious work environment." Female SCVS

Theme 4: Relevance to Current Role

Participants emphasised the relevance of the training to their current roles, particularly in management or team leadership positions. They felt the knowledge gained would help them navigate generational dynamics more effectively within their teams.

"As a project support officer, this workshop was incredibly relevant. It gave me practical tools to manage a diverse team more effectively." Male Diversity House

Visual Evidence



The C.E.O Diversity House (Christine Locke) and C.E.O Swale CVS (Christ White)



Presentation of CPD Certificates to the participant



Presentation of CPD Certificates to the participant



Presentation of CPD Certificates to the participant

Overall Conclusions

The three workshops successfully met their objectives, equipping participants with the tools and knowledge to foster inclusive and diverse workplace environments. Christine Locke's expertise and engaging facilitation style were consistently praised. Feedback indicates that participants left with actionable insights to implement in their organisations.

Recommendations

- **Extend Session Duration:** More time could be allocated to allow deeper exploration of certain topics.
- **Follow-Up Workshops:** Consider organising follow-up sessions or refresher courses to reinforce the skills learned.
- **Practical Tools:** Provide participants with additional resources and practical tools for implementing what they've learned.