

Appendix 1



North Wales Race Equality Network

Rhwydwaith Cydraddoldeb Hiliol Gogledd Cymru

Supporting Advocates Working with Cultural Diversity

Workshop Evaluations & Feedback

January 2008



Contents

Training Programme	3
Overview	4
Participant Evaluation	5
Workshop 1	6
“What is Advocacy?”	
Information needs from a black and ethnic minority perspective	
Workshop 2	7
“The Changing Picture”	
What our community looks like now	
Workshop 3	8
“I’m Not Racist But.....”	
A basic guide to cultural awareness	
Workshop 4	9
“A Rose By Any Other Name.....”	
Language and communication barriers	
Workshop 5	10
Ethnic monitoring	
Workshop 6	11
“It Doesn’t Happen Here...”	
Rural racism in North Wales	
Appendices	12

Training Programme

Supporting Advocates Working with Cultural Diversity

This series of workshops were designed to complement and further explore the issues covered in the Race Equality in Practice Resource Pack. The workshops aimed to be collaborative and interactive exercises in which expertise and ideas could be shared in order to better support and inform both advocates and their clientele

Workshop 1

What is Advocacy? – Information needs from a black and ethnic minority perspective.

- Exploring perceptions and definitions of learning disabilities from various cultural standpoints.
- What would I like my clients to know? Mapping the role of advocates & defining the parameters of the advocacy service.

Workshop 2

The Changing Picture – What our community looks like now.

- Demographic data (Pre & post census).
- Impact of inward migration.
- Profile of ethnic minority ‘communities’.

Workshop 3

I’m Not Racist But..... - A basic guide to cultural awareness.

- Names and labels
- Religious beliefs
- Customs

Workshop 4

A Rose By Any Other Name..... - Language and communication barriers.

- Symbols and images
- Body language
- Verbal communication

Workshop 5

Ethnic monitoring

- Why do we need it?
- Procedures and guide lines
- Issues for good practice

Workshop 6

It Doesn’t Happen Here... - Rural racism in North Wales

- Recognising racism
- Case studies
- Challenging racism
- Reporting incidents

Overview

Workshops ran for approximately 75 minutes but flexibility was built in if there were particular strands that were of interest to participants.

All workshops included an icebreaker activity at the beginning and a plenary session at the end and were a mix of short presentations, activities and input from participants.

Overall the workshops that were rated most highly were workshop 1 (*“What is Advocacy?” Information needs from a black and ethnic minority perspective*) and workshop 3 (*“I’m Not Racist But.....” A basic guide to cultural awareness*). However, the margin of difference between all the workshops was very slight and mean scores were easily skewed due to the relatively small number of participants. A more accurate understanding of this and the evaluation of the workshops as a complete unit will be attained once the final ‘overview’ evaluation forms are returned.

In addition to the feedback on the following pages, participants were also asked if there were any areas in which they would have liked to spend more time. Several participants responded enthusiastically with “All of it!” and “...it would be good to spend hours on each topic but that would be a degree!” Overall though, it was the discussions generated from activities and finding out about different experiences, cultures and religions (through following web links at nwrendigilab.org) that participants would have liked more time on. Hopefully with the workshops as a springboard, these types of discussions and information finding activities will continue within the team and be part of future individual or group development activities.

In terms of specific needs for further training, feedback from workshop 4 (“*A Rose by any other name.....*” *Language and communication barriers*) & workshops 5 (*Ethnic monitoring*) identified the following requests:

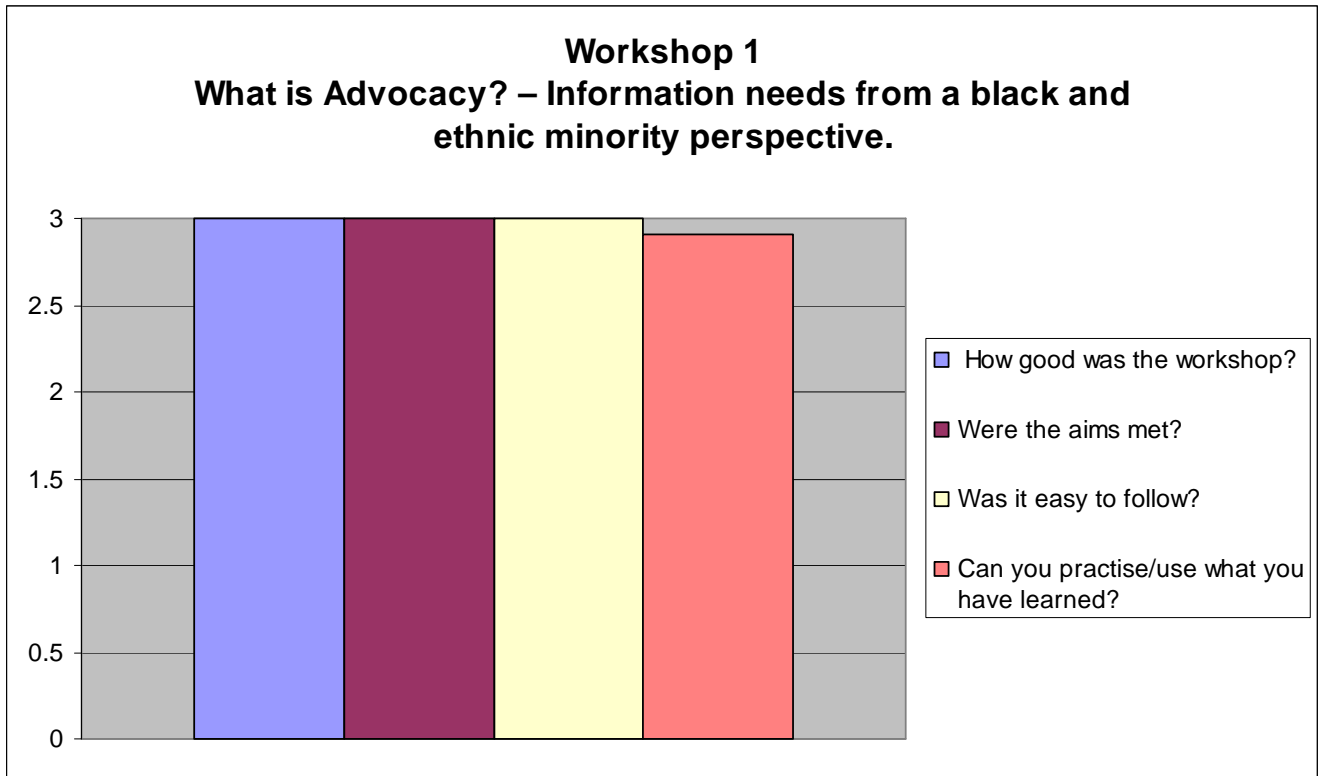
- More on culturally sensitive communication skills generally and in particular, “would be good to learn more differences in meanings of gestures & phrases in different countries/cultures”
- More practical support for implementing structures and procedures for ethnic monitoring

Having the opportunity to work with one group in a series of workshops over a period of time was considerably more beneficial than a short, intensive one off event. From a trainer/facilitator perspective the atmosphere of the workshops were very positive and receptive. Thanks must go to Sorrel Smith and her team at North Wales Advice and Advocacy Association for their enthusiasm, participation and co-operation.

Participant Evaluation

The following charts and comments were collated from an evaluation form completed at the end of each individual workshop (see App1). All participants completed the tick box, multiple choice questions and charts were generated using mean scores. While not every participant fed back on the open questions, all responses have been transcribed.

Score 1=Poor, 2=Fair, 3= Very Good. Score represents mean averages.



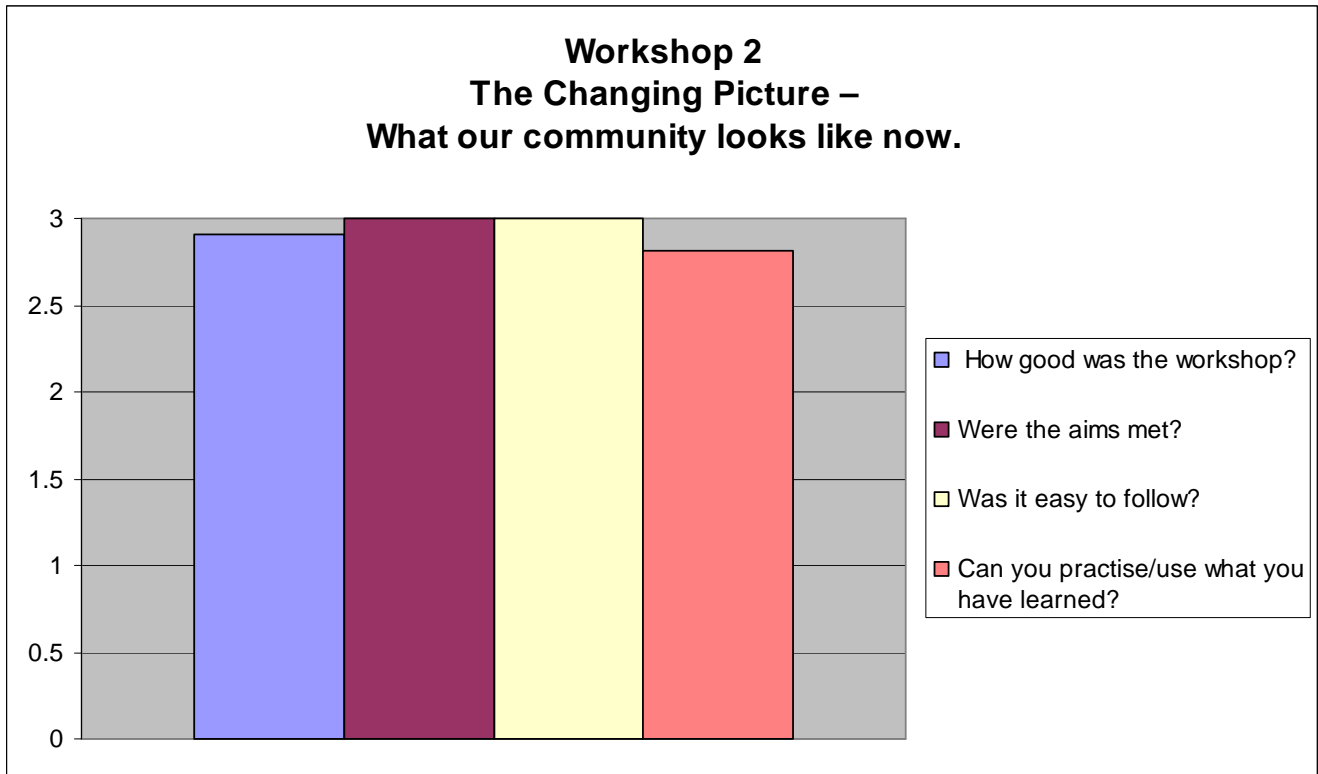
What has been particularly helpful / interesting?

- Re-affirm importance of communication
- Team work activity
- Thinking about effects on individuals
- See the values of the team & concerns as a service user
- Looking at all the different aspects that service users expect or want from ourselves
- A revelation of how easily we fall into assumptions & how it can impact our performance
- The approach was new & very interesting - a breath of fresh air
- Good reflective process
- All
- All of it

Any other comments...

- Plenty to think about
- Very good, very enjoyable
- Enjoyable & thought provoking
- Excellent so far! Thank you.

Score 1=Poor, 2=Fair, 3= Very Good. Score represents mean averages.



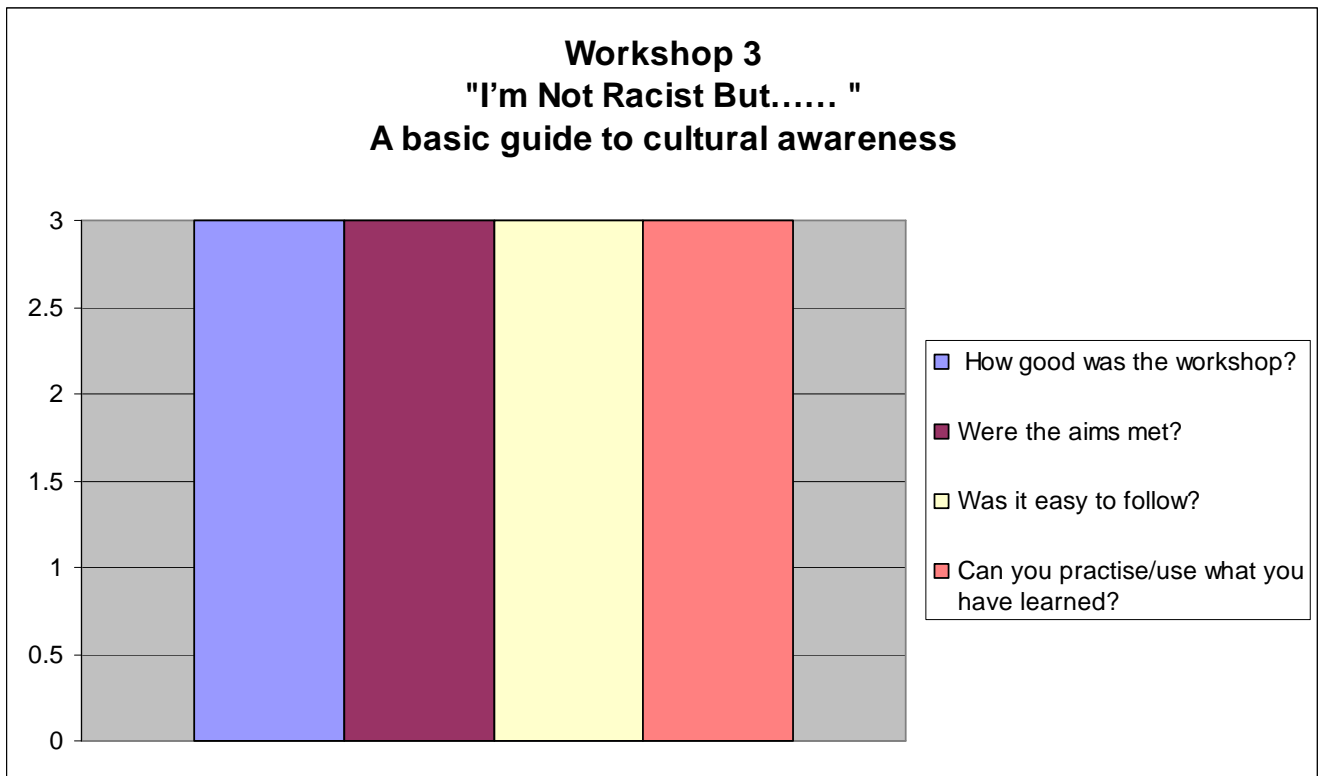
What has been particularly helpful / interesting?

- Understanding immigrant motivations & experiences & comparing to our own.
- Other people's experiences when migrating
- The exercise you described at the end, trying to see things from the perspective of individuals making choices to migrate.
- Stats on computer
- It's really interesting to look at the statistics & see how they impact on my perceptions
- Realising how easily people are put into categories. Seeing how stats are collated & how inaccurate they can be.
- The statistical information of those accessing NWREN. Whole workshop excellent.
- Whole workshop.

Any other comments...

- Very interesting.
- Very informative.
- Another good session.
- Very informative & concise
- Excellent.
- Excellent!!

Score 1=Poor, 2=Fair, 3= Very Good. Score represents mean averages.



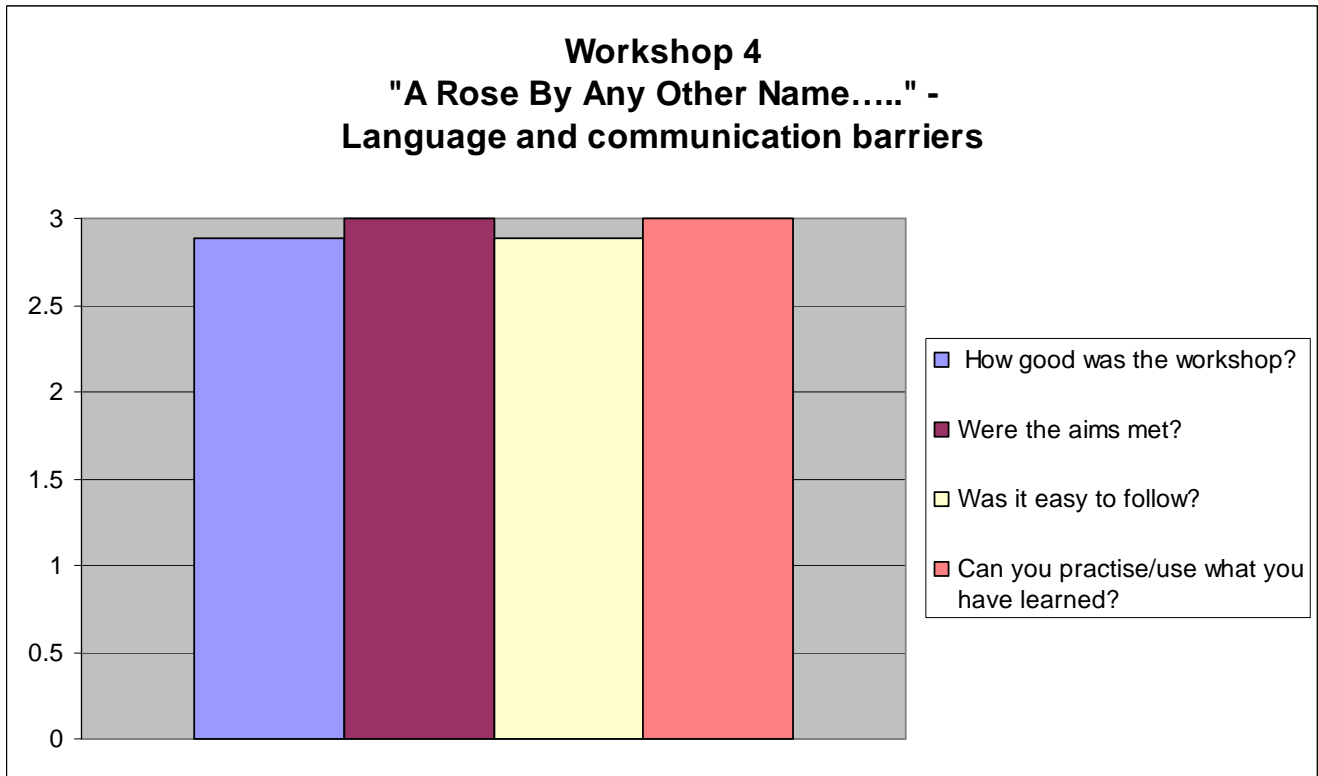
What has been particularly helpful / interesting?

- The huge variety of religions I never knew existed.
- Understanding the diversity & complexity of beliefs/rituals which influence a person's life & wellbeing.
- Learning about how diverse religions are.
- Different aspects of religion.
- Overview of different religions & beliefs
- Knowledge of other religions, beliefs
- Everything
- Provoking thoughts about how different aspects of life are to different people.

Any other comments...

- Religion is a very sensitive topic. I think you have tackled it in a very gentle way. Thank you.
- Very enlightening workshop. Thank you.
- Excellent.
- Very good
- Excellent training. Enjoyable.
- Thank you for a very interesting session

Score 1=Poor, 2=Fair, 3= Very Good. Score represents mean averages.



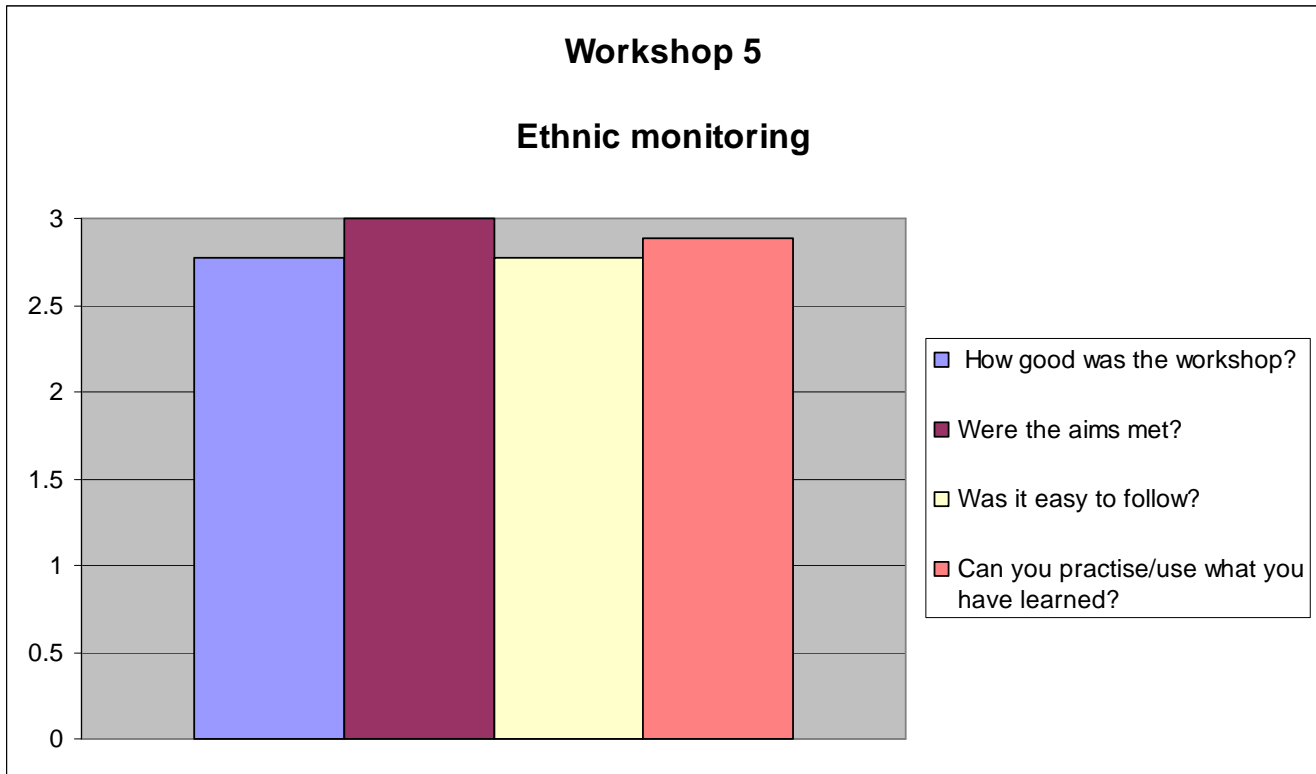
What has been particularly helpful / interesting?

- Communication skills can always be added to.
- Everything
- Learning about different meanings of gestures & phrases in different countries/cultures.
- Everything
- All
- All of it. Very interesting.
- Personal space exercise was very illustrative.
- Re-thinking & revising approaches

Any other comments...

- Very well presented as usual.
- Very informative & enjoyable.
- Has been very interesting & useful.
- Excellent/interesting
- Excellent.

Score 1=Poor, 2=Fair, 3= Very Good. Score represents mean averages.



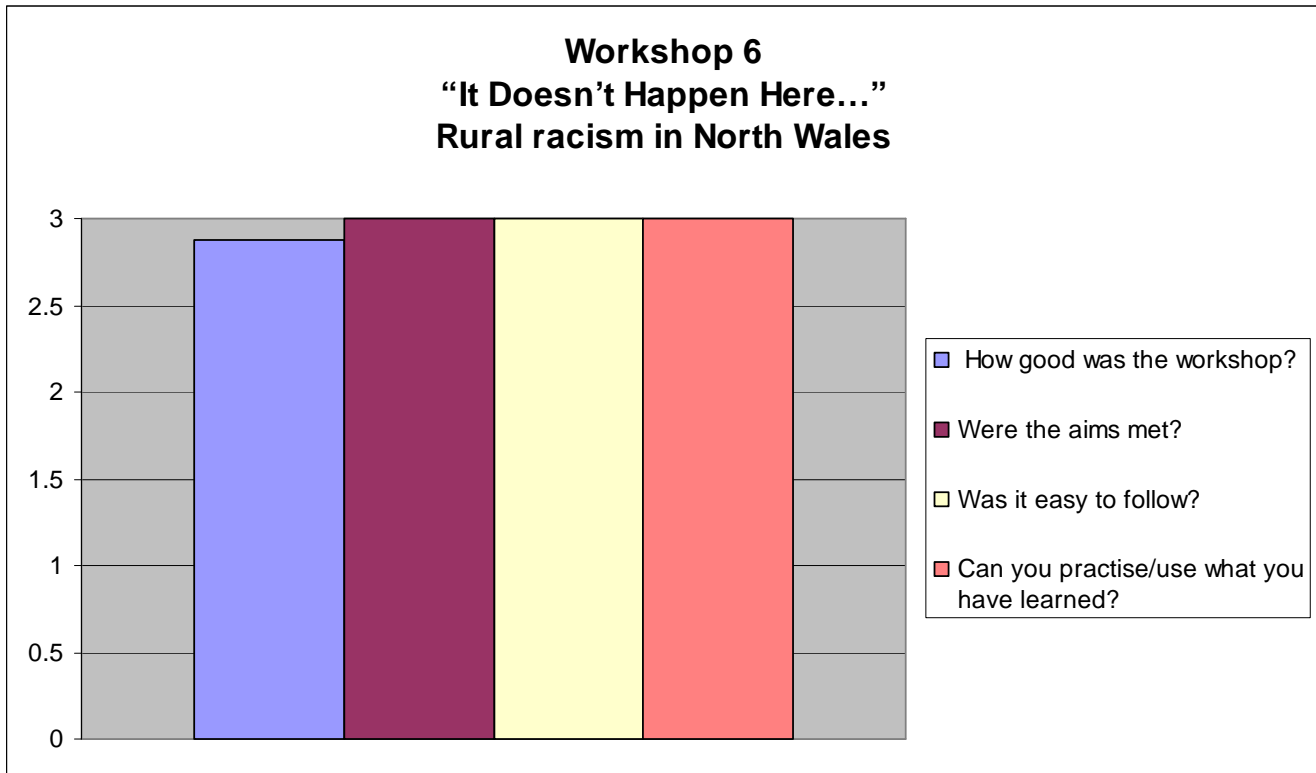
What has been particularly helpful / interesting?

- Everything
- Developing better understanding of different cultures
- Very good to be able to discuss issues
- Realising how helpful ethnic monitoring can be for an organisation rather than seeing it as an intrusive procedure.
- Discussions regarding the issues covered today were very interesting & reflect how complex this topic is.
- Very helpful
- Thinking about implementing monitoring systems, what would be relevant, how would it work.
- Examining the reasons for monitoring - what this might mean for some people - highlighted the need for great sensitivity when asking for information from people.

Any other comments...

- Has been very interesting & useful
- Excellent
- Interesting & testing
- Excellent.
- Least favourite session but not because of delivery just the content, as you said, a little dry. Still well delivered & interesting.

Score 1=Poor, 2=Fair, 3= Very Good. Score represents mean averages.



What has been particularly helpful / interesting?

- Considering how abuse can affect people. 1st exercise (paper people) was very good.
- Looking at the impact of rural racism.
- All of it. The film was particularly harrowing.
- Looking at the complexity of racism. All workshop.
- Being made to think about how offensive different forms of racism are.
- All
- The enlightenment on:- 1) My priorities - personally 2) My perceptions of what others’ priorities would be
- The DVD was good as I know 2 of the people in it & have never thought of them in terms of the colour of their skin before!

Any other comments...




- I found this workshop particularly interesting as my friend suffered racism during secondary school - I could relate to the topics discussed.
- Excellent
- Very good.
- Great.
- Excellent training.
- Thanks for a really interesting session.
- Thank you for an interesting set of workshops

We would very much appreciate your feedback from today's session.
Please tick or circle the appropriate.




1. Was the workshop ...?

		
Very good	O.K.	Bad




2. Were the workshop aims....?

		
Met	Partly met	Not met at all

3. How easy was it to follow the workshop?

		
Easy	O.K.	Hard

4. Can you practice / use what you learnt?

		
Yes	Possibly	No

5. What has been particularly helpful/interesting?

6. Were there any areas in which you would have liked to spend more time on?

7. Any other comments...



THANK YOU FOR YOUR COOPERATION