

EDI TOOLBOX TALKS

Effectively engaging staff is a common equality, diversity and inclusion (EDI) challenge. EDI training is usually poorly attended. Staff resent having their work flow interrupted by ad-hoc training, and those attending are likely to be already passionate about EDI, while the audience that would gain most value from the training is often missed.



THE DRIVERS

EDI training is a critical business resource: Employees from all functions and seniority levels deal with EDI issues on a regular basis, not always competently. EDI training is essential to:

- ✓ Upskill staff to handle EDI challenges successfully;
- ✓ Establish inclusive and productive working cultures

THE SOLUTION

Every month the EDI team produces a short, user-friendly Toolbox Talk (TBT), and sends it to all managers. Managers deliver the TBT to their team as part of their regular meetings or briefings.

Issues	Solutions
🚫 Low attendance to EDI training	✅ Including TBTs in briefings ensures stronger turn out
🚫 Work interrupted by off-site training	✅ TBT are integrated in meetings already happening
🚫 EDI seen as unrelated to the day job	✅ TBT are delivered by line managers not an external trainer and focus on issues staff is dealing with
Topics too theoretical or focused on compliance	✅ TBTs are short and frequent and address real issues our workplace is dealing with
🚫 Impact of training is short lived	✅ Monthly TBTs create an ongoing conversation that sustains positive behaviors

IMPACT

- ✓ TBTs delivered during all-staff briefings reached the whole project. In the delivery phase TBTs will be embedded in mandatory start-of-shift briefings, thus achieving 100% attendance.
- ✓ TBTs employed a variety of interactive tools (quizzes, ethical dilemmas, guided discussions etc) to draw people in a conversation and learn from each other.
- ✓ TBTs covered a wide range of topics based on issues happening in our project including: disability, gender, race LGBT+, bullying, age, faith, ex-offenders, inclusive cultures.
- ✓ TBTs featured colleagues from all sides of the project through videos, interviews and quotes, thus landing added authority to the message.