



OUR IMPACT HEALTHCARE & BEYOND



RIGHTTRACK
WE BELIEVE IN BRAVE



A Summary of All Our Experience



575+

Wonderful clients



34

Years in the
business



190

Years experience
combined



13

Countries we have
worked in

*50+ of these are from the
healthcare sector!
Including...*

- NHS Berkshire West
- NHS Bexley CCG
- NHS Blood and Transplant
- NHS Dorset CCG
- NHS England
- NHS North Yorkshire
- Nottinghamshire University Hospital
- Sheffield Teaching Hospital
- Dorking Healthcare Trust
- Yeovil District Hospital NHS Foundation Trust
- Camden & Islington NHS Foundation Trust
- North Cumbria Integrated Care NHS Foundation Trust
- Tameside & Glossop Integrated Care NHS Foundation Trust

- Surrey & Sussex CSU
- General Medical Council
- Monitor NHS
- Regis PCN
- West Sussex PCT
- West Wirral Group Practice
- Association of Anaesthetists
- Association of Optometrists
- Hull University Teaching Hospitals NHS Trust
- Yorkshire & Humber Academic Health Science Network
- University Hospital Coventry & Warwickshire NHS Trust
- Hounslow and Richmond Community Healthcare NHS Trust



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...





Delegate Comments

“Facilitator was brilliant - really helped the discussions. **Very open, friendly, supportive** - definitely felt like a 'psychologically safe' space to discuss potentially complex matters.”

“Very enjoyable course which has made me **reflect on my own workplace behaviours** and how I can improve the culture within my team.”

“Jess and the actors were all really fantastic. I'll **absolutely want another course like this**. I wish everyone in the world got one - what a better world it could be!”

“I thought this was a **particularly thought-provoking and useful course**. Having been attending ED(I) courses for >20 years and running them for 16 or more, I am very skeptical about many courses.

But not one like this that uses real (or very realistic) case scenarios to make the attendees do the thinking. Thank you!”



Embracing diversity through Conscious inclusion



Delegates Key Takeaways

- “Lauren is wonderful, super engaging and a genuine passion for EDI.”
- “This session was absolutely excellent and should be commissioned for *everyone* across the NHS - thank you!”
- “Great session, first time I have heard people openly discuss their benefit from bias. Refreshing!”
- “I want to hire Lauren. She is an absolutely amazing trainer. Knows her subject really well and dealt with situations that she came across.”

The project included a modular **Conscious Inclusion** programme, **Train the Trainer** and a **90-minute training session** during a conference.

95%

Would recommend the programme to others



NHS Blood & Transplant

Ellie 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 - lots of positive and engaging feedback!”

NHS England

David Turner, Quality Programme Lead

“The courses with RightTrack Learning always evaluate really well with our participants, which is incredibly important when evidencing NHS return on investment.

It is often the people you might think will be reluctant to engage that tend to give the courses the highest praise. We find those attending leave with more confidence and awareness dealing with complex situations as they’ve had a safe space to ask the difficult questions.”



University Hospital Coventry & Warwickshire

Lee Holland, ICT Service Desk Manager

“I couldn’t have asked for more from RightTrack. From our first face-to-face meeting I knew I had chosen the right organisation to work with. They filled me with confidence in knowing that they really could help.

Before the training programmes commenced, our training specialist came in and conducted a research session which really helped us identify some of the areas that we need to improve on. When he came back to deliver the programme, he was fantastic! I would certainly recommend RightTrack”



Sheffield Teaching Hospitals
NHS Foundation Trust

The journey to become a Conscious inclusive leader, leading culture change.

"Why would I recommend RightTrack? What's different to organisations I've worked with in the past is having somebody upfront who can hold a room of very experienced influential individuals, and get them to think a little bit differently.

If you count up the amount of years experience that there is sitting around our board table, I think it takes a special kind of programme and special type of trainer to be able to hold the room and to bring out the best of everybody in such a sensitive and a challenging topic as equality, diversity, inclusion."

Paula Ward, Organisational Development Director





**Tameside and Glossop
Integrated Care**
NHS Foundation Trust



Promoting and sustaining Inclusive recruitment



Delegates Key Takeaways

- “Brilliant two sessions, I learnt a lot!”
- “Excellent course. Really made me think and change practice.”
- “Great informative session that will really help with my recruitment techniques going forward.”
- “I feel more informed and confident with my interviewing skills.”
- “I’m now more aware of bias and discrimination.”

Participants
understanding of the
learning objectives
increased by

31%

following the training.

98%

Would recommend
the programme to
others.



NHS Medway CCG

Lynne Stuart, Company Secretary

“We have previously encountered equality and diversity training being delivered in a dull and unimaginative format. The training we received from RightTrack was completely different and participants found the training to be fun and engaging throughout.

The session was very thought provoking and has really helped us with building a culture of embedding a consideration of equality and diversity into every stage of our planning and delivery.”

Parliamentary and Health Service Ombudsman

Ben Cork, L&D Manager

“We procured for a best practice and value for money specialist provider to partner us on a comprehensive programme of training tailored to different levels, for all our 400+ staff to support our ED&I agenda.

More than a year in, my experience of RightTrack, and throughout the process of planning, consultation and design, piloting, delivery and evaluation - has been very positive.”



Institution of Occupational Safety and Health

Amanda Hampson, Training and Development Officer

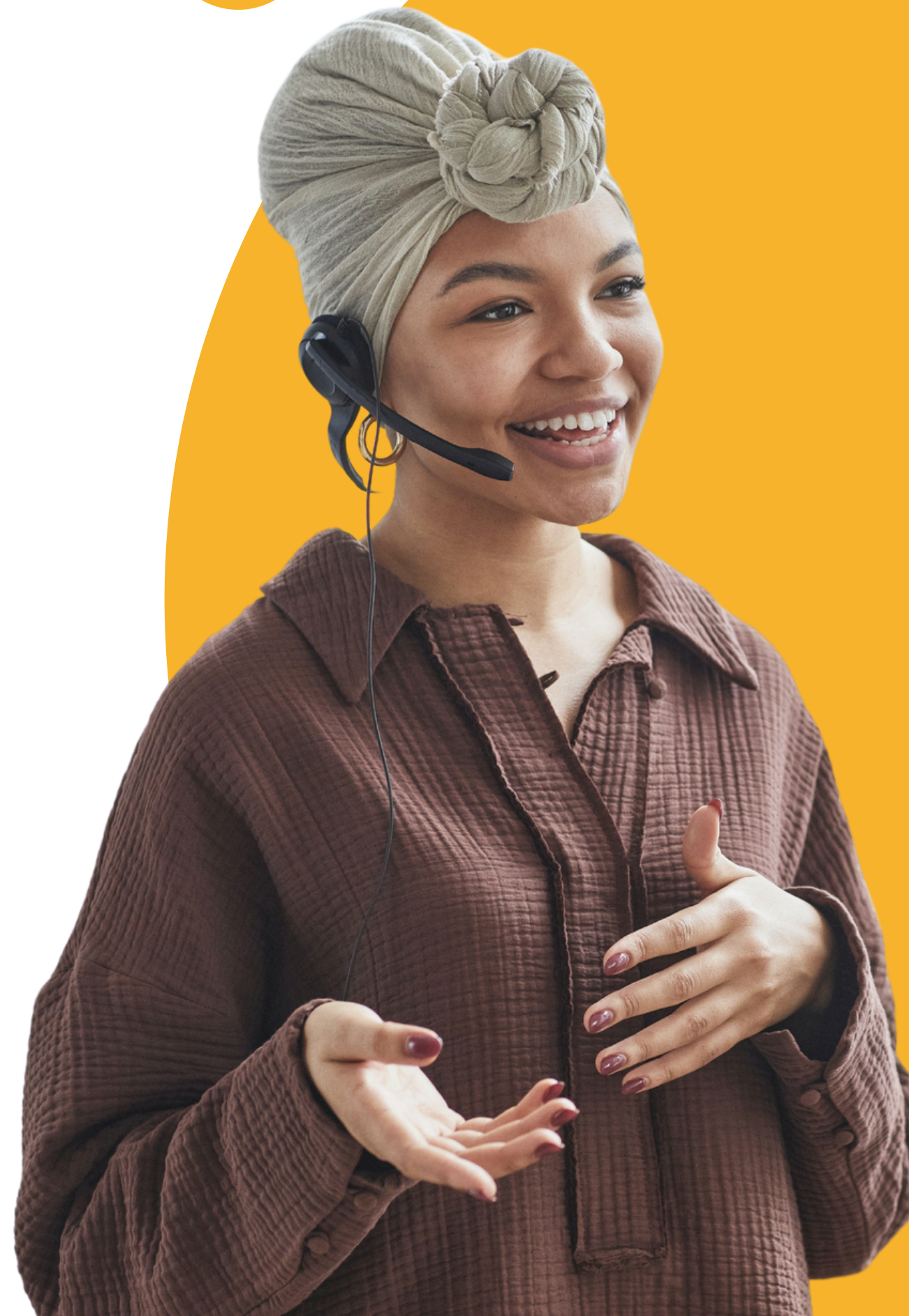
“The Equality and Diversity awareness sessions RightTrack have delivered for us have been a real success.

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.”



AND IT DOESN'T STOP THERE.

HERE'S A FEW MORE FROM OTHER SECTORS...



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...





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



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. As you can see I have added it now. This is my first step in becoming a better person and being empowered by your session.”

CIPFA

Marie Vernon, L&D Coordinator

“We initially worked with Paula who was very knowledgeable and really seemed to want to work with us which other providers did not demonstrate.

More recently, I have really enjoyed working with Vicci, Jess and Lauren. I’ve found them to be accommodating with our requirements and able to cater to our needs.

Overall feedback has been a positive experience and our employees now have an awareness of what inappropriate behaviours look like and how to challenge this.”



COVENTRY
Building Society

Coventry Building Society

James Taylor, Colleague Experience Manager

“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.”



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...





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



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."



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.

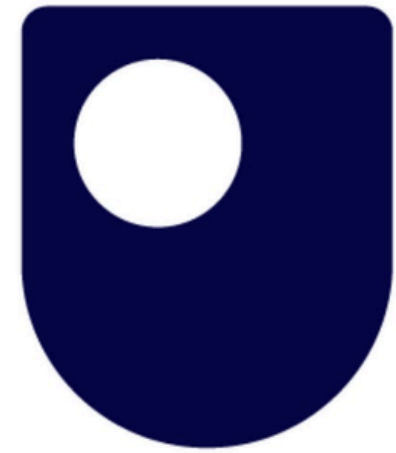
Derbyshire Fire & Rescue Service reported that:

- 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...





**The Open
University**



Championing inclusion in the workplace



Delegates Key Takeaways

- “Knowledgeable and inspirational trainer. I feel more confident and empowered.”
- “Enthusiasm, passion and friendliness from the facilitator helped the learning.”
- “Really fun training session.”
- “Informative, helpful and helped me develop as an individual.”
- “Good to have the opportunity to talk about the importance of EDI and how we must do better.”

**6-module EDI
awareness
programme,
focusing on gender
identity, race &
ethnicity, disability
and neurodiversity.**

100%

**Would recommend
the programme to
others**



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.”

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 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.”



260

**Supervisors and
Operational Staff**

Actor-led Equality & Diversity Training



“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.”

“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

Julie Bolton, L&D Advisor

WE BELIEVE IN

BRAVE

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righttracklearning.com

