

# ACHIEVING TRANS INCLUSION & GENDER DIVERSITY IN EMPLOYMENT & SERVICES

Professional training, consultancy and support for the  
commercial, statutory and not-for-profit sectors



# About Gendered Intelligence

## Who are we?

Gendered Intelligence is a not-for-profit organisation that works to increase understandings of gender diversity and improve the lives of trans people.

We offer a broad spectrum of non-judgmental, practical services to the public, private and not-for-profit sectors, designed to develop, improve and enhance trans inclusion and gender diversity.

We are a trans-led organisation with strong roots in the trans community and this, together with our multi-faceted services and direct work with trans people themselves give us a breadth and depth of understanding that's second to none.

## How can we help your organisation?

Gendered Intelligence offers staff training, wide-ranging consultancy, speakers and panellists for events and conferences, and more. All our services can be mixed and matched to suit your specific needs and circumstances, or bespoke as required.

Our Professional Services increase employee satisfaction and performance; improve customer service; support the recruitment and retention of talented people; reduce complaints; and underpin legal compliance.

## Where do we work?

We work throughout the UK, and occasionally beyond, bringing a flexible approach which meets the diverse needs of employers; customers, clients, beneficiaries or students; and staff or volunteers across settings including:

- Education
- Commercial services
- Health and social care
- Arts and culture
- Retail
- Banking and finance
- Sport and leisure
- Youth work and fostering
- Transport and shipping
- Science and engineering
- Not-for-profit organisations
- Local and national government
- Legal and criminal justice

## For more information

Visit our website: [genderedintelligence.co.uk](https://genderedintelligence.co.uk);  
or for general enquiries please contact us at [info@genderedintelligence.co.uk](mailto:info@genderedintelligence.co.uk).

Professional Services enquiries should be directed to:

[training@genderedintelligence.co.uk](mailto:training@genderedintelligence.co.uk)  
[consultancy@genderedintelligence.co.uk](mailto:consultancy@genderedintelligence.co.uk)

# Why choose Gendered Intelligence?

## Experienced

GI has trained over 12,000 people and delivered over 600 sessions.

Previous training and/or consultancy clients include Tate, Tesco, Transport for London, National Theatre, V&A, Royal Mail, Amnesty International, the Office of the Children's Commissioner for Wales, The FA, British Gymnastics, Welsh Assembly, Immigration and Asylum Tribunal Judiciary, McKinsey, Aviva, and the Environment Agency.

We also trained the entire staff of Stonewall across England, Scotland and Wales in support of Stonewall's move to become trans inclusive.

## Professional

All our trainers are professional trainers/facilitators who are also trans and/or non-binary identified: many have extensive grassroots trans-community backgrounds and additional specialisms. Having (or acquiring) a training qualification is a requirement for our team and forms part of our programme to ensure the consistency and quality of our service. Whilst our staff have lived experience, the sessions focus on understanding the diversity of trans people, and deliver far more than a single person's perspective, enabling your organisation to engage with trans people with confidence.

## Expert

Our consultancy and training teams overlap, meaning we have a diverse portfolio of strengths to call on. Our trainer/consultants use their facilitation skills to good effect in 1:1 and small group discursive settings, focus groups and similar; whilst policy, guidance and other written materials are developed or reviewed by consultants who specialise in clear written English. Queries and issues arising within consultancy work benefit from the wide range of knowledge and perspectives across the whole of GI.

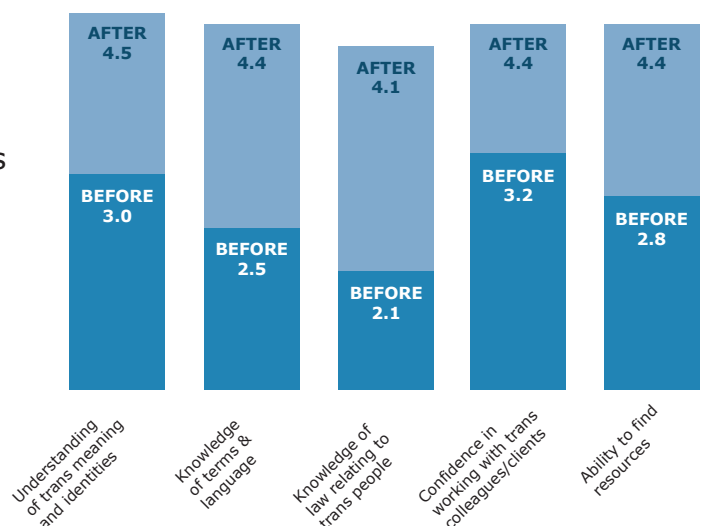
## Added value

The breadth of GI's work and experience ensures we are able to bring cross-sectoral ideas and understandings to all our professional services. Our support will help your organisation establish the understandings and approaches that will be needed for the future and to become confident around trans inclusion. In addition, for organisations keen to meet their corporate social responsibility goals, our investment in the wider trans community, means that by choosing GI to deliver your training, you are contributing towards our vision of a world where diverse gender expressions are visible and valued, and the quality of trans people's lives is improved.

## Excellence

For the last three years we have received consistent feedback, with delegates from our most popular session giving our training a consistent score of 4.8 (out of 5) for usefulness, and reporting increases in their understanding, knowledge and confidence as shown to the right (based on a 94% response rate from over 3000 delegates).

The delivery team is supported by a professional administrator so that all aspects of each contract, both pre- and post-delivery, are accurately and reliably handled.



## Training and Presentations

Gendered Intelligence offers a range of sessions from one hour to two days and beyond. As with all our services, our training is flexible and if our standard options don't meet your needs, we can tailor sessions to suit. Below are some popular examples.

### Introduction to Trans Awareness

This is our most popular course, and a good place to start with the key staff who need to have an understanding of trans people.

This half day (3.5 hour) introductory interactive session for up to 15 people gives enough time for discussion and questions around the key topics in a relatively short period of time.

In this session we:

- Set the wider context for trans identities - how sex, gender and sexual orientation interact
- Explore key terms and uses of language
- Offer basic grounding in the legislation covering the rights and responsibilities around trans identities; including the Equality Act 2010
- Explore how your environment can be trans-inclusive
- Provide links to a wide range of resources
- This session includes interactive exercises: we aim to make scenarios relevant to your field of work, so if there are specific issues you want to cover, we will do our best to include them within this standard package.

The training package includes a booklet and attendance certificate for each delegate as well as an extensive pdf resource list and a summarised evaluation for your HR records.

**Introduction to Trans Awareness** is also run regularly as an open course in London. This is a good option if you only want to train one or two people, or if you would like to experience the standard session before bringing a session in-house. Details, dates and the booking form are on the GI website.

### Trans Awareness: The Basics

If you have more limited time for staff training, or want a brief introduction for the wider staff body, then this 90 minute option is a good choice.

The session comprises roughly 1 hour of presentational content with 30 minutes Q&A time, and touches on broadly the same themes as the half day, but in less depth.

It sits well in the context of a diversity day or similar, and we can deliver it to 100+ people. If you have chosen the half day session for a small team, then the Basics session can complement it across the rest of your organisation. This session includes a pdf resource list that can be circulated to delegates as well as a summarised evaluation for your HR records.

**“Very helpful. Informal and comfortable session with engaged conversations and reassuring advice. Brilliant!”**

*Lee Hyett-Powell,  
Quality, Governance  
and Assurance  
Manager,  
London Ambulance  
Service*

**“The trainer was exceptionally knowledgeable, approachable and humorous. I...will be making organisational changes, which are so easy to make and may have a large impact on people in the future. Thank you!”**

*Susan Venton,  
Vice President,  
Moody's Investors  
Service*

## **Trans Awareness and Inclusion**

Our full day (6 hour) sessions typically include the content of "Introduction to Trans Awareness" as a core, and we build on this according to your specific interests and needs. This can include additional content (such as international perspectives, medical pathways, or sport specific considerations), more depth, more worked examples, more Q&A time, action planning or anything else that will deliver the learning and outcomes you are looking for.

## **Understanding Gender Identity: Trans People in the Workplace**

Gendered Intelligence has partnered with the Open University to offer a 2 hour online course on the OU's FutureLearn platform. Based on GI's Trans Awareness: The Basics, and benefitting from the OU's online distance learning capabilities, this enables organisations to offer basic training more flexibly.

It's good for large numbers, geographically dispersed workforces, and 'catch-up' provision for new starters and those unable to attend a session in person.

## **Working Alongside Trans, Gender Diverse and Questioning People**

As well as the above more general courses, we also offer a specialist two-day course for Counsellors and Therapists.

This course has been created in response to demand for more in-depth and specialist learning from therapists and counsellors themselves, and to the need of the wider trans community for a pool of trans-knowledgeable therapists and counsellors to draw on.

The training is a mix of formal presentations, interactive exercises and reflective discussions delivered in a small group learning environment (maximum group size 18 people) by two professional trainers who combine extensive therapeutic and trans-specific knowledge and practice.

The course is available both as an open course for individuals at city locations across England, and as an in-house course delivered at your premises.

Full details of this specialist course and of the associated Network for ongoing support and learning are on our website.

**“Excellent session, and I feel so much better informed as a result. In particular, I feel far more confident in asking the questions necessary to ensure trans colleagues or clients receive equal service.”**

*Lowri Williams,  
Head of HR, Welsh Assembly*

**“I loved all of it, especially the variety of activities. Great pace, space to debrief and lots of individual activities to help process and reflect. [Day 2] was so hands on and useful, especially the role play and explaining theories of gender. This was such a strong course with fabulous trainers. Wish it was 3 days! :-)”**

*Shannon Leoni, High School Social and Emotional Counselor (Belgium)*

## Consultancy

Gendered Intelligence offers wide-ranging professional consultancy support.

We are open to working together with organisations on any aspect of trans-inclusion and welcome opportunities to collaborate on responses to new or developing requirements.

We aim to be client-centred in our approach and to consult in whatever way, or combination of ways, works best for you, so we are happy to work via face to face meetings, phone, email or any other means.

For example, we can help you to:

- Develop specific trans inclusive employee support systems, practices and packages such as a Transition at Work policy
- Review / healthcheck existing general systems, practices and packages for example parental leave, overseas travel, PMI/EAS schemes, uniform policy and more
- Manage the period when staff or clients transition
- Find positive, practical ways forward in individual or challenging circumstances
- Develop resources and / or guidance for managers, colleagues, front-line workers, or clients
- Develop in-house training packages or other education / information materials for roll-out to larger groups of employees
- Carry out research or gather comments
- Address specific questions or concerns and support ongoing learning
- Enhance wider approaches to gender diversity

Many clients find it works well to combine services: for example, have training in the morning and follow on with a piece of consultancy in the afternoon.

If you have any questions or would like to discuss your needs, please contact us.

### **Previous consultancy clients include:**

Macquarie	City University
GirlGuiding	Equality Challenge Unit
Tesco	Stonewall
Barbican	Government Equalities Office

**“Gendered Intelligence is providing consultancy services to help evolve our approach to the design of inclusive changing facilities, with the aim of improving the changing experience for all members of society. Through workshops, training and guidance, GI has provided essential insight which will enable our design teams to make a positive societal impact with this initiative.”**

*Michael Hall, Partner,  
Faulkner Browns Architects*

**“...we were very pleased with the high level of professionalism and support provided by Gendered Intelligence in developing our trans guidance and policy for T inclusion in football.”**

*Funke Awoderu,  
Senior Inclusion & Diversity  
Manager, The Football  
Association*

We are open to working in different and new ways, and we would be very happy to collaborate with you to develop innovative and practical training, guidance or support packages that meet the requirements of your working environment. Please contact us to discuss.

## Fees & Expenses

Example pricing is shown below. The lower end of the price ranges represents our significantly discounted offers for not-for-profit, educational, NHS and similar settings, aimed at maximising accessibility to our tried and tested standard sessions for the widest possible audience. The upper end represents our package aimed at larger corporate and similar clients, who are keen to engage in more exploratory discussions / tailoring sessions to specific needs or interests.

For more information and a detailed quote, please contact us.

### Consultancy

1st hour	£90-£160
2nd and subsequent hours	£90-£120

### Training (typical popular courses)

Course	Max numbers	Fee (excl expenses)	Equivalent price per person*
<b>Trans Awareness: The Basics (90 min)</b>	Unlimited	£300 - £650	As little as £1 or £2
<b>Introduction to Trans Awareness (3.5 hours)</b>	15	£600 - £1100	£40 - £75
<b>Trans Awareness and Inclusion (6 hours, excl lunch time)</b>	15-20	£975 - £1500	£65 - £100
<b>Working Alongside Trans, Gender Diverse and Questioning People for counsellors and therapists (2 days)</b>	18	£3450 - £5280	£192 - £294

\* Based on course at capacity, exclusive of expenses; rate not available on individual basis.

We are also happy to negotiate volume discounts for larger contracts.

### Face to face work

Travel expenses and, where necessary, accommodation expenses will be charged at cost in addition to the fees stated above. We are happy to provide estimates of these on request and we always seek to minimise these costs for our clients.

A minimum spend will apply, based on travel time required. Please ask for more details.

### Online training: Understanding Gender Identity (2 hours)

This session can be purchased at £25pp for individuals or as a corporate package for larger groups of staff (contact us for details).

### Terms and Conditions

All work is subject to our Terms and Conditions, available on request or from our website. We have adopted simple, plain English terms that we believe take a fair approach to covering our costs and are not punitive in any way.

### Questions?

If you have any questions about our fees, discounts, minimum spend, terms and conditions, or anything else, please don't hesitate to contact us.

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We offer a broad spectrum of non-judgmental, practical services to the public, private and not-for-profit sectors, designed to develop, improve and enhance trans inclusion and gender diversity.

See inside for full details of our training and consultancy services.

Simon Croft, Professional Services Lead  
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Cathy Leech, Professional Services Administrator  
**[training@genderedintelligence.co.uk](mailto:training@genderedintelligence.co.uk)**

Office telephone: **020 7832 5848**  
Office address: **VAI, 200a Pentonville Road, London N1 9JP**

Please contact us if you would like more information about any of our other services:

### **Keynotes and Panels**

Gendered Intelligence can deliver keynote speeches and take part in panel discussions. These can be in the context of conferences, equality and diversity events or other activities.

**[events@genderedintelligence.co.uk](mailto:events@genderedintelligence.co.uk)**

### **Membership**

Gendered Intelligence offers a membership scheme for organisations wishing to commit to an ongoing process of improvement around trans inclusion and wider gender diversity, to benefit staff, service users, students, clients and customers.

It includes a package of support to enable you to make this commitment meaningful, beginning with a healthcheck.

**[membership@genderedintelligence.co.uk](mailto:membership@genderedintelligence.co.uk)**

### **Gendered Intelligence 2018**

A registered and incorporated not-for-profit organisation

Registered office: 200a Pentonville Road, London, N1 9JP