

# Age Awareness in your workplace

Age Scotland offer bespoke workshops to raise awareness of ageism in the workplace. Choose from our existing workshops or build your own bespoke session from the outcomes detailed below.

## Existing workshops

**2.5 hr - Age Awareness for customer-facing staff** - how to interact and communicate appropriately with customers of all ages.

**2.5 hr - Age Awareness for inter-generational teams** - suitable for staff who manage or work in age diverse teams.

**3.0 hr - Age Awareness for people managers** - learn how to support team members of all ages.

**3.0 hr - Age Awareness for young adults** - helps prepare young adults for working within inter-generational teams and interacting with older workers.

**+ 0.5 hr - Age Awareness session above plus health and wellbeing** - how to look after ourselves in order to enjoy older age.

| Outcomes | I am aware of / can explain  | Existing workshops                      |  |                                |                                   |   |
|----------|--|---|--|--------------------------------|-----------------------------------|---|
|          |  | Age Awareness for Customer Facing Staff | Age Awareness for Inter-generational Teams | Age Awareness for Young Adults | Age Awareness for People Managers | Age Awareness and Health & Well-being                                 |
|          |  | 2.5hr                                   | 2.5hr                                      | 3hr                            | 3hr                               |   |
| 1        | common stereotypes and facts about ageing and older people   | y                                       | y  | y                              | y                                 | chosen Age Awareness content plus health and wellbeing outcomes below |
| 2        | the difference between prejudice and discrimination  | y                                       | y  | y                              | y                                 |   |
| 3        | how commonly these are experienced across age groups   | y                                       | y  | y                              | y                                 |   |
| 4        | my own ageist attitudes and behaviours   | y                                       | y  | y                              | y                                 |   |
| 5        | how age affects us as we grow older  | y                                       | y  | y                              | y                                 |   |
| 6        | the impact that ageism has on our health   | y                                       | y  | y                              | y                                 |   |
| 7        | what practical steps I can take to overcome ageism at work and where I can turn to for help                                      | y                                       | y  | y                              | y                                 |   |
| 8        | how to fit into an intergenerational team  |   | y  | y                              | y                                 |   |
| 9        | what can be done to include all age groups equally   |   | y  | y                              | y                                 |   |
| 10       | how I can modify my behaviour and communication to help meet the needs of older customers - either face to face or on the phone. | y                                       |  | y                              |                                   |   |
| 11       | how older workers can adapt to work effectively with younger colleagues and vice versa   |   | y  | y                              | y                                 |   |
| 12       | what comprises an age friendly workplace   |   | y  |                                | y                                 |   |
| 13       | an employers obligations under the Equalities Act 2010   |   |  |                                | y                                 |   |
| 14       | how to support inter-generational teams  |   |  |                                | y                                 |   |
| 15       | how older workers can be supported to continue in employment   |   |  |                                | y                                 |   |
| 16       | what reasonable adjustments older workers may require to keep working effectively  |   |  |                                | y                                 |   |
| 17       | how to maximise my health & wellbeing in the workplace   |   |  |                                | y                                 |   |
| 18       | the risks of sedentary behaviour   |   |  |                                | y                                 |   |
| 19       | current guidelines for physical activity and healthy eating  |   |  |                                | y                                 |   |

# Age Awareness in your workplace

Training and support for employers

95% of attendees surveyed said they would recommend this workshop to colleagues

# What impact is age having on your workforce?

Diversity & Inclusion is high on the agenda of many organisations particularly surrounding disability, gender and ethnicity but our research shows age inclusiveness is too often being overlooked.

As an employer you may not be aware of the negative impact that age bias and discrimination can have on your organisational culture. Stereotypical attitudes to age can impact how both customers and employees are treated.

Left unresolved, an organisation is at risk of attrition, leavers, litigation, damage to brand reputation and loss of business.

Few employers are responding to Scotland's changing demographics. As changes to retirement and state pensions make working beyond 65 more common employers need to adapt to support a more age-diverse workforce.

- How do you include and accommodate people working beyond traditional retirement age ?
- Does everyone in your workforce engage with and appreciate older/younger colleagues and customers appropriately ?
- Are your young adults and apprentices equipped to enter an age-diverse workforce ?
- Are your line managers equipped to manage age-related issues in the workplace ?

## Why learn with Age Scotland?

*"Promoting effective inter-generational working brings together different perspectives and leads to greater productivity, effective talent management, innovation and problem solving"*

Institute for Employment Studies (2017)

Age Scotland are experts in the whole spectrum of age related issues and are uniquely positioned to provide you with practical, informed and legislatively accurate information.

### Workshop outcomes:

- Raise awareness and knowledge of ageism among employees as a personal workplace responsibility
- Enable managers to respond effectively to ageism issues experienced in your workplace
- Minimise risks associated with age diversity in the workplace and ensure legal compliance
- Ensure cohesiveness within your workforce where staff of all ages feel supported by both their employer and co-workers

# Age Awareness in your workplace workshops

Our workshops include a combination of practical activities, video clips and discussion encouraging both group and personal reflection as to what successful "ageing" in your workplace might look like.

We create a safe environment for your employees to identify and address any personal age bias.

Awareness of age bias is proven to lead to personal behavioural change and foster a positive working culture in which your staff of all ages feel better supported by both employer and co-workers.



**"The Age Awareness training on Tuesday was very well received and I would happily recommend the training to other organisations."**

Helen Gardner-Swift,  
Head of Corporate Services,  
Scottish Information Commissioner

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|--|----------|
| Age awareness for customer-facing Staff - 2.5 hours    | £400     |
| Age awareness for inter-generational teams - 2.5 hours | £400     |
| Age awareness for people managers – 3 hours            | £550     |
| Age awareness for young adults – 3 hours               | £550     |
| Age awareness and well-being supplementary session     | add £100 |

Our training team will run your Age awareness workshop at your premises.

Workshops are designed to be highly interactive so we limit numbers to a maximum of 16.

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