

# EDUCATION IN PROCESS LEADERSHIP FOR DIVERSITY – EVALUATION AND ACTION RESEARCH

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## **Abstract**

*The overall aim of the study is to identify learning and change processes related to equality and diversity issues among participants in a Process Leadership Education. Another aim is to develop an education model which can be used for skills enhancement in the areas of equality and diversity for different occupations. The professional roles of the 33 participants at the start of the education course were headmasters to preschool or school managers in various municipal administrations, personnel officers, gender instructors, lecturers, counselors, and administrators in various municipalities, counties and District Court. All participants had some form of leadership in their various activities. Process Leadership education was offered in nine so-called education modules over one year. The teaching methods varied with different approaches to in equality and diversity issues by researchers. Education modules were organized as full-day educational activities and located outside the university.*

*The research strategy of this study has been Action research. The Action Researcher has followed the learning process throughout a year and have evaluated the program through observations, visual method, interviews and questionnaires. The results showed an understanding among the participants that they had attained increased knowledge about diversity that was mainly due to two factors: One reason was that the lecturers were knowledgeable researchers in various diversity issues and shared their own knowledge with the participants. The second reason was that there was plenty of time for reflection, reference reading and networking since the educational program spanned over the entire year. The final result also indicated a training model that might be used to create a better understanding of diversity issues within various occupations. The result show consistent responses from the participants of the education, as described above, and can thus be said to be relevant to further education in equality and diversity issues.*

**Keywords:** process management, process leadership, action research, evaluation, diversity