

Diversity: Cross-Cultural Awareness

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Suitable for

Any staff who have **already attended** 'Valuing Diversity' training and work with clients from a range of ethnic and cultural backgrounds and who wish to develop confidence working with this particular section of the community.

Aim

To provide knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will focus on specific issues/needs of clients and colleagues from other ethnic and cultural backgrounds and strategies for involvement.

Learning Outcomes

By the end of the course, you will be able to:

- Define Cultural Awareness, Valuing Diversity and Equal Opportunities
- Identify fears and barriers to working with people from different cultural backgrounds to your own
- Recognise cultural differences in order to interact appropriately with people from a broad range of cultures
- List the main legislation relating to race and religion and relevant to employees and clients/service-users
- Describe how needs of employees and clients/service users from different races and cultures might impact on service provision and work practices
- Complete a Diversity/Accessibility Audit and identify areas for potential development

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Dealing with Difficult Behaviour in the Workplace
- ➔ Diversity: Becoming 'Diversity Champions' - Skills and Tools (2 Days)
- ➔ Diversity: Disability Awareness
- ➔ Diversity: LGBT Awareness
- ➔ Diversity: Managing Diversity in the Workplace
- ➔ Effective Recruitment and Selection
- ➔ Employment Practice
- ➔ Interpersonal Communication Skills
- ➔ Managing Grievances and Discipline in the Workplace
- ➔ Mental Health Awareness
- ➔ Resolving Differences and Conflict

Mike Phillips Training

Releasing potential through learning and development

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"I will think about my responses and why I am responding in this way. I will look at the other person in a new light and then act."

Mike was very person-centred with participants.

Loved the way this was interactive."

Course Participant
London Borough of Camden

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