



Course Outline

EDI: Cross-Cultural Awareness

Minimum and Maximum Learners: 06 - 16 Duration: One Day Timings: 10:00 – 16:30

Suitable for

Any staff who have **already attended** 'EDI: An Introduction to Equality Diversity and Inclusion' training and want to further enhance their knowledge and skills. Aimed at those who work with colleagues or clients from a range of ethnic and cultural backgrounds and who wish to develop confidence working with this section of the community.

Aim

To provide knowledge and skills to work confidently with people from different cultural backgrounds. You'll learn about common challenges and practical ways to make everyone feel included.

Learning Outcomes

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

- ✔ **Explain** what Equality, Diversity and Inclusion and Cultural Awareness mean
- ✔ **Identify** common fears and barriers when working with people from different cultures.
- ✔ **Recognise** cultural differences and use respectful ways to interact with people from a wide range of backgrounds.
- ✔ **List** the main legislation relating to race and religion and relevant to employees and clients/service-users

- ✔ **Describe** how cultural needs can affect services and workplace practices.
- ✔ **Complete** a EDI/Accessibility Audit and identify areas for potential development

- ✔ **Apply** inclusive language and behaviour when working with people from diverse backgrounds

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

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

- ➔ Client Confidentiality and Professional Boundaries
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ EDI: Disability Awareness
- ➔ EDI: Gender Identity and Gender Diversity Awareness
- ➔ EDI: Learning Disability Awareness
- ➔ EDI: LGBT+ Awareness
- ➔ EDI: Managing and Leading Equality, Diversity and Inclusion in the Workplace
- ➔ Effective Recruitment and Selection
- ➔ Employment Practice for Non-HR Staff
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Management Skills for New/First-time Managers
- ➔ Managing Volunteers

