



## TRIF Diversity in Action Workshops

### Overview

Effective intercultural working is about working with people from different countries or diverse cultures in ways that promote open and respectful interaction, better understanding and improve performance. If you would like to develop on a personal level and enhance working practices within your organisation, then this is for you.

### Dates and location

- Regional and bespoke at organisation's premises on request:- June-November 2010

### Approach

The workshops are delivered by a professional team with extensive practice in staff development from across the sectors and are underpinned by the National Occupational Standards for Intercultural Working. Each of the \*four workshops focus on a discrete area of organisational activity:

1. Working with colleagues from diverse cultures
2. Managing colleagues from diverse cultures
3. Recruiting & retaining colleagues from diverse cultures
4. Delivering services to individuals from diverse cultures

### Outcomes

- A more productive workforce and improved customer service
- Mutually respectful and supportive working relations
- Greater potential for local business growth
- Strengthened equality & diversity policies, procedures and actions
- Greater engagement with local communities

### Participant Profile

The workshops are suitable for anybody who is working (face-to-face or via telecommunications) with individuals or organisations from another culture or country whether they were born, educated or live here, or live or work abroad. Staff from the public sector, in education, or in voluntary, community, aid, local government or humanitarian work are all welcome.

*\*CiLT – The National Centre for Languages - National Occupational Standards for Intercultural working. Standards for working with people from different countries or diverse cultures*

**Duration**

Each of the five 'stand-alone' Diversity in Action sessions are run as half-day open workshops or in an extended format on request.

**Fee**

There is no charge for this positive action programme. It attracts a 100% subsidy through CLG. However, please be aware that there is a 100% full cost charge for cancellations made in less than 7 working days before the event.

To book a place or for more information, please email [TRIF@nbp.org.uk](mailto:TRIF@nbp.org.uk)

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