

One Day Training on Cultural Awareness

The programme will explore:

- What is culture
- What is alien?
- What are social customs?
- Rules and Taboos!
- Difference and how do we react to it?
- Verbal and Non-verbal communication
- Stereotypes
- Understanding cultural etiquette
- *Our* Cultural Rules and Behaviours!
- How misunderstanding can arise!
- Making mistakes
- Apology and how can it be used effectively

Aims:

- To raise awareness of how culture influences the work environment in positive and negative ways
- To improve service delivery and service user experience by developing self awareness within the workforce
- To demonstrate how the lack of cultural awareness can present a challenge to many organizations

Outcomes:

- To raise cultural awareness among practitioners
- To improve service user engagement and participation