INFINITY
INCLUSION & TRANSFORMATION

Infinity Inclusion & Transformation

Everything you need to know before your EDI training session

Inclusive workplaces across the UK



EQUALITY | BELONGING | DIVERSITY | INCLUSION | ACCESSIBILITY | RESPECT

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01 · YOUR SESSION

About your session

Thank you for choosing Infinity Inclusion & Transformation for your in-house Equality, Diversity & Inclusion training. This guide covers everything you need to know about your booked session with us.



QUESTIONS BEFORE THE DAY?

info@infinityitlearning.co.uk

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COURSE SPOTLIGHT

Cultural Competence

Understand your own cultural lens. Communicate across difference. Provide services that truly respond to diverse communities.

> **Cultural competence isn't something you're born with. It's a skill that can be learned.**
>
> The idea at the heart of this course

DURATION	DELIVERY	LOCATION	TAILORING
Half day	Online · Face-to-face	Anywhere in the UK	For in-house groups

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A STORY TO BEGIN · ILLUSTRATIVE SCENARIO

The patient who “didn’t engage”

1

WHAT STAFF SAW

Mrs Haddad missed three clinic appointments in a row. Her file was flagged: “non-engaging.”

2

WHAT WAS REALLY HAPPENING

Newly arrived in the UK, she couldn’t read the English letters or use the automated booking line – and didn’t want to be a burden.

3

WHAT CHANGED

A nurse booked a phone interpreter and simply called her. She came to the next appointment – and every one after.

THE LESSON **What looks like a “difficult” person is often a service that hasn’t adapted yet.**

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THE JOURNEY · SIX MODULES

What the session covers

01
Culture, identity & your own cultural lens
Start with the person in the mirror – the assumptions we all carry.

02
Communicating across cultures & languages
Plain words, active listening and checking we've truly understood.

03
Working well with interpreters
Three-way conversations that keep the person at the centre.

04
Respecting cultural & religious needs
Prayer, diet, fasting, modesty, family – asked about, not guessed.

05
Avoiding stereotyping
Culture as context – never a script for the individual in front of you.

06
Culturally responsive services
Small practice changes that open doors for whole communities.

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MODULE 01 · CULTURE & IDENTITY

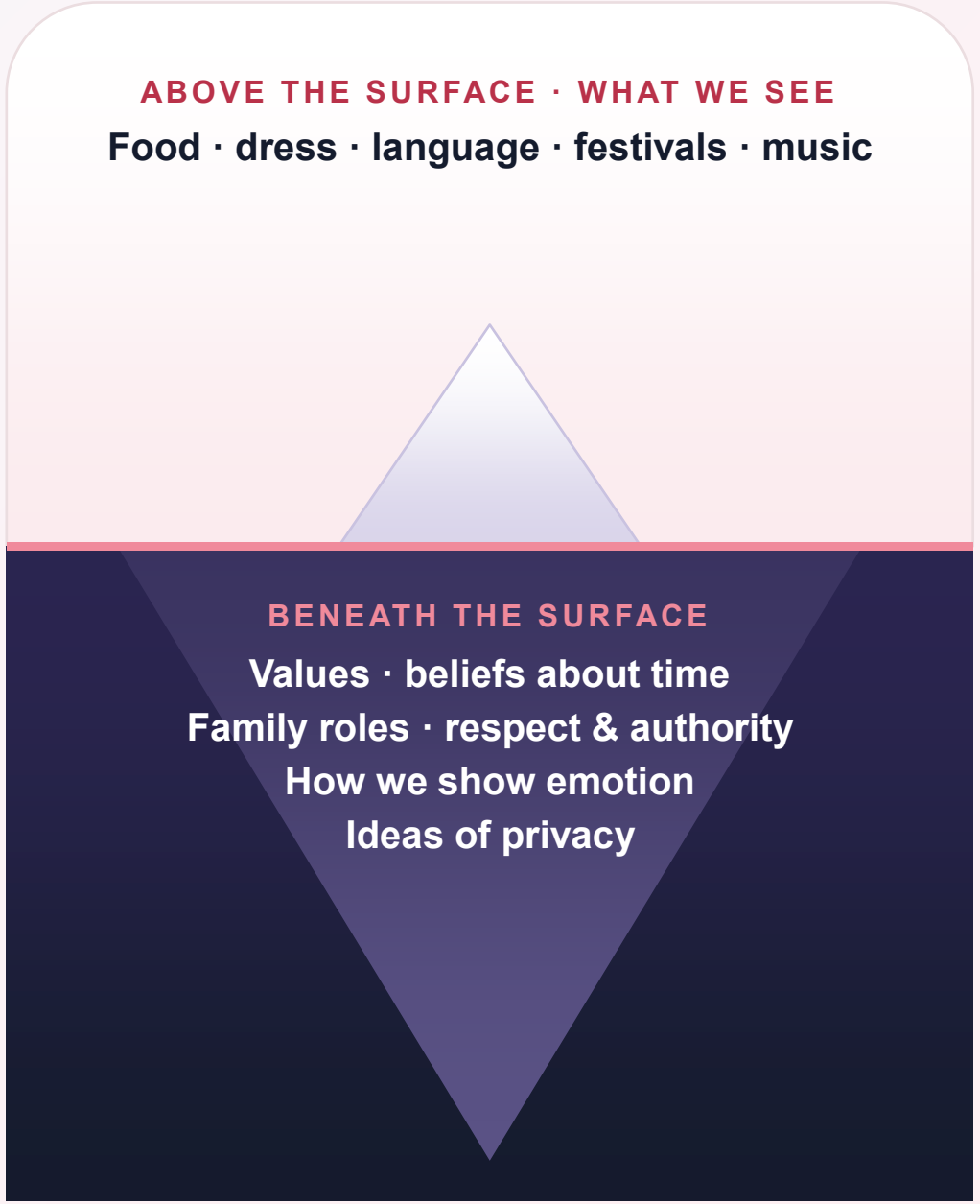
Culture is like an iceberg

Most of what shapes how we act sits below the waterline – including for us. This module helps you notice your own cultural lens before it quietly shapes your judgement.

STORY · "HE WAS SO RUDE"

A support worker felt a client was being rude because he never made eye contact. In the client's culture, lowering your eyes to someone in authority is a sign of respect.

Same behaviour. Opposite meaning.



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MODULES 03 & 04 · STORIES FROM PRACTICE

Small moments, big difference

WORKING WITH INTERPRETERS

The ten-year-old interpreter

A mother's housing appointment was "interpreted" by her son. He softened the bad news, left out the arrears – and missed school to do it.

WHAT GOOD LOOKS LIKE

- **Use a professional interpreter – never a child**
- **Speak to the person, not the interpreter**
- **Brief before, debrief after**

RESPECTING RELIGIOUS NEEDS

The meeting at sunset

During Ramadan, a team's monthly review sat at 6pm. One colleague quietly missed it every time – until a manager simply asked what would work.

WHAT GOOD LOOKS LIKE

- **Ask, don't assume – needs vary**
- **Plan around prayer, fasting and festivals**
- **Make flexibility the norm, not a favour**

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MODULE 05 · AVOIDING STEREOTYPING

Curiosity beats assumption

THE ASSUMPTION	THE BETTER QUESTION
"She's from Poland, so she'll be Catholic."	**Is there anything about your beliefs or routines we should plan around?**
"He's older, so his family will make the decisions."	**Who would you like involved in decisions about your care?**
"They're refugees, so they won't speak English."	**Which language would you prefer us to use with you?**

Culture gives us context. Only the person can tell us who they are.



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WHAT YOU'LL TAKE AWAY

What you'll leave able to do

1. **Reflect** on your own cultural background and assumptions
2. **Communicate** effectively across cultural differences
3. **Respect** cultural needs while avoiding stereotyping
4. **Adapt** services and practice for diverse communities

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WHY IT MATTERS FOR UK ORGANISATIONS

Every community deserves to be understood

Communities across the UK are increasingly diverse, and many towns and cities are part of the **City of Sanctuary** movement, welcoming people seeking safety. Health, social care, education and housing teams especially need the skills to work respectfully across cultures, languages and faiths.

01

Better outcomes

Improves outcomes for diverse communities

02

Race equality

Supports race equality frameworks across the UK

03

Real-world ready

Practical for health, care, education and housing teams

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WHO IT'S FOR · HOW IT'S DELIVERED

Built for the people on the front line

WHO IT'S FOR

Frontline, health, education, housing and community-facing teams in:

- Local authorities
- NHS organisations
- Schools & colleges
- Universities
- Housing associations
- Charities
- Private-sector employers

HOW IT'S DELIVERED

Scenarios, not lectures

Interactive, discussion-based learning built around realistic workplace situations.

A space to ask honestly

A respectful room where people can ask the questions they'd usually hold back.

Shaped around you

For in-house groups, we adapt examples, length and emphasis to your sector, policies and priorities.

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BOOK YOUR SESSION

Cultural Competence, anywhere in the UK

DURATION
Half day

DELIVERY
Online / Face-to-Face / In-House

LOCATION
Online, or at your venue anywhere in the UK

TAILORING
Available for in-house groups

FACE-TO-FACE AT YOUR VENUE, OR LIVE ONLINE

London · Manchester · Birmingham · Leeds · Bristol · Newcastle · Glasgow · Edinburgh · Cardiff · Belfast · and beyond

Live online sessions bring together teams spread across different sites.

info@infinityitlearning.co.uk

Prefer a wider programme? Combine with our in-house EDI training or pair it with EDI consultancy support.



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03 · WHAT TO PREPARE

Venue & equipment

1

WE PROVIDE

Your trainer brings all session materials and resources. A projector and screen can be supplied too — just let us know in advance.

2

THE VENUE PROVIDES

A comfortable, accessible room with space for group discussion. Please tell us about any delegate accessibility needs in advance.



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SEE YOU SOON

Thank you

for choosing Infinity Inclusion & Transformation Training

Inclusive Workplaces Across the UK

Practical EDI training · Consultancy · In-house programmes

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