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

Race, Culture & Diversity

An open, thoughtful session on race, ethnicity, culture and identity at work.

Enquire about this course

DURATION
2–3 hours
One focused, interactive session

DELIVERY
3 ways
Online, face-to-face or in-house

LOCATION
UK-wide
Online, or at your venue

TAILORING
Bespoke
Adapted for in-house groups

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THE COURSE · WHY IT MATTERS

Diversity is the UK's everyday reality

NEARLY

1 in 5

people in England and Wales identified with an ethnic group other than White

Source: ONS, Census 2021

1

GROWING DIVERSITY

UK communities are more diverse than ever — our teams need to reflect and serve them well.

2

FOUR NATIONS, MANY VOICES

Around 1 in 6 people in Wales (17.8%) can speak Welsh. Identity is national, regional and linguistic.

3

CONFIDENT CONVERSATIONS

Staff who understand culture and identity work better with colleagues and communities.

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THE COURSE · WHAT WE COVER

Five conversations, one journey

01

Race, ethnicity, nationality & culture

Are they the same thing? Untangling words we often mix up.

02

How stereotypes & assumptions form

Why our brains take shortcuts — and what those shortcuts cost.

03

National, regional & linguistic identities

From Belfast to the Borders: identity across the UK's nations and regions.

04

Talking about race with confidence

Swap the fear of "saying the wrong thing" for curiosity and care.

05

Culturally inclusive practice at work

Everyday habits that help every colleague and customer belong.

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MODULE 01 · THE LANGUAGE

Same person, many layers

Race

A social category based on perceived physical traits such as skin colour. Socially constructed — with very real effects.

Ethnicity

Shared heritage, ancestry, language or traditions a person identifies with — e.g. Black Caribbean, Irish Traveller.

Nationality

Legal citizenship of a country — e.g. British, Irish, Polish. Many people hold more than one.

Culture

The values, customs, faith, food, humour and ways of communicating we learn — always evolving.

STORY · MEET PRIYA

Priya is British by nationality, Gujarati Indian by ethnicity and Welsh by upbringing. She moves between English, Welsh and Gujarati — and is a lifelong Cardiff City fan.

Which single box would you tick for her?

Illustrative scenario

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STORY 1 · AN ILLUSTRATIVE SCENARIO

“But where are you really from?”

Amara, a ward manager born and raised in Leeds, starts at a new trust. A colleague asks where she’s from. “Leeds.” “No — where are you *really* from?”

MEANT
Friendly curiosity

LANDED
“You don’t belong here”

BETTER
“What brought you to the team?”



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STORY 2 · AN ILLUSTRATIVE SCENARIO

The accent assumption

Callum, a housing officer from Glasgow, joins the Bristol team. Some tenants ask to “speak to someone in charge”. In meetings, his ideas only land when a colleague repeats them.

QUESTIONS WE EXPLORE TOGETHER

1. What assumptions do we attach to accents and dialects?
2. How could a colleague step in — in the moment?
3. What would change if the team named it?

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THE COURSE · OUTCOMES

What you'll walk away with

1. **Understand** race, ethnicity, culture and identity — and how they differ
2. **Recognise** stereotypes and the assumptions behind them
3. **Talk** about race and culture with greater confidence
4. **Apply** culturally inclusive practice in your role

WHO IT'S FOR

All staff — especially teams serving diverse communities.

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

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THE COURSE · HOW IT'S DELIVERED

No lectures. Real conversations.

01

Interactive by design

Discussion-based, using realistic workplace scenarios.

02

A respectful space

Ask questions honestly, without fear of getting it wrong.

03

Tailored to you

In-house examples, length and emphasis reflect your sector, policies and priorities.

ONLINE ANYWHERE, OR FACE-TO-FACE AT YOUR VENUE IN

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

Enquire about this course

Want a wider programme? Combine this course with others in our in-house EDI training, or pair it with EDI consultancy.

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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

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for choosing Infinity Inclusion & Transformation Training

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