



Yvonne Field Associates Ltd
Consultancy & Training

Promoting Social Inclusion • Valuing Diversity • Creating Dynamic Partnerships ● ● ●

Food Standards Agency

Working Effectively with Diverse Communities

**LEARNING OBJECTIVES
&
COURSE PROGRAMME**

2008

YFA Consultancy & Training
New Broad Street House
35 New Broad Street
London EC2M 1NH
T: 020 7194 8253
E: info@yfassociates.co.uk
www.yfassociates.co.uk

Working with diverse communities

1-day training programme

Aiming to enhance understanding and practice in the area of equality and diversity, this highly practical programme will enable Local Authority Food Law Enforcement Officers to work more effectively with FBOs from diverse communities.

Learning objectives

By the end of the day – and by making reference to the Toolkit – participants will have increased their **knowledge and understanding** of:

- Current equalities legislation and statutory duties and how this fits with the role and remit of LA food law enforcement officers
- The national, organisational and individual context for equality and diversity
- The basic cultural/religious/social/business practices and etiquette in a number of key cultural groups
- The principles of good practice in developing good working relationships
- The principles of good practice in cross-cultural communication
- Where to find further support materials and resources

By the end of the day – and by making reference to the Toolkit – participants will have increased confidence in their **ability** to:

- Communicate effectively with, and value the diversity of, a wide range of individuals and cultures
- Work effectively with FBOs to identify, highlight and resolve issues
- Identify the 'diversity issues' and opportunities for relationship building within particular situations
- Identify good practice solutions to a range of situations in order to work more effectively with diverse communities
- Engage in a personal continuous improvement process for the development of diversity good practice skills

Course programme

AM

- What is equality and diversity? Why is it important?
- The context for diversity – what does it mean for us in our work?
- Overview of the equalities legislation and statutory duties
- A model of diversity – thinking about values, attitudes and behaviour

PM

- Diversity into practice – identifying the key skills
- Developing intercultural awareness and sharing experiences
- Relationship-building – dealing with intercultural situations
- Diversity good practice guidelines