

# Booking Form Diversity Roadshow 2007

- 12 November 2007 — London  
 19 November 2007 — Nottingham
- 14 November 2007 — Bristol  
 26 November 2007 — Manchester
- (Please tick your preference)

## Delegate Details Please use BLOCK CAPITALS

**1st delegate**  Fee £249+VAT  
Mr/Mrs/Ms/Dr (surname) .....  
First Name .....  
Job Title .....  
Approving Manager .....  
Dietary Requirements .....  
E-mail .....

**2nd delegate**  Fee £249+VAT  
Mr/Mrs/Ms/Dr (surname) .....  
First Name .....  
Job Title .....  
Approving Manager .....  
Dietary Requirements .....  
E-mail .....

## Contact Details Please use BLOCK CAPITALS

NB: Invoice will be sent to the contact and each delegate will receive joining instructions

Mr/Mrs/Ms/Dr (surname) .....  
First Name .....  
Job Title .....  
Organisation .....  
Address .....  
Telephone .....  
Fax .....  
E-mail .....

Training Manager .....

No of employees  under 10  10-50  51-100  101-500  
 501-1000  over 1000

The details you will provide will be held on Diverse-ct's database and will be used to promote other products and services that may be of interest to you. We will not pass on your information to other organisations without your prior consent. Please tick this box if you are happy for us to pass on your information.

## Invoice/Payment Details

NB: Payment must be made in Pounds Sterling. Please note that payment is required in advance of the event. Diverse-ct reserves the right to refuse admission if payment is not received. **If you are sending a purchase order kindly attach a copy of this booking form.**






**Fee**

<b>1 delegate</b>	<b>2 delegates</b>
<input type="checkbox"/> £249 + VAT	<input type="checkbox"/> £498 + VAT

Diverse-ct to invoice my organisation Purchase Order No:  Cheque drawn on a UK bank enclosed (payable to Diverse-ct)

Credit Card: Visa/Mastercard/Delta/Switch/Amex  
For Credit Card payments please book online.  
[www.diverse-ct.co.uk/bookings](http://www.diverse-ct.co.uk/bookings)

## 5 easy ways to book

-  Online Booking  
[www.diverse-ct.co.uk](http://www.diverse-ct.co.uk)
-  Fax this booking form to us on  
**0871 256 2669**
-  By email to  
**bookings@diverse-ct.co.uk**
-  Send this form to  
**Course Bookings  
Diverse-ct  
Kashmir House  
44 Westbourne Rd  
Luton  
Beds LU4 8JD**
-  Call us on **0845 338 6070** (at local rates) to reserve your place

### Fees

The fee for this event covers all written materials, lunch and refreshments. A VAT invoice and joining instructions will be sent to you acknowledging your booking. Please contact us if you do not receive this within fourteen days of booking.

### Booking conditions

**Substitutions cancellations** – Upon receipt of your booking form, your places will be confirmed in writing. Any cancellation or transfer must be received in writing. The appropriate charge will apply based on the cost of your booking.

### Transfers

Up to 28 days before the event	<b>FREE</b>
27 to fourteen days before the event	<b>10% plus VAT</b>
Less than fourteen days before the event	<b>100% plus VAT</b>

**Please note a delegate can only transfer from the same event twice within twelve months of the original booking. A transfer can only take place once payment has been received.**

### Cancellations

Up to 28 days before the event	<b>10% plus VAT</b>
Less than 28 days before the event	<b>100% plus VAT</b>

A substitute delegate can be named at any time before the program begins without charge.

### Multiple booking discounts

Organisations making three or more bookings at the same time will receive a 10% discount. Please note that this only applies to places booked at the same time by either members or non-members. Unless otherwise stated, any discount available on this event may not be used in conjunction with other special discounts which may be offered by Diverse-ct and from time to time.

### Discounts

Unless otherwise stated, only one discount can be claimed at a time; we will automatically give you the highest value of any discounts for which you are eligible.

### Important note

This booking form constitutes a legally binding contract. It may be necessary for reasons beyond the control of Diverse-ct to change the content and timing of the program, the speakers, the date or the venue. In the unlikely event of the program being canceled, a substitute event from the series may be booked but Diverse-ct disclaim any further liability.

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Diverse  
Consultancy &  
Training

## Towards Cultural Competence

### Diversity

Diversity is about the recognition and valuing of difference in its broadest sense. It is about creating a working culture and practices that recognise, respect, value and harness difference for the benefit of the organisation and the individual, including service users.



Call us on **0845 338 6070**



Online Booking [www.diverse-ct.co.uk](http://www.diverse-ct.co.uk)



## Consultation Services

Effective consultation is the foundation of any new or proposed scheme. Diverse-ct are experts in both organisational and community consultation.

If you require;  
Race Equality Schemes, Diversity Promotion, Equality impact assessment, Engagement with the hard to reach and BME communities.

Contact us with complete confidence.



# Towards Cultural Competence

## Why you should attend this course

This course will help you understand:

- Why you need to use research based evidence
- The differences in behaviour of migrating communities
- How to use demographics to help plan local services
- How to define an ethnic group
- How to provide services that meet the needs of different ethnic groups
- What Cultural Competence is
- Your own potential to discriminate
- How to develop an action plan that meets the national agenda and local needs

## In-house training

In house training can be presented exclusively for your organisation on any subject in the equalities, diversity or cultural competency fields.

Training would be individually tailored to meet the specific needs of your organisation.

To discuss your in-house requirements please ring Diverse-ct on **0854 338 6070** or e-mail [enquiries@diverse-ct.co.uk](mailto:enquiries@diverse-ct.co.uk)

## How to Deliver Culturally Competent Services

Our changing communities need to be reflected in the way we run our organisations. We can no longer stagnate whilst all around us there is change.

If we want to provide services and work conditions that meet the requirements of people from different communities, we must take into account the needs of different cultural groups.

## Diversity Roadshow 2007 Programme

9.00am	<b>Registration &amp; Coffee</b>	12.30pm	<b>Lunch</b>
9.20am	<b>Welcome &amp; Introductions</b> <ul style="list-style-type: none"> <li>• To explore our expectations of the day</li> <li>• Objectives of the day</li> </ul>	1.15pm	<b>African Caribbeans</b> <ul style="list-style-type: none"> <li>• A Historical look at why this community do not fully engage with services</li> </ul>
9.40am	<b>What is Cultural Competence?</b> <ul style="list-style-type: none"> <li>• What does this mean to you?</li> <li>• Would we be able to recognise a culturally competent organisation?</li> </ul>	2.30pm	<b>Tea/Coffee</b>
10.15am	<b>Demography</b> <ul style="list-style-type: none"> <li>• A snap shot of the UK</li> <li>• Why is demography important?</li> </ul>	2.45pm	<b>Group Exercise</b>
10.45am	<b>Ethnic Minorities &amp; Inequalities</b> <ul style="list-style-type: none"> <li>• What are some of the inequalities that exist?</li> <li>• Ethnic minorities and our perceptions.</li> </ul>	3.15pm	<b>Muslims &amp; Islam</b> <ul style="list-style-type: none"> <li>• An overview of this community of people</li> <li>• What do they believe?</li> <li>• How would this impact on our service?</li> </ul>
11.15am	<b>Tea/Coffee Break</b>	4.30pm	<b>Implications Session</b> <ul style="list-style-type: none"> <li>• What are the implications?</li> <li>• A three tier approach</li> </ul>
11.30am	<b>First Impressions Exercise</b> <ul style="list-style-type: none"> <li>• Group exercise</li> </ul>	4.50pm	<b>Evaluation and Finish</b>
12.00pm	<b>Exploring Attitudes &amp; Beliefs</b> <ul style="list-style-type: none"> <li>• What influences our attitudes and beliefs?</li> <li>• Our potential to discriminate</li> </ul>		

## Roadshow 2008

We are currently planning a further Roadshow for Jan/Feb 2008 and beyond. If you are interested in attending, please submit your details on our website. If you would prefer other destinations, please let us know.

[www.diverse-ct.co.uk/roadshow](http://www.diverse-ct.co.uk/roadshow)

