

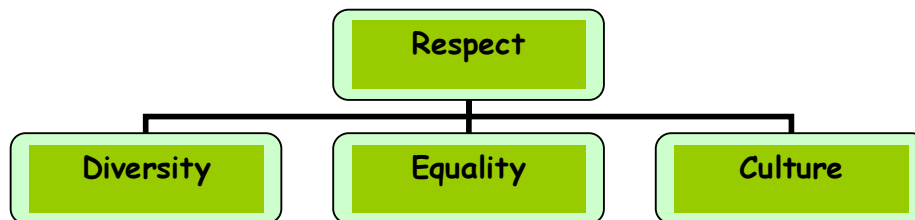
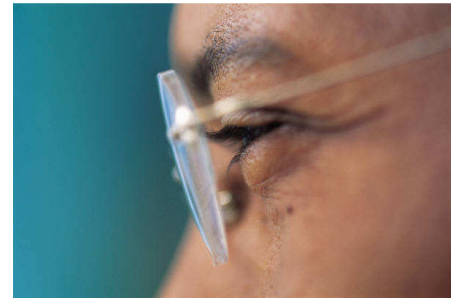


# Dagon Services

**Development Programmes  
that can  
help create a more tolerant and respectful workforce**

## Open Programmes

- Equality & Diversity 6 day
- Equality & Diversity 5 day
- Multiculturalism & Religion 3 day
- Cultural Awareness 2 day
- Cultural Awareness 1 day
- Asian Cultural Awareness 1 day
- Individual Cultural Identity 1 day



Experiential and varied programmes delivered by experienced consultants  
Accredited and part accredited programmes with OCN and ASET available  
Dagon Services programmes can be tailored to your workplace culture.

Note : Other cultural programmes under development

Some programmes are provided in partnership with Noble Khan Ltd

*Training and Development Consultancy for Organisations, Groups and Individuals*  
Dagon Services, 15 Whiteclosegate, Carlisle, Cumbria, CA3 0JA

Telephone number : 01228 535957

Email : [wendy.aldred@dagonservices.co.uk](mailto:wendy.aldred@dagonservices.co.uk)

[www.dagonservices.co.uk](http://www.dagonservices.co.uk)

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# Dagon Services

## Successful conclusion of Pilot Programme

In May 2006 we began a pilot with the Scottish Fire Services College running a 5 day Accredited Equality & Fairness Programme for them. We tailored it to their requirements and the needs of the Fire & Rescue service. It was spread over several months to fit in with other fire industry related programmes at the college. In March 2007 we are delighted to announce that 6 instructors and 2 managers successfully gained their certificates, with a further 3 due to complete soon.

What the delegates said :

"The role plays made me more comfortable dealing with certain situations" MM

"I found the assignment on understanding the impact of different cultures in the workplace helpful" SG

What have you learnt about yourself ?  
" I am not as smart as I thought I was"  
Anonymous !



Delegates at Scottish Fire Services College

"Although I was aware of Equality and Fairness there are many other areas to it than I thought" IM

"The programme has been beneficial for all instructional staff and should be continued for future staff" DS

I will be more aware of how to challenge and identify what harassment, bullying and other inappropriate behaviour is" DG

"I found the assignment on Banter helpful, giving a better understanding of advantages and disadvantages." DS

If you would like a programme tailored to your organisations needs and culture then contact us today on 01228 535957 or email [wendy.aldred@dagonservices.co.uk](mailto:wendy.aldred@dagonservices.co.uk)



# Dagon Services

## Open Programme details

### Equality & Diversity Programme \*

- Who am I ?
- Respect
- Beyond stereotyping and prejudice
- Groups and how they behave
- Different cultures
- Diversity
- Harassment
- Working in different settings – organisational culture
- Dealing with conflict
- Relevant organisational policies and legislation
- Using the learning at work
- Asian Cultures and Religion \*

*Accredited*

### Cultural Awareness \*

- What is culture ?
- Developing cultural awareness and understanding
- Identifying cultural influences and impact on the way we act
- Barriers to cultural communication and overcoming them
- How to benefit from cultural diversity
- Asian Cultures and Religion

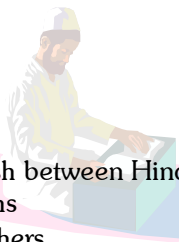
*Part Accredited*



### Asian Cultures and Religion Day \* ( included in other programmes above )

- Skills to deal effectively with Asian colleagues and customers
- How to distinguish between Hindus, Muslims and Sikhs
- Learn to greet others in Hindi and Urdu
- Compliance with Employment Equality (Religion and Belief) Regulations 2003
- And much more ...

*Accredited*



### Individual Cultural Identity

- Groundrules & Guidelines
- Three dimensions of Change
- So who am I and how do I tick ?
- Values, beliefs and ethics
- Personal beliefs of acceptable behaviour
- Personal prejudice
- 'both/and' v 'either/or'
- Understanding what respect is
- Considering basic needs
- Building effective relationships



If you would like to attend this one day programme on its own please let us know as we will be arranging dates for our next programme


5 day programme accredited by OCN and delivered by Dagon Services  
1 day Asian Cultures day accredited by ASET and delivered by our partners Noble Khan Ltd.

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Telephone : 01228 535957 email : wendy.aldred@dagonservices.co.uk  
www.dagonservices.co.uk



# Dagon Services

## Other Sample Programmes

<p><b>Diversity Awareness (1 day)</b></p> <ul style="list-style-type: none"> <li>• What is diversity about ?</li> <li>• Definitions</li> <li>• Stereotyping, prejudice and discrimination</li> <li>• Beliefs and behaviour</li> <li>• How history (baggage) and cultures can hinder fairness</li> <li>• Have we crossed the line ?</li> <li>• An introduction to legislation and policies</li> <li>• Action Planning</li> </ul>	<p><b>Multiculturalism (2 day)</b></p> <ul style="list-style-type: none"> <li>• Stereotyping and generalisations</li> <li>• Beyond stereotyping and prejudice</li> <li>• What we don't see</li> <li>• Groupthink process</li> <li>• Cultural misunderstandings</li> <li>• So what is diversity about ?</li> <li>• Organisational culture</li> <li>• Relevant organisational policies and legislation</li> </ul>
<div style="display: flex; align-items: center;">  <div style="flex: 1;"> <p><b>Other areas that you may be interested in</b></p> <ul style="list-style-type: none"> <li>• Developing and Implementing Diversity Policies</li> <li>• Audits &amp; Attitude Surveys – diversity, religion, sexual orientation etc</li> <li>• Challenging unacceptable behaviours</li> <li>• Dealing with Bullying</li> <li>• Inclusion and Exclusion</li> <li>• Have you crossed the line ?</li> <li>• Communicating with people with extreme views</li> </ul> </div> </div>	<p><b>Cultural Awareness (1 day)</b></p> <ul style="list-style-type: none"> <li>• What is culture ?</li> <li>• Developing cultural awareness and understanding</li> <li>• Identifying cultural influences and impact on the way we act</li> <li>• Barriers to cultural communication and overcoming them</li> <li>• How to benefit from cultural diversity</li> </ul>
<p style="color: blue;">Ask about our Programmes for Senior Managers</p> <p style="color: blue;">Or tailoring an event to your particular needs or workplace culture</p> <div style="background-color: green; color: white; padding: 5px; text-align: center;"> <p>Telephone or email us today to find out more about our programmes .... Ask for Wendy Aldred Principal Consultant</p> </div>	