

FSB Enterprises

www.fsbinsight.co.uk

An Introduction to Equalities, Diversity and Customer Care

Two Hour Session

FSB Enterprises provides 'An Introduction to Diversity'. This training is designed to provide staff who interact with the public with an awareness of current thinking, legislation and good practice in relation to valuing diversity and eliminating discriminatory practices in the workplace. The training covers the following topics:-

- Defining Diversity
- Primary and Secondary Dimensions of Diversity
- Prejudice, the Dynamics of Prejudice and the ladder of prejudice
- Discrimination and Behaviour
- Legislation relating to Diversity
- The business and personal case for valuing diversity
- Behaviour and eliminating discrimination in the workplace

This training is aimed at staff in both the public and private sectors. It is ideal for staff in a healthcare setting or in social care. Our training sessions are provided by trained members of staff who have experience in developing and providing bespoke training for the NHS and other audiences in the private sector.

Courses are held at the Sensory Impairment Centre, Wilson Avenue, Kirkcaldy as well as at external venues, if requested. Group discounts are available.

If you would like further information or wish to book on to a course, please contact Elaina Etim, Admin Assistant, t: 01592 583272, f: 01592 583273, e: elaina.etim@fsbinsight.co.uk or go to www.fsbinsight.co.uk.

By post: FSB Enterprises, Fife Sensory Impairment Centre, Wilson Avenue, Kirkcaldy KY2 5EF.

**If you require this information in alternative format
please contact us on 01592 583272**

Wilson Avenue, Kirkcaldy, Fife, KY2 5EF

t: 01592 583272 f: 01592 583273

e: info@fsbinsight.co.uk



FSB Enterprises and **insight** are subsidiaries of **Fife Society for the Blind**
Fife Society for the Blind is a company limited by guarantee, registered in Scotland (registered number 164278)
Company No. SC229521 VAT REGISTRATION NO. 796 9705 53