



Photo by Zach Vessels

Training from Connected Voice Haref:

**Cultural Competency: Working with  
ethnically marginalised communities  
in health settings**

[www.ConnectedVoice.org.uk/haref](http://www.ConnectedVoice.org.uk/haref)

# Feel inspired - promote health equity

Our Cultural Competency training will help you to better connect with and deliver effective services to people from ethnically marginalised communities. Developed in partnership with the Haref Network, it is directly informed by those with lived experience.

Email [sally.adams@connectedvoice.org.uk](mailto:sally.adams@connectedvoice.org.uk) for booking information.

## Delivery

Training sessions are 2.5 hours long and delivered online or in person (3 hours) with interactive exercises, videos and discussion points to take back to your organisation. It's a safe space in which to ask questions and listen to real life examples about how improved cultural knowledge has been used to break down barriers and improve services.

## Learning outcomes:

- Explore what do we mean by **culture**?
- Understand the **diverse and intersecting characteristics** of local communities
- Develop skills to **identify barriers** to accessing services
- Recognise **good practice**
- **Feel more confident** in working with different communities



It was about getting people to think about their own cultures, and making them feel comfortable about discussion around health inequalities. There was a video of a person talking about their experience of being in a minority. That really set the tone for the session, straight away that broke down barriers



The training made us think of things we hadn't thought of. It was interactive and people took part. It was run professionally and smoothly

## Resources and follow-up

We want to help you make a real difference in your own organisation. We provide a resource pack with information to follow up and a post-session questionnaire so you can take the learning from the session and put it into practice.

## Quality assurance

This training has been commissioned and approved by Newcastle City Council Public Health and we have successfully delivered it to more than 600 people from 50 health organisations, including NHS services, charitable organisations, social enterprises and research institutions.

## Our clients include:



# Meet Our Trainers



## Isobel Corby

Isobel is an experienced facilitator who has delivered training on complex subjects like domestic abuse, understanding trauma and self-care and boundaries. Isobel has worked in VSCE and health partnerships in Newcastle for over a decade, delivering services to diverse communities and is passionate about social justice and achieving health equity for minoritised groups. Isobel refreshes the training annually to ensure that it stays relevant and includes the voices of the Haref Network, who's experiences inform this unique training.



## Mehru-Nisa Shah

Mehru-Nisa has over two decades of experience in community work with ethnically marginalised communities in our region, ranging from Newcastle's multi faith Peace & Unity initiative to working with various foodbanks, in particular Newcastle's West End Foodbank. Mehru-Nisa has always been passionate about working with refugees and asylum seekers, volunteering in France, Greece and Pakistan, and is dedicated to working with charities such as Refugee Biriyani and Bananas and Toon Aid. Mehru-Nisa is committed to driving the improvement of health and wellbeing services for ethnically marginalised communities.



Visit our website to learn about other services in the Connected Voice family

Enquire about a training session with us today. Call 0191 232 7445 or email [sally.adams@connectedvoice.org.uk](mailto:sally.adams@connectedvoice.org.uk)

## Find out more about Haref

If you would like to find out more about our work or how to get involved, please visit our website or alternatively, email or phone us for more information:

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