

INTERCULTURAL COMMUNICATION TRAINING REGISTER YOUR INTEREST IN OUR NEW ONLINE TRAINING

This new training designed and delivered by our Migrant Lived Experience panel is available online or in-person depending on your and your team's needs

Who is the training for?

The training is designed to be grounded in the realities of public-facing staff working with diverse service users, clients and communities in Scotland. It will be of relevance to frontline and reception staff, case workers, volunteers and service managers.

How relevant will the training be to my work?

Rather than offering a one-size-fits-all model, or leaning heavily on theoretical concepts and models, this training is grounded in the realities of public-facing work and can be tailored to the needs of public sector, third sector, service delivery and community organisations. Scenarios, challenges and discussions are drawn from real practice, making the content immediately relatable and credible to participants.

How will the training be delivered?

The pilot training will be delivered as a 2 hour, online, module in March 2026 (exact dates tbc). In future we may offer longer training and face to face options depending on capacity and demand.

What will I get from taking part?

Our inclusive, strengths-based framework treats cultural difference as a resource rather than a problem to be managed. The emphasis is on self-awareness, adaptive communication skills and practical strategies that can be applied immediately in workplaces and community settings. The training will help you and your organisation move from awareness to reflection and then to action.

- Our approach is deliberately practical and skills-based, focusing on what participants actually need to do differently in real-life multicultural environments.
- The training will give you tools and support to recognise assumptions and make concrete changes in how you work with colleagues, service users and communities.
- The training creates space for honest conversations about tension and misunderstanding, while remaining constructive, accessible and non-judgemental.

Who will deliver the training?

The training is delivered by third sector professionals with lived experience of migration and experience working with migrant clients. Importantly, this lived experience is not treated as anecdotal or supplementary. It actively shapes the design, examples, case studies and facilitation style. This allows the training to surface nuances around power, belonging, exclusion and trust that are often missed in more generic programmes.

Register your interest and find out first about new training dates and early bird offers.

Need training for a team - get in touch and we will be happy to organise a bespoke session



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REGISTER NOW! ▶

