




afrocats

Training for effective
engagement

Our training will support your organisation in discovering practical resolutions to your shared challenges. We'll help you start the conversations needed to achieve vital milestones on your equity, diversity and inclusion journey.

Using lived experience and over 20 years working with communities from the global majority, award-winning charity Afrocats and its founder CEO Magdalen Bartlett will support your organisation and teams to provide the best possible services and engagement experiences.

"To maintain a balanced society it is essential that we challenge our perceptions and biases. To do this, we must expand our knowledge and question ourselves daily.

"Only then will people who have faced multiple disadvantages begin to have equitable and fair connections with our organisations.

"From my experience over the years, this starts with an ethical foundation. One that investigates the motives behind what we have to leave behind, achieve personally or as an organisation. Only then can we create equitable interactions."

Magdalen Bartlett, CEO



Who is this training for?

Our training is designed for organisations and networks. We have experience working with a variety of teams that interact with diverse communities and the global majority; from visitor and engagement teams to volunteers and frontline customer support teams. Along with creative practitioners, artists and facilitators.

"Magdalen provided an exceptional session for us. It gave us the opportunity to learn more about Afrocats and different approaches to delivering and documenting trauma-informed work. The space was safe, and creative allowing the group to have opportunities to reflect on their own practice."

Rose Sergent, Contact

We have delivered training for

the **Whitworth**

together.[®]

CONTACT

Our approach

Our training follows a four-step process where you will participate, learn and take a self-directed approach to solve your shared challenges. We take a creative approach, using lived experience, discussion and group activities to develop effective and meaningful change.

Research and deep dive

In-depth consultation with you and desk research to review the main points you want to address to develop your bespoke training plan

1 to 2 days depending on your needs

Group session

Looking at challenges and barriers, why are you investing in this training and what is need to create the change.

2.5 hours training session with 30 minute Q&A session

Action plan

We'll analyse the session notes and draw up a plan of action for you to work through over the next six months to a year

1 to 2 days development depending on your needs

Optional check-in

We will come back to assess your progress and give practical solutions to support your ongoing development

6 to 12 months later

Testimonial

"Through the training, we looked at what change we can act on to ensure visitors feel more welcome and the skills needed to work at the gallery when welcoming visitors.

We were able to look at what challenges, barriers and difficulties we have faced when engaging with visitors and what an accessible gallery for all looks like. The training enabled us to have honest conversations about how we feel Whitworth is doing in terms of diversifying our visitors.

It is a very rare opportunity to come together as cross-departmental teams and work on these questions together. Afrocats is trusted, open and honest but also generous, using their own experiences of the gallery and expertise to lend to our learnings.

Magdalen's training style is energetic but also empathic – she was aware of internal needs and concerns and managed to approach these discussions with real care, asking us questions in return and encouraging us to share.

We came out of the training with a list of objectives which we work on every month through our access team meeting – even these simple solutions and guidance from Magdalen has been key to improving our service in the long term."

Fiona Cariss, The Whitworth

the **Whitworth**


We look forward to hearing from you!

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Find out more about our work

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