

# Case Study

Thames Water  
British Culture Course

After completing the Basic Awareness in British Culture course, I walked away with lot of useful information that provided me with an insight into the way British people and the way they say and do things. I now understand how people like to socialise and enjoyed the pub culture to how they enjoyed a very open & flexible working culture.

The course helped me to use simple techniques to start conversations with people I didn't know, beyond just discussing the weather and football, and understand the fact that many preferred not to talk about their family in the same way we (Indians might do..). Learning the simple skills of laying the table and setting out a 3-4 course meal, and what to include and what not to gave me the confidence to invite my neighbours over for a tea party to get to know one another and socialise.

It was a jam-packed day with loads of knowledge to absorb, skills to learn and gave us the ability to demonstrate behaviours in the training to reinforce learning right there at the venue. It is fantastic development experience that uses NLP techniques and encourages the learner to use all the five senses to bring alive the learning of British culture.



**Neeti Bindra**  
Learning & Development Partner  
Thames Water

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*Building*  
CONFIDENCE

Enhancing  
Cultural  
Awareness

**Noble  
Khan**