



## Cross Cultural Awareness & Communication

**South-Eastern Region: Wednesday 15 September 2010 1pm – 4pm**  
**Wheelers Hill Meeting Room, Wheelers Hill**

### Course Overview

This course provides an excellent overview to understanding & communicating with people from cultural and linguistically diverse (CALD) backgrounds.

### Key Content Areas

- Awareness of diverse cultures and impact on communication and service provision
- Myths and misconceptions regarding diverse communities
- Barriers to service access
- Understanding culture and cultural sensitivity
- Language/dialect identification
- Communicating with people who have limited English
- Effective use of professional interpreters (onsite/telephone)

### Learning Outcomes

- To understand the cultural barriers that impact on service provision
- To enhance understanding & communication with people of CALD backgrounds

### Relevant Competencies

Aligned with the following units from the Certificate IV Community Services Package:

- CHCCOMIB: Communicate with people accessing the services of the organisation
- CHCC5405A: Work effectively with culturally diverse clients and co-workers

### Target Group

Direct services workers, administrative staff and co-ordinators /managers who communicate or work with people of CALD backgrounds.

**Cost: \$110.00 per person**

**Location:** (Mel. Ref. 71 H9)

Wheelers Hill Meeting Room (Tea, coffee & biscuits provided)

(Adjacent to Wheelers Hill Library)

860 Ferntree Gully Road, Wheelers Hill- parking available on site

**Registration BOOK ON LINE [www.prioletticonsultants.com.au](http://www.prioletticonsultants.com.au)**

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