



Cross Cultural Awareness & Communication

South-Eastern Region: Wednesday 19 May 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

Or Email josie@prioletticonsultants.com.au

Or Phone/fax 9038 9292 mobile 0438846584