



Cross Cultural Awareness & Communication

Course Overview

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

Key Content Areas

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

Learning Outcomes

- To understand the cultural barriers that impact on service provision
- To enhance 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.

Duration

3 hours