

# cultural responsiveness training

## july 2011 – june 2012

Do you need to work more effectively with clients from culturally and linguistically diverse (CALD) backgrounds?

The Centre for Culture, Ethnicity and Health (CEH) offers a range of workshops that can enhance cultural competency in your workplace. Our training features relevant case studies, hands-on activities and comprehensive resource lists for further learning.

### Venue and time

All workshops are held at the Centre for Culture, Ethnicity & Health.

81-85 Barry Street  
Carlton VIC 3053

Visit [www.ceh.org.au/training](http://www.ceh.org.au/training) for directions. Please arrive by 9am for a 9.15am start.

### Register for a workshop

Register online at [www.ceh.org.au/training](http://www.ceh.org.au/training) or call (03) 9342 9700.

**All workshops \$150. Cost includes morning tea, lunch and course materials.** Payment must be received before the workshop date.

Please note, places are limited.

### Features of our training

#### Capacity building

Training is based on adult learning principles. It empowers participants to implement change in their own work practices and at a wider organisational level.

#### Interactivity

Participants are encouraged to share their own knowledge and experience, and work in groups to resolve issues and challenges.

#### Resources

Participants receive tip sheets, checklists and reading lists to enhance the information provided in the workshop.

### Organisational training

We can provide a training program tailored to the needs of your workplace.

Our training helps you review current practice and identify ways to improve planning, communication and service delivery, ensuring that it is relevant to your staff and their needs.

## workshops

**Sustained engagement with CALD communities**

Wednesday  
27 July 2011

::: 9am – 2pm :::

**Building cultural competence in your organisation**

Wednesday  
17 August 2011

::: 9am – 2pm :::

**Managing chronic disease with CALD clients**

Wednesday  
21 September 2011

::: 9am – 2pm :::

**Sustained engagement with CALD communities**

Wednesday  
12 October 2011

::: 9am – 2pm :::

**Culturally competent health assessment**

Wednesday  
19 October 2011

::: 9am – 2pm :::

**Writing for cross-cultural communication**

Wednesday  
16 November 2011

::: 9am – 2pm :::

**Social marketing in a multicultural society**

Wednesday  
15 February 2012

::: 9am – 2pm :::

**Developing a comprehensive language services response**

Wednesday  
21 March 2012

::: 9am – 2pm :::

**Improving cross-cultural communication**

Wednesday  
18 April 2012

::: 9am – 2pm :::

**Consumer participation and CALD communities**

Wednesday  
16 May 2012

::: 9am – 2pm :::

**Culturally competent palliative care**

Wednesday  
20 June 2012

::: 9am – 2pm :::

**workshop descriptions on reverse. check website for current information**

Centre for Culture, Ethnicity & Health

Training, services and resources ■ (03) 9342 9700

[training@ceh.org.au](mailto:training@ceh.org.au) ■ [www.ceh.org.au](http://www.ceh.org.au)



centre for  
culture,  
ethnicity  
& health



health sector  
development

# workshop descriptions

PTO for workshop venue

## Sustained engagement with CALD communities

Wednesday 27 July, 9am – 2pm

Meaningful engagement is essential for service planning, provision and evaluation. It requires more than a multicultural lunch or annual community consultation.

This workshop presents the case for sustained engagement with your target communities, and demonstrates a five stage approach that can assist you to reflect upon your engagement practices: where you are now and where you want to be in the future.

### The workshop covers:

- Why developing strategies designed to achieve sustained engagement is essential from a community and service provider perspective
- How knowing your target “community” helps shape your engagement strategies
- Systems and processes to measure campaign success and plan further engagement

## Building cultural competence in your organisation

Wednesday 17 August, 9am – 2pm

What does cultural competence look like? How do you plan for it? How do you measure it?

This workshop takes cultural competence beyond superficial jargon and into the domain of planning and strategy. Aimed at managers, board members and HR officers, it covers ways to build cultural competence in all areas of your organisation.

### This workshop will focus on:

- A framework that you can tailor and apply to your organisation
- Indicators to measure and track cultural competence at all levels
- How cultural competence will improve your service and performance

## Managing chronic disease with CALD clients

Wednesday 21 September, 9am – 2pm

Culture, belief and context all affect the way people understand and respond to chronic disease.

Health workers frequently report difficulties in getting CALD clients to self manage their illnesses. This workshop will give you skills and strategies to better assist CALD clients and their families.

Drawing on case studies specific to chronic disease, we explore ways to work with people’s health beliefs, lifestyles and circumstances in order to influence their actions.

### You will appreciate:

- The impact of health literacy on self management for chronic disease
- The role of diverse beliefs about health, illness and treatment
- Strategies to work with people’s beliefs to help them manage their disease

## Sustained engagement with CALD communities

Wednesday 12 October, 9am – 2pm

Meaningful engagement is essential for service planning, provision and evaluation. It requires more than a multicultural lunch or annual community consultation.

This workshop presents the case for sustained engagement with your target communities, and demonstrates a five stage approach that can assist you to reflect upon your engagement practices: where you are now and where you want to be in the future.

### The workshop covers:

- Why developing strategies designed to achieve sustained engagement is essential from a community and service provider perspective
- How knowing your target “community” helps shape your engagement strategies
- Systems and processes to measure campaign success and plan further engagement

## Culturally competent health assessment

Wednesday 19 October, 9am – 2pm

Health assessments are more comprehensive and meaningful when they take culture into account.

This workshop is aimed at nursing, allied health, counselling and early childhood service providers. It will demonstrate that asking the right questions, in the right ways, can get the information you need from clients.

### You will learn:

- Culturally sensitive interviewing techniques
- How to adapt the information you provide to your client’s needs
- How to factor information related to cultural diversity into your client plan

## Writing for cross-cultural communication

Wednesday 16 November, 9am – 2pm

Are your carefully-written brochures getting lost in translation?

This is an essential workshop for anyone who writes or prepares material for audiences with low English language proficiency. It will help you identify appropriate languages, craft reader-friendly content, prepare material for translation, and negotiate the complexities of the translation process.

### You will identify:

- Benefits and limitations of translated materials
- Key steps for developing culturally appropriate content
- Ways to check the integrity of your content in English and in language
- How to resolve issues that arise from the translation process

## Social marketing in a multicultural society

Wednesday 15 February, 9am – 2pm

Social marketing applies marketing concepts and techniques to change people’s behaviour and improve health outcomes. A multilingual and multicultural society requires a carefully targeted marketing strategy.

This workshop helps you place a multicultural lens over your next social marketing campaign. You will learn how to prioritise target audiences and select the most effective messages and channels for each audience.

### You will become familiar with:

- How to obtain insight into the beliefs, values and behaviours of your target audience
- How to adapt your message and strategy to the needs of your audience
- Choosing culturally relevant media and communication channels
- Ways to evaluate your campaign

## Developing a comprehensive language services response

Wednesday 21 March, 9am – 2pm

A comprehensive organisational approach to language services is vital for providing high quality care to migrants and refugees with low English proficiency.

This workshop takes you through the various elements involved in language services planning and delivery: staff training, dedicated resources, quality measures, policies and procedures, and promoting language services.

### The workshop covers:

- An outline of government policy on language services, and their implications on your organisation
- Implementing strategies to improve the quality of language services
- Identifying how organisational systems can support language services.

## Improving cross-cultural communication

Wednesday 18 April, 9am – 2pm

Establishing effective communication with CALD clients at first contact is essential. This workshop provides reception and client service staff working in health and community organisations with strategies and skills to appropriately engage with individuals who have low English proficiency.

### At the end of the workshop, participants will be able to:

- Identify key principles of effective cross cultural communication
- Appreciate different aspects of verbal and non-verbal communication styles
- Assess the need for an interpreter
- Implement strategies for effective communication with clients from CALD backgrounds

## Consumer participation and CALD communities

Wednesday 16 May, 9am – 2pm

Meet the specific needs of your CALD clients effectively by involving them in the planning, implementation and evaluation of health and community services. This workshop provides participants with strategies to ensure an inclusive participation approach, highlighting the barriers and enablers to interacting and engaging with CALD consumers.

### This workshop will familiarise you with;

- understanding the links between culture, diversity, health and CALD consumer participation
- identifying principles and strategies for inclusive consumer and community participation
- barriers and enablers to consumer participation within CALD communities

## Culturally competent palliative care

Wednesday 20 June, 9am – 2pm

In a multicultural society, there is a growing need for palliative care organisations and staff to deliver culturally appropriate services for CALD patients. Understanding differing beliefs toward illness, death and dying will enhance the palliative care worker’s approach and promote service delivery that is both respectful and sensitive to the needs of patients and their families.

### Key learning outcomes:

- Recognising cultural diversity concepts and terminology and the links between culture and health
- Identifying barriers to working effectively with cultural and linguistic diversity in service delivery and strategies to overcome these
- Understanding the importance of using interpreters and improve skills in working with interpreters in palliative care settings.

## Resources & library

CEH provides a wide range of resources on cultural competence and wellbeing, for use by government, health and community service providers.

Browse our online catalogue or contact our librarian for more information.

[www.ceh.org.au/resources](http://www.ceh.org.au/resources)

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