

Professional Learning Calendar

February – June 2009

Conducting Focus Groups with CALD Communities

Wednesday 18 February, 9.15am - 2.00pm

Intermediate and Advanced level

\$150

This workshop will enhance participants' skills in effectively engaging and including CALD communities when conducting focus groups.

Key learning outcomes

- Plan, conduct and resource CALD focus groups
- Recruit focus group participants
- Utilise interpreters or bilingual facilitators to facilitate inclusive focus groups
- Evaluate and verify focus group findings

** New topic **

Developing Organisational Cultural Diversity Plans

Wednesday 18 March, 9.15am - 2.00pm

Intermediate level

\$150

This workshop is designed to support organisations in developing responsive and effective cultural diversity plans. Health and community organisations need to ensure service planning and delivery is culturally competent to achieve better health outcomes for CALD consumers.

Key learning outcomes

- Understand the policy context and importance of cultural diversity planning
- Identify strategies to improve cultural responsiveness and effect organisational cultural change
- Understand cultural diversity planning resources and tools to undertake cultural diversity planning

Working with Interpreters

Wednesday 22 April, 9.15am - 2.00pm

Introductory and Intermediate level

\$150

This workshop is tailored to assist participants to improve their skills when working with interpreters, in order to communicate effectively with people with low English proficiency.

Key learning outcomes

- Identify when to use an interpreter
- Understand the role of an interpreter in a communication encounter
- Develop the necessary skills required to work with an interpreter

Cultural Competency for Managers and Supervisors

Wednesday 20 May, 9.15am - 2.00pm

Advanced level

\$150

This workshop aims to develop participants' understanding of a cultural competency framework for organisational change. This framework can improve service outcomes for CALD communities, integrating systemic, organisational, professional and individual worker dimensions.

Key learning outcomes

- Understand the key elements of a cultural competency framework
- Develop strategies to create culturally inclusive programs
- Incorporate this framework in organisational structures and policies

Culturally Inclusive Health Assessments

Wednesday 17 June, 9.15am - 2.00pm

Introductory and Intermediate level

\$150

This workshop is designed to enable participants to develop the appropriate skills and knowledge to conduct culturally appropriate and inclusive assessment when working with clients from CALD backgrounds.

Key learning outcomes

- Recognise the cultural influences in health assessment
- Develop strategies and skills to conduct culturally inclusive assessment
- Identify explanatory models of health and illness

Upcoming workshops July - December 2009

- Negotiating Between Health Beliefs
- Writing for Effective Cross-Cultural Communication



CENTRE FOR *culture*
ethnicity & health

About our training

The Centre for Culture, Ethnicity and Health (CEH) is a specialist provider of training and information on cultural diversity, health and wellbeing.

The **Health Sector Development team** (HSD) offers training to health and community service providers to help them identify and respond to the needs of clients and communities from culturally and linguistically diverse (CALD) backgrounds.

Our professional learning workshops aim to develop cultural competency by sharing the best available **knowledge**, challenging or changing **attitudes**, and increasing people's **capacity** for action.

Workshops are interactive and are guided by adult learning principles. Each workshop will showcase good examples of CALD-inclusive practice.

Levels of training

Our workshops are designed for the different training needs of workers.

Introductory level caters for participants who have little experience and skills working with CALD clients or communities.

Intermediate level caters for participants who have some experience and skills working with CALD clients or communities.

Advanced level caters for participants who have extensive experience and skills working with CALD clients or communities.

How to register

You can register online at www.ceh.org.au or phone (03) 9342 9700.

Bookings are essential. To confirm your place, please send payment at least one week before the workshop.

All workshops are fully catered and held at the Centre for Culture, Ethnicity and Health.

Health Sector Development

Centre for Culture, Ethnicity and Health

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CEH is part of the North Richmond Community Health Centre.

www.ceh.org.au