

## Courses: Cultural Competency, Working with Interpreters; Working in Culturally Diverse Teams

Date: Wednesday, 27<sup>th</sup> February 2019

### AM SESSION

#### Course A-AM

**Course Name** CALD Cultural Competency and Working with Interpreters

Date: Wednesday, 27<sup>th</sup> February 2019

Time: 0830- 1230

Duration: 4 hours

**Where:** Waikato Hospital – Bryant Education Centre – LG14/15

**Minimum: 20 participants; Maximum: 25 participants**

**Accredited for:** CME/CNE/MOP – 4 hours

**Who can enrol:** Health professionals working in secondary care, primary care and NGO health sectors.

**Pre-requisite:** none

### PM SESSION

#### Course B-PM

**Course Name:** Working in Culturally Diverse Teams

Date: Wednesday, 27<sup>th</sup> February 2019

Time: 1300-1700

Duration: 4 hours

**Where:** Waikato Hospital – Bryant Education Centre – LG14/15

**Minimum: 20 participants; Maximum: 25 participants**

**Accredited for:** 4 hours

**Who can enrol:** Health professionals working in secondary care, primary care and NGO health sectors who are providing services to refugee patients

**Pre-requisite:** CALD 1 Culture and Cultural Competency (pre-requisite)

#### What you need to know:

- You can find out more about the above course information on the next page
- You can book 2 consecutive courses (eg AM session and a PM session)
- Please take note of the pre-requisites

How to enrol to register for one OR two of these courses please send an email to [faye.blossom@waikatodhb.health.nz](mailto:faye.blossom@waikatodhb.health.nz) - contact 021 243 3461

Course Ref: A-AM

- Course Name: CALD Cultural Competency and Working with Interpreters
- Date: eg DD MMM YY
- Time: 0830- 1230
- Your name, occupation, organisation name, email address

## Course (A): Cultural Competency and Working with Interpreter

**Course information:** This course has been created as an introduction to building cultural competence when working with CALD migrant and refugee patients from Asian, Middle Eastern and African backgrounds and with Interpreters. It is a combination of the following courses from the CALD Cultural Competency Training Programme:

CALD 1 Culture and Cultural Competency  
CALD 4 Working with Interpreters

**Audience:** It is intended for anyone working in secondary care, primary care or NGO health sector.

**The aim** of the course is to increase your awareness of your own cultural values and of others; to improve your understanding of how cross cultural differences, expectations and beliefs about illness and disability can affect communication, consultation and diagnosis; and to improve your skills working with interpreters and CALD patients.

### Learning Outcomes:

- Gain skills on how to apply the four elements of cultural competency (awareness, knowledge, sensitivity and skills) in practice to develop cultural competency.
- Gain skills on how to work with effectively with Interpreters; including pre-briefing, structuring a session and de-briefing.

**On completing this course you will** develop skills in cultural competency, and become aware of how assumptions, interpretations and judgements impact on how we communicate and understand our CALD patients/clients during consultations.

**Accredited for:** CME – 4 hours

## Course(B): Working in Culturally Diverse Teams

**Course information:** This course is intended for anyone working in secondary care, primary care or NGO health services.

The workplace has become more and more multicultural. Understanding and appreciating diversity are becoming essential elements for staff to work effectively in culturally diverse teams. The aim of this course is gain a better understanding of the challenges people face when working in a culturally diverse team and how to minimise or resolve these challenges.

**Pre-requisite:** CALD 1 Culture and Cultural Competency

**Audience:** It is intended for anyone working in secondary care, primary care or NGO health sector.

### Learning Outcomes:

- Understand the value dimensions that cause barriers to effective cross cultural interaction,
- Identify strategies that enable effective working relationships in a diverse team.
- Develop skills on building trust.
- Gain skills in cultural mindfulness.

**On completing this course** you will have greater insight into how to explore the differences of cultures to understand how people communicate and behave in ways they do; be able to identify and develop strategies that enable you to work effectively with colleagues in a culturally diverse team.

**Accredited for:** CME – 4 hours

**It is recommended that participants access the complete online courses stated above for further in-depth learning on these topics. Culture specific resources are also available for these courses. Go to [www.ecald.com](http://www.ecald.com).**

### List of CALD Online and Face to Face Courses

- Culture & Cultural Competency (online and face to face)
- Working with Migrant Patients (online and face to face)
- Working with Refugee Patients (online and face to face)
- Working with Interpreters (online and face to face)
- Working with Asian Mental Health Clients (face to face only)
- Working with Religious Diversity (online and face to face)
- Working with CALD Families and Disability (online and face to face)
- Working in a Mental Health Context with CALD Adult Clients (online and face to face)
- Working in a Mental Health Context with CALD Children and Adolescents (online and face to face)

**Online resources:** There is a range of online and downloadable supplementary resources to further increase cultural awareness, knowledge and skills and provide additional cross-cultural communication tips and guidelines, and research material to increase cultural specific knowledge about working with Asian and MELAA (Middle Eastern, Latin American and African) groups.

**For more information visit [www.ecald.com](http://www.ecald.com)**

*CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.*

