



The Multicultural Communities Council Gold Coast

**Invites you to a
Community Partners Program 2010**

INTERCULTURAL EFFECTIVENESS Cultural Awareness Workshops

Workshops aim to increase effectiveness in working with clients, carers and family members from diverse cultural and linguistic backgrounds (DCALB).

Subjects covered include:

- **C**ommunity Profile and demography
- **C**ross-cultural Communication
- **B**ias, Habit, Stereotyping, Prejudice and Discrimination
- **C**oncepts of Face, Politeness and Courtesy
- **M**essages We Send and Body Language
- **W**hat is Culture? Refresher and Definitions
- **A**ccents and How to Reframe Your Skills to send Clearer Messages
- **C**oncepts of Diversity, its Value to our services
- **C**ultural Competence and the Business Case for Cultural Competence
- **W**orking and Living in Diverse Environments
- **I**nfluences on the Individual and Critical Incidents

Presenters

Jiri Martinek and Emad Nimri

DATES & TIME: **Monday 29 March 2010**

Session 1: 9.00am – 12.00pm

Session 2: 1.00pm – 4.00pm

VENUE: **Multicultural Communities Council Gold Coast
1 Dominions Road, Ashmore**

BOOKINGS: **(07) 5527 8011**

ENQUIRIES: **Emad Nimri on (07) 5527 2974 or 0416 36 4020**