

# 4 MULTICULTURAL TRAINING PLAN IDEAS

Here are some recommendations and suggested courses to build your multicultural capabilities

Recommendation	Strategy	4 Training Ideas	KPIs
<b>Building cultural competence</b>	I. To develop the cultural competence of staff II. To develop the cultural competence of managers and leaders	1. <i>Cultural Awareness Training for Staff</i> 2. <i>Cultural Awareness Training for Managers</i>	→ Number of staff completed training → Number of managers completed training
<b>Legal Literacy</b>	I. To develop the capability of staff to deliver legal literacy and related sessions II. To develop the capability of staff to design and develop legal literacy programs	3. <i>Train the Facilitator Program</i> 4. <i>Instructional Design</i>	→ Number of staff completed program → Number of sessions delivered → Number of staff completed program → Design and development of relevant training materials and resources

## 1. Cultural Awareness Training for Staff

This workshop aims to improve the cultural awareness of staff and highlight the barriers that face clients from culturally and linguistically diverse backgrounds (CALD). The workshop will provide staff with the skills and knowledge to better manage CALD clients and will increase the staff's awareness of access issues for CALD clients.

**Learning Outcomes** — at the conclusion of this workshop, participants will be able to:

- Identify barriers affecting clients from CALD backgrounds
- Explain how personal cultural values and interpretations impact on service provision
- Recognise the challenges facing clients from CALD backgrounds when accessing services
- Apply culturally appropriate strategies when working with clients from CALD backgrounds
- Evaluate how the department could improve services for clients from CALD backgrounds
- Incorporate cultural diversity principles into workplace communication and interactions
- Access existing services within the department for clients from CALD backgrounds

## 2. Cultural Awareness Training for Managers

This workshop aims to improve the cultural awareness of managers and highlight the role managers can play in developing the cultural competence of staff. Furthermore, this workshop will explore some of the systemic barriers and enablers to clients from CALD backgrounds and how managers can influence change at the local service delivery level.

**Learning Outcomes** – at the conclusion of this workshop, participants will be able to:

- Identify barriers affecting clients from CALD backgrounds
- Explain how personal cultural values and interpretations impact on service provision
- Recognise the challenges facing clients from CALD backgrounds when accessing services
- Analyse how current work practices either enable or limit access of clients from CALD backgrounds
- Develop strategies for improving the cultural competence of staff
- Evaluate how the department could improve services for clients from CALD backgrounds
- Implement work practices that create a safe environment
- Access existing services within the department for clients from CALD backgrounds

**PREFERRED TRAINING NETWORKS**

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## 3. Train the Facilitator Program

This one or two day workshop is designed to develop the capability of participants to deliver and facilitate training sessions. The workshop includes a range of facilitation techniques and is ideal for staff who are required to run training or present information sessions. Content includes adult learning styles, group dynamics, facilitation processes, managing difficult participants, encouraging discussion and writing session outcomes. Participants will walk away from this workshop with the confidence and techniques to facilitate small and large groups.

**Learning Outcomes** – at the conclusion of this workshop, participants will be able to

- Lead a group skillfully through the facilitation process
- Interpret difficulties, resolve conflicts and cut through time wasting and diversionary tactics
- Plan and prepare facilitation sessions
- Identify your audience and perform a needs analysis
- Set clear objectives and outcomes
- Plan an interactive learning program by understanding your audience
- Understand different thinking styles and learn how to think on your feet
- Design experiential learning programs that are aimed at creating learning
- Create a culture of co-operation and a willingness to arrive at a mutually agreed outcome
- Use dynamic communication techniques to demonstrate objectivity
- Facilitate open discussions



## 4. Instructional Design

This instructional design program is ideal for staff who are charged with the task of designing training programs and/or training materials, and have little experience with instructional design. This program will provide participants with the capability of developing and designing training programs and supporting resources. Content includes the ADDIE model, analysing training needs, adult learning theory, training methodologies, design documentation and sequencing content.

**Learning Outcomes** – at the conclusion of this workshop, participants will be able to

- Describe the ADDIE process
- Plan instructional design projects
- Design relevant training materials
- Analyse learners to target course content
- Conduct a needs analysis to determine course content
- Write learning outcomes
- Design tests and exercises to evaluate performance
- Describe and compare training methods
- Determine the best structure and flow for a course
- Apply principles of adult learning
- Develop and design course materials
- Design assessment process and tools
- Evaluate course effectiveness

## Where to from here?

Feel free to use any of our ideas for your multicultural submissions. If you would like an obligation free quote on any of these training services, we'd be delighted to send to you without delay.

