

Working with New and Emerging Diverse Communities



PREFERRED TRAINING
NETWORKS

Putting your expectations of cultural norms under the microscope...

Introduction

Recent research carried out as part of the Department of Immigration and Multicultural Affairs' Productive Diversity Partnerships program indicates that while there is growing awareness of an interest in diversity, there remains a low level of practical action to capitalise on the opportunities afforded by Australia's new and emerging communities.

A common response to presentations on the benefits of diversity is "Yes, I understand, but what do we actually *do*?" This program is designed to help bridge the gap between understanding and action, between rhetoric and reality.



There are four prerequisites to effectively working with diversity in new and emerging communities

1. Openness in both talking and listening.
2. Empathy.
3. Authenticity and self acceptance.
4. Being a serious student of diversity.

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Page 2

Key Learning Outcomes

At the conclusion of this course participants will be able to:

- Identify the skills and tools to become culturally competent.
- Identify the mechanism of assumptions and prejudice and self examine assumptions.
- Analyse the impact of cultural competence.
- Explore stereotypes that have built perceptions about new and emerging cultures
- Summarise how assumptions and stereotypes affect them in their working relationships.
- Identify the challenges facing multi-cultural workplaces.
- Establish ground rules of openness, honesty, trust, and confidentiality
- Communicate and influence better outcomes
- Resist the urge to expect people to instantly mould to your expectations
- Take personal responsibility for diversity.
- Deal with difficult people and figure out what “difficult” means to other cultures.
- Overcoming resistance and embrace the opportunities.
- Identify the dynamics of difference – both those that are common to and transferable across many cultures and identity groups, and specific dynamics of individual cultures and identity groups.
- Listen unconditionally without the need to correct and judge.
- Test the ability to work with entrenched stereotypes and prejudices in oneself and others.
- Calibrate positive personal attributes in relation to diversity.
- Defining and working with the concepts of: Integrity and ethics with regard to diversity.

“Identify the skills and tools to become culturally competent”

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 – 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** Your Working with New and Emerging Diverse Communities course can be modified to fit in with your timeframe.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders and Managers.

If you would like more information on this training program, please contact:

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