

AM SESSION: Cultural Competency and Working with Interpreter**Time:** 0830—1230**Duration:** 4 hours**No's:** 15 - 25 participants**Accredited for** CME / CNE / MOP / CPD**Prerequisite:** none**Who can enrol:** Health professionals working in secondary care, primary care and NGO health sectors.

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 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.

PM SESSION: Working with Migrant Patients**Time:** 01300—1700**Duration:** 4 hours**No's:** 15—25 participants**Accredited for** CME / CNE / MOP / CPD**Prerequisite:** must complete **Cultural Competency and Work with Interpreter****Who can enrol:** Health professionals working in secondary care, primary care and NGO health sectors.

Course information: This course is designed to help the new migrant workforce to understand ways that could improve their interaction in a culturally competent manner with colleagues in a New Zealand workforce.

Audience: It is intended for new migrant health workforce who are not family with the cultural and communication styles of the New Zealand workplace they are working in.

The aim of the course is to increase your awareness of the New Zealand workplace culture and communication styles and learn ways to interact more effectively with colleagues in New Zealand workplaces.

Learning Outcomes:

- Gain a general understanding of one's own culture and the New Zealand culture.
- Understand the value dimensions that cause barriers to effective cross-cultural interaction.
- Gain knowledge of the general communication style in New Zealand.
- Gain strategies how to enable effective working relationships.
- Gain understanding of the New Zealand health sector work ethics and expectations.

On completing this course you will have a greater insight on how to recognise cultural differences and understand how these differences can create misunderstanding and challenges in workplace communication and relating. You will gain approaches, strategies and skills to enable effective communication and working relationships with colleagues

HOW TO REGISTER:Email: faye.blossom@waikatodhb.health.nz

RSVP by Thursday, 23 September 2021

Details required: Course Name, Course Date, Your Name, Designation and Area, Cellphone, Email