

ECALD Course 5

Monday, 22nd November 2021

Waikato Hospital, Bryant Education Centre, LG11

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

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 in Culturally Diverse Teams

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: The workplace has become more and more multi-cultural. Understanding and appreciating diversity are becoming essential elements for staff to work effectively in culturally diverse teams.

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

The aim of this course is to gain a better understanding of the challenges people face when working in a culturally diverse team and how to minimise or resolve these challenges.

Learning Outcomes:

- Understanding 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 a greater insight on 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.

HOW TO REGISTER:

Email: faye.blossom@waikatodhb.health.nz

RSVP by Thursday, 11 November 2021

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