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**A CALENDAR 2009
PROGRAM!**



Margaret Bornhorst
Cross-Cultural

Practical and enjoyable, non-Indigenous cross-cultural training at its best!

Creating Culturally Competent Community Workers

A one-day program for human services workers in the community sector.



Why cultural competence?

In a state like Queensland, with a population originating from 226 birthplaces and speaking 221 languages at home, it is more important than ever that everyone working in human services is continually improving their cultural competence and confidence.

Where once the immigrant ethnic and linguistic diversity of Queensland was confined to the southeast and Cairns, now immigrants, including those on 457 visas, are found in virtually all regional cities and towns.

During her 14 years as a trainer with Multicultural Affairs Queensland, Margaret Bornhorst had the opportunity to turn her attention to the many cultural and linguistic challenges facing a wide range of human services organizations. These included those working in migrant settlement, child care, aged care, disabilities, youth work, family and marriage counseling, housing, community development, gambling, financial advice, sport, and employment.

She discovered that some of the issues faced are common to all services, but some are service-specific. Working systematically through this interesting content in a well-designed training program greatly enhances a service provider's effectiveness in, and enjoyment of, their workplace and personal cultural encounters. Training contributes to the cultural competence of both organizations and individuals.



Margaret's training approach

To be effective, cross-cultural training must be enjoyable, stimulating, logical in its sequencing, and rich in information and insights. Margaret uses an adult learning training process that achieves all of these things, with a strong focus on providing opportunities for participants to share with each other their knowledge and experience.

Content of the training

The one-day training program covers the following segments with ample time for discussion and application to each employing organization's needs:

- Defining 'cultural competence' for service-providers.
- The multicultural policies governing service provision in Queensland and in the specific organization.
- Queensland and local birthplace and language statistics from the ABS.

- An exploration of the perceptual processes at play when people are interacting with unfamiliar culturally-different others.
- The key features of the migration/refugee experience that Queensland service-providers need to be aware of.
- Important examples of real cultural differences which can lead to misunderstanding and interfere with service delivery. Margaret starts with those governing politeness and courtesy behaviours, then moves onto those governing family relationships and (optionally) legal systems. Finally there is a focus on the service-specific differences.
- How to work effectively with professional interpreters (Short Version—see *Communicating through Professional Interpreters* program information sheet).

In-house delivery

For more than ten staff, the most cost-effective way to have the training is to have it delivered in-house. Depending on the venue, up to 30 people can be trained in a day. Contact Margaret for detailed information on her pricing policy.

2009 Calendar program

For Calendar dates and registration form, see the next page of this information sheet. A discount applies for multiple registrations from one organization.

What participants have said in 2008 and 2009 about *Culturally Competent Community Workers*

'Margaret is an excellent presenter with a wealth of experience and knowledge to share.' 'Excellent 'entry level' program.' 'Margaret is an awesome trainer; really interesting material.' 'I now have more awareness of some of the issues facing newly arrived people.' 'An excellent training event. Speaker very knowledgeable.' 'Interpreter information and skills—great!' 'It was a very exciting day.' 'I now have more awareness of different cultures, I am more culturally competent.' 'Thank you, Margaret, for such an informative and engaging program. Your delivery style, information and broad knowledge is fantastic.'

