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**A CALENDAR 2009
PROGRAM!**



Margaret Bornhorst
Cross-Cultural

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

Overcoming Language Barriers

A half-day skills development program using academic research, participant experiences and workshop exercises to improve ability to achieve communication when faced with any of the three main language barriers.

This program is for all those who provide goods, information and/or services to a clientele which includes immigrants, refugees, non-English speaking 457 visa holders, international tourists and international students.

Queensland's linguistic diversity

Since World War 2, Queensland's linguistic diversity has increased exponentially. The latest Census (2006) identified 206 languages spoken at home, which included Indigenous languages (of which there are many in Queensland). Most of the identified languages, however, are immigrant languages. Many of the people identified as speaking a language other than English at home can also speak English very well. It is mainly those people who speak English 'not at all', or 'very poorly', who are likely to suffer significant disadvantage as they go about their new lives in Australia.

The three barriers?

Barrier No 1: accents both 'foreign' and Australian. Barrier No 2: unnecessarily complex language from the English speaker. Barrier No 3: no shared language or insufficient shared language.

Language Services Policy

It is to reduce the risk of disadvantage (and of litigation) that the Queensland government has had in place for many years a policy that state government agencies use professional interpreters when communicating with clients who do not have a grasp of English sufficient to understand their rights, responsibilities and opportunities under the law.

All organizations need these skills

Increasingly organizations of all kinds are finding that language barriers are an inhibition to good employer/employee relations (including those with 457 visa holder employees). High quality customer/client service, and therefore customer satisfaction, depends on effective communication. The more that individual staff acquire the skills to overcome the three language barriers, the better the organization's client relationships and services are likely to be. And the less ongoing personal stress employees will experience.

Program content

- An overview of world languages.
- ABS Queensland and local area language-spoken-at-home statistics so you can see what languages are actually being spoken in your community.
- Second language acquisition: what does research say about how easy it is for a person to learn a new language to an effective level of competence? And which people are most likely to be able to achieve this?
- Barrier No 1: accents. The people communicating have considerable shared language but they are having difficulty understanding each other because of different accents. This segment in-

cludes an experiential exercise to help you improve your ability to understand English in the presence of a strong accent.

- Barrier No 2: unnecessarily complex language from the English speaker. Many English speakers are unaware of how to simplify their English without sounding patronizing. This segment explores ways to do this.
- Barrier No 3: no shared language or insufficient shared language. A professional interpreter must be used. This segment tells you everything you need to know about why, when and how to use a professional interpreter (Short Version).

Who should do this program?

Anyone who needs to improve communication with CALD clients/the public or between employees; anyone who wants to improve their communication in a multicultural world; anyone who just wants to learn more about the realm of linguistics.

In-house and Calendar programs

This four-hour program can be delivered in-house. (Numbers depend only on venue capacity.) And there are six Calendar 2009 programs for individuals to attend. *The dates and registration form for the six 2009 Calendar programs are on the next page of this information sheet.*

What participants have said about *Overcoming Language Barriers*

'An excellent presentation in every way.' 'Wonderful! After suffering rather ordinary training it was like fresh air to have today's input.' 'An excellent presentation. Great to have the practical examples. Thank you.' 'Very clear and concise presentation. You gave great energy in the workshop which was terrific.' 'Thank you for opening my eyes! Excellent.' 'Your presentation was superb, informative, entertaining and engaging. One of the best external speakers we have had. Thanks.'

