



# PiCC Program 2010

*Your one-stop-shop for cross-cultural training and diversity management solutions*

**2 June**

## 1) Working with Professional Interpreters

This **three-hour workshop**, provides a comprehensive introduction to working successfully with professional interpreters. It is ideal for those who must use professional interpreters in their day-to-day work. This program is targeted to all levels of government, organisations and businesses. From 9am to 12.30pm

**WHO SHOULD ATTEND?** - All staff who provide customer services or information to the public, including call centre staff.

**21 April**

## 2) Communicating Effectively with Non-fluent English Speakers

This **three-hour workshop** provides participants with insights, understanding and skills to communicate more effectively with non-fluent English speakers in day-to-day interactions where the use of formal interpreters is not required. From 9am to 12.30pm

**WHO SHOULD ATTEND?** Anyone who works and/or interacts on a regular basis with individuals from language backgrounds other than English.

**13 May**

## 3) Providing Culturally Responsive Service

This one-day workshop provides participants with insights, knowledge and skills to interact more effectively with a culturally diverse public

**WHO SHOULD ATTEND?** - All staff who provide client services or information to the public.

**Only by request**

## 4) Working in a Multicultural Team

This one-day workshop provides participants with insights, knowledge and skills to prevent and address the issues and challenges associated with leading and working in a multicultural team.

**WHO SHOULD ATTEND?** Team leaders and members of multicultural teams.

**9 June**

## 5) Culture and Conflict Resolution

This one-day workshop provides participants with an overview of the interaction of culture and conflict and gives practical techniques on how to constructively engage with disputes in a culturally diverse context.

**WHO SHOULD ATTEND?** Anyone who works or interacts with people from culturally diverse backgrounds in stressful or conflict-prone situations.

**26 May**

## 6) Diversity Leadership

This one-day program provides participants with the insights and skills to move self and others from an awareness of diversity to engagement in creative processes that result in effective and meaningful outcomes.

**WHO SHOULD ATTEND?** People in management or leadership roles.

**10 June**

## 7) Cultural Factors in Workplace Health and Safety

This **three-hour workshop** provides participants with a comprehensive introduction to understanding and addressing the influences of culture and language on workplace health and safety. From 9am to 12.30pm

**WHO SHOULD ATTEND?** Workplace Health and Safety Officers, Human Resources staff and Managers.

To register please contact: Ms Hedy Sri Munaswati on 3844 9166 or Email: [training@eccq.com.au](mailto:training@eccq.com.au)

<b>Half-day fees:</b>	\$ 90 per person - for Government/Corporate (\$ 80 per person - for 4 or more) \$ 70 per person - for NGOs/Community (\$ 60 per person - for 4 or more)
<b>One-day fees:</b>	\$200 per person-for Government/Corporate (\$180 per person- for 4 or more) \$160 per person - for NGOs/Community (\$ 140 per person - for 4 or more)

**ONLINE REGISTRATION** is now available at [www.picc.org.au](http://www.picc.org.au)

**VENUE:** West End Qld 4101 areas. Details in registration

*"An initiative of the Ethnic Communities Council of Queensland"*