



# PiCC Calendar 2012

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

6 Jun

## Working with Professional Interpreters

When working across languages via an interpreter, how can you recognise accuracy of oral messages, impartiality of the interpreter and other attributes of professional interpreting? This **three and a half-hour workshop** empowers participants from all levels of government, organisations and businesses working in Languages Other than English with crucial skills and helpful strategies to apply when working with interpreters across languages/cultures, and achieve desired results, including accuracy, impartiality, confidentiality and other ethical concerns. **From 9.30am to 1pm**

**WHO SHOULD ATTEND?** - All customer service and call centre staff who would like to achieve more self-confidence when working with interpreters in delivering information and services to the CALD public.

4 April; 27 Jun

## Communicating Effectively Across Culture

This one-day workshop enables participants to take personal responsibility for communicating in meaningful ways with diverse clients and colleagues. It provides insights, understanding and skills to communicate more effectively with people who are non-fluent English speakers, and includes the when, why and how to engage professional interpreters.

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

21 Mar; 20 Jun

## Providing Culturally Responsive Services

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.

20 Mar; 19 Jun

## Culturewise Practice™

This one day workshop introduces you to the latest approach in developing cultural competence. It shows you how to expand your perspective and develop your capabilities to engage in meaningful ways with others.

**WHO SHOULD ATTEND?** - Anyone who want to engage in meaningful ways with diversity in the workplace

27 Mar; 26 Jun

## Diversity Leadership

This one-day workshop 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.

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

**Half-day fees:** \$ 40 (+GST) per person

**One-day fees:** \$ 75 (+GST) per person

**VENUE:** ECCQ House, West End Qld 4101 Brisbane.

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