



Cross Cultural Training for All Staff- Commercial In Confidence

This course aims to provide staff with an understanding of the influence of the beliefs, values and behaviour of diverse groups of people, with an acceptance of the differences in people. The course also helps staff display a non-judgemental attitude to ensure successful communication across different cultural groups enabling a greater understanding of the breadth of Aboriginal cultures in the NT.

Participants will have:

- (1) An Understanding of the meaning of culture and how an individual or group behaviour is influenced by cultural environments.
- (2) An Understanding of the relevance of the NTPS Values, Code of Conduct, rights and responsibilities, and ethics, and how it relates to cross cultural communications.
- (3) An Understanding of the intention of the IECDS.
- (4) Considered examples of cultural do's and don'ts in the workplace.
- (5) The ability to appreciate how cultural differences can impact a working environment .
- (6) An Understanding of the cultural differences and barriers that exist in the workplace.
- (7) The Ability to interact and communicate effectively and respectfully (engage with clients).
- (8) Discussions of the impact of cultural and linguistic diversity on access to and delivery of services.
- (9) Discussions on past and contemporary issues affecting Indigenous people including collectivism vs. Individualism, protection acts and assimilation policies.
- (10) An Understanding the differences of geographic location on Indigenous people.

These Learning Objectives are taken from CROSS CULTURAL TRAINING FRAMEWORK: An implementation guide; www.ocpe.nt.gov.au