



### **Cross Cultural Training for Managers of Multi-Cultural Teams- Commercial In Confidence**

This course aims to provide managers with the tools and methods they need to effectively communicate with, and manage, their Indigenous staff, especially those who are English as a second language speakers and assists mentors to better support Indigenous staff by creating a culturally diverse, culturally aware workplace.

Participants will have:

- (1) Understanding of the different social hierarchies that exist in each cultural group and how it may impact on a working environment.
- (2) Ability to communicate with and give direction to staff from culturally diverse backgrounds.
- (3) Ability to model appropriate behavior in a culturally appropriate way.
- (4) An understanding of how to use a range of leadership styles to facilitate intercultural management and manage diverse teams.
- (5) Accept and encourage a range of working styles that are reflective of a diverse workforce and are unified to the organisational context.
- (6) Acknowledge and understand the different types of nonverbal communication styles that exist in different multicultural environments.
- (7) Ability to manage differences in response to authority.
- (8) Identify and address language, numeracy and literacy issues to facilitate full participation of all staff members in work and development activities.
- (9) Developed self-awareness and reflection skills to consider how personal values inform and influence leadership.
- (10) Considered diversity factors associated with individuals and utilise them within the delivery of services to diverse clients.

These Learning Objectives are taken from CROSS CULTURAL TRAINING FRAMEWORK: An implementation guide; [www.ocpe.nt.gov.au](http://www.ocpe.nt.gov.au)