



Cross Cultural Training

04/12/19



PROVIDERS OF QUALITY TRAINING, WORKFORCE CAPACITY BUILDING AND CONSULTING SERVICES.

P: (08) 8912 2510 **E:** admin@cccnt.com.au **W:** www.cccnt.com.au

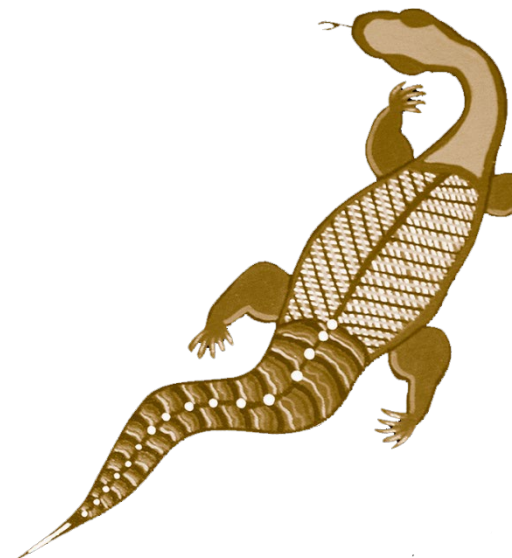
A: Unit 117/5 McCourt Rd, Yarrowonga NT

0836 PO Box 1766, Darwin NT 0801

Self-awareness is our capacity to stand apart from ourselves and examine our thinking, our motives, our history, our scripts, our actions, and our habits and tendencies.

It enables us to take off our "glasses" and look at them as well as through them.

From Covey, S.C. & Merrill A.R & R.R. First Things First 1994: 59



SOLUTION OVERVIEW

Specific Learning for anyone working in cross cultural context, our courses are designed for all individuals and companies, assisting people to better understand, work and communicate with Aboriginal people across a number of contexts and settings. The principals for working cross culturally can then be applied across other non-western cultures.

By engaging CCC to facilitate these courses, you will meet your Reconciliation Action Plan commitments and implement consistent cultural training for all team members, at all levels across your organisation, whilst supporting Aboriginal Business.

Your organisation is able to access this training as an affordable solution to sourcing, implementing and delivering cross cultural training.

KEY BENEFITS

- Enrolments and bookings via a secure learning Management System (LMS)
- Course reports available for Portal Admin to access at any time¹
- Consistency in training and learning outcomes across your organisation
- Supporting real Reconciliation Action Plan outcomes and Aboriginal Business
- Customised additional content available²
- Automated certification and course feedback generation³

FURTHER INFORMATION

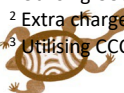
For further information about ILT courses or our services, please contact us.

| PHONE | EMAIL ADDRESS | LEARNING PORTAL PAGE | WEBSITE |
|--------------|--------------------|---|---|
| 08 8912 2510 | admin@cccnt.com.au | https://learning.cccnt.com.au | https://cccnt.com.au |

¹ Utilising CCC's LMS

² Extra charges apply and will be quoted on an individual basis

³ Utilising CCC's LMS





Working with Cultural Difference (NT focused) eLearn

Cross Cultural Consultants' Working with Cultural Difference is a training course intended for individuals, companies and teams working either long-term or short-term in a cross cultural environment.

This course specifically assists people to better understand, work and communicate with Aboriginal people across a number of contexts and settings. The principals for working cross culturally can then be applied across other non-western cultures.

Course Duration 1 hour

Price \$77 per user

Content

- Understand why Cross Cultural Training is important to working effectively across Cultures,
- Distinguish between Surface Culture and Deep Culture, Recognise some of the invisible rules that exist within Cultures, the important differences between communication styles, and rules of sensitive communication,
- Recognise some of the invisible rules that exist within Cultures,
- Understand differences between Individualist and Collectivist Cultures.

* This module is also available in a non state specific format





Aboriginal History eLearn

Aboriginal History is a training course intended for individuals, companies and teams working in Australia. This course helps people to better understand the history of Aboriginal People in Australia, the impacts of that history, issues still faced today, and the important continuing contribution Aboriginal People present in shaping our National Identity.

Course Duration 1 hour

Price \$77 per user

Content

- Identify challenges facing Aboriginal Australia,
- Describe significant historical events,
- Understand how Government policies have impacted on Aboriginal people,
- Recognise the contribution of Aboriginal people to Australian society.





Working with Cultural Difference (NT focused) and Aboriginal History eLearn Package

Course Duration 2 hours

Price \$110 per user

Content

- Understand why Cross Cultural Training is important to working effectively across Cultures,
- Distinguish between Surface Culture and Deep Culture,
- Recognise some of the invisible rules that exist within Cultures, the important differences between communication styles, and rules of sensitive communication,
- Understand differences between Individualist and Collectivist Cultures,
- Identify challenges facing Aboriginal Australia,
- Describe significant historical events,
- Understand how Government policies have impacted on Aboriginal people and
- Recognise the contribution of Aboriginal people to Australian society.

*This package is also available in a non state specific format



Working with Cultural Difference Instructor Led Course (Half Day)

Cross Cultural Consultants' Working with Cultural Difference is a training course intended for individuals, companies and teams working either long-term or short-term in a cross cultural environment.

This course specifically assists people to better understand, work and communicate with Aboriginal people across a number of contexts and settings. The principals for working cross culturally can then be applied across other non-western cultures.

The Working with Cultural Difference course has also been delivered to large areas of the Australian mainstream public sector, with high rates of success and positive participant feedback.

Course Duration 3.5 hours 8.30am – 12pm

Price Per Session \$1,938 (Includes all participant course materials)

Maximum Participant Numbers 16

Content

- Explore key areas of cultural difference between the core values of your own home cultures and Aboriginal cultures,
- Develop a knowledge of the important differences between Aboriginal and Anglo-Australian manners, communication styles, and rules of sensitive communication,
- Identify some of the potential areas of miscommunication that arise between the cultures, and how these might be addressed and, in some cases, avoided.



Working with Cultural Difference Instructor Led Course (Full Day)

Cross Cultural Consultants' Working with Cultural Difference is a training course intended for individuals, companies and teams working either long-term or short-term in a cross cultural environment.

This course specifically assists people to better understand, work and communicate with Aboriginal people across a number of contexts and settings. The principals for working cross culturally can then be applied across other non-western cultures.

The Working with Cultural Difference course has also been delivered to large areas of the Australian mainstream public sector, with high rates of success and positive participant feedback.

Course Duration 7 hours 8.30am – 3.30pm

Price Per Session \$2,752 (Includes all participant materials)

Maximum Participant Numbers 16

Content

- Explore key areas of cultural difference between the core values of your own home cultures and Aboriginal cultures,
- Develop a knowledge of the important differences between Aboriginal and Anglo-Australian manners, communication styles, and rules of sensitive communication, differences between Individualist and Collectivist Cultures,
- Identify some of the potential areas of miscommunication that arise between the cultures, and how these might be addressed and, in some cases, avoided, Community engagement principles,
- Discuss why mainstream Australian cultures and Aboriginal perspectives of contact history are so fundamentally different, while outlining major historic periods and landmarks in that shared history.



Working with Cultural Difference Public Course

(Full day)

Cross Cultural Consultants' Working with Cultural Difference is a training course intended for individuals, companies and teams working either long-term or short-term in a cross cultural environment.

This course specifically assists people to better understand, work and communicate with Aboriginal people across a number of contexts and settings. The principals for working cross culturally can then be applied across other non-western cultures.

The Working with Cultural Difference course has also been delivered to large areas of the Australian mainstream public sector, with high rates of success and positive participant feedback.

Course Duration 7 hours 8.30am – 3.30pm

Location Kentish training room, Unit 5/5 McCourt Rd, Yarrawonga

Price \$363.00 per person (Includes all participant materials and lunch)

Content

- Explore key areas of cultural difference between the core values of your own home cultures and Aboriginal cultures,
- Develop a knowledge of the important differences between Aboriginal and Torres Strait Islander and Anglo-Australian manners, communication styles, and rules of sensitive communication, differences between Individualist and Collectivist Cultures,
- Identify some of the potential areas of miscommunication that arise between the cultures, and how these might be addressed and, in some cases, avoided, Community engagement principles,
- Discuss why mainstream Australian cultures and Aboriginal and Torres Strait Islander perspectives of contact history are so fundamentally different, while outlining major historic periods and landmarks in that shared history.

[Click here to check for the next course dates](#)



Walking in Two Worlds Course

(Two days)

Cross Cultural Consultants' Walking in Two Worlds is a training course intended for individuals working either long-term or short-term in a cross cultural environment.

This course specifically assists Aboriginal people to better understand, work, communicate and walk in two worlds. Explore ideas on how to maintain a work and life balance, whilst maintaining your cultural identity.

Course Duration 7 hours 8.30am – 3.30pm each day

Price Per Session \$5,300 (Includes all participant materials)

Maximum Participant Numbers 16

Content

- Explore key areas of cultural difference between the core values of your own home cultures and Aboriginal cultures,
- Develop a knowledge of the important differences between Aboriginal and Torres Strait Islander and Anglo-Australian manners, communication styles, and rules of sensitive communication, differences between Individualist and Collectivist Cultures,
- Identify some of the potential areas of miscommunication that arise between the cultures, and how these might be addressed and, in some cases, avoided,
- Discover how to apply self-reflection tools to better understand an individual cultural perspective, and
- Understand Self as a leader, values and wellbeing in an Aboriginal context and how to work as a team.



Introduction to Mentoring Course

(Half day)

Cross Cultural Consultants' Introduction to Mentoring is a training course designed for individuals who have recently entered into a mentor role or mentor program.

This course assists Mentors to identity and understand the role of a mentor including the differences to being a coach, setting boundaries & ground rules.

Course Duration 3.5 hours 8.30am – 12pm

Price Per Session \$1,938 (Includes all participant materials)

Maximum Participant Numbers 16

Content

- Discuss the concept of mentoring,
- Analyse the differences between coaching and mentoring,
- Describe the roles of the mentor and mentee,
- Consider and discuss the mutual benefits of the relationship,
- Describe how to manage the expectations of the mentee.



Coaching and Mentoring

(One day)

Cross Cultural Consultants' Coaching & Mentoring is a training course focused on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals.

How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

This workshop is aimed at Managers and Supervisors who will benefit from an enhanced focus on mentoring and coaching skills to improve performance outcomes, ensure better employee satisfaction and provide greater opportunity for employee development.

Course Duration 7 hours 8.30am – 3.30pm

Price Per Session \$2,752.00 (Includes all participant materials)

Maximum Participant Numbers 16

Content

- Define coaching, mentoring and the GROW model,
- Identify and set appropriate goals using the SMART technique of goal setting,
- The steps necessary in defining the current state or reality of your employee's situation,
- Providing feedback while maintaining trust,
- Identify and overcoming common obstacles,
- Transitioning your employee to other growth opportunities,
- The differences between mentoring and coaching.

