

# Culturally Adept Communication

*Communicating within a culturally competent framework*

14 October 12.30—4.30PM

\$88



**Workshop delivered by Sophie Diamandi and Patricia Muncey, Directors Working Culture and Rosa Colanero CEO, Multicultural Aged Care Inc.**

**Aimed towards managers, supervisors and direct service staff**

- Establishing a framework for developing culturally competent communication by:
  - Developing a culturally flexible communication style.
  - Understanding that the outward display of emotions can vary between cultures.
  - Non verbal communication changes meaning across cultures.
  - Understanding how linguistic features affect how we speakers perceive and experience the world.
  - Understanding how different languages reflect differing cultural views of time, display of respect and social hierarchy
  - Identifying cultural attitudes to ageing
  - Identifying cultural communication practices
  - Working with interpreters

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Multicultural Aged Care



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