

Brought Back by Popular Demand!!

The King County Non-Profit Staff Development Coalition Project (NPSDC), presents
in collaboration with the Literacy Network of Washington (Tacoma Community House)

INTERCULTURAL COMMUNICATION IN THE WORKPLACE

(A workshop for direct service staff communicating with limited English speaking clients)

Tuesday | June 12, 2007 | 9:00am – 4:00pm

Location: Safeco S. Jackson St. Center | 306 23rd Ave., Seattle WA 98144

In striving to provide quality services to diverse populations, often frontline, case managers, family support workers and other social and human services staff face the daily challenge of effectively communicating with clients with limited English speaking skills.

This interactive workshop offers direct service staff specific methods for facilitating two-way communication with limited English speaking clients so that their needs are better met when translation is not possible. The techniques and tips offered will help staff feel more comfortable and confident giving clear information to and getting information from their clients. The workshop also offers participants an opportunity to address specific situations in their workplace.

(This training was designed after visits to various multicultural worksites and organizations to interview staff and to observe interactions and communications with employees, clients, and patrons with limited English skills).

Participants will learn and practice specific techniques to be able to:

- Demonstrate information and expectations using a variety of methods including visuals
- Get information from clients using a specific questioning process
- Use English that is more likely to be understood
- Make sure your message is understood and you understand your client
- Gain confidence to comprehend different forms and sounds of English

Participants will also explore cultural and value differences that may affect communication with clients. Using actual workplace incidents, participants will practice applying a step-by-step process to:

- Objectively analyze a situation that may have a cultural basis
- Find ways to resolve conflicts that may arise
- Prevent similar conflicts in the future
- Promote better client relations as you provide quality service in your organization

"I will use what I've learned to help our staff understand where our clients are coming from as well as more effectively explain to them our procedures... It will help me be more conscious of how culture affects interpretation."

"Very well structured and presented."

TRAINER: ALYSAN CROYDON M.A.

WORKSHOP FEE

Coalition Member Organization

\$75 per participant [for 1-2 staff from member organization]
\$65 per participant [for 3-5 staff from member organization]
\$55 per participant [6 or more staff from member organization]

Non-Member Organization

\$100 per participant

Lunch will be on your own.

Continuing Education Units/Clock Hours

Participants can register for Highline Community College **Continuing Education Units (CEUs)**.
The cost is \$10.00 per course. CEU forms are available at the workshop.

Free Clock Hours available at the workshop.

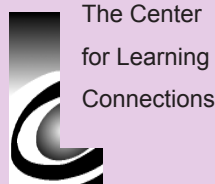
REGISTER ONLINE TODAY !! (space is limited)

To register online, go to: <http://www.learningconnections.org/coalition/workshops/2007/June12>

Contact

For more information about this workshop, contact Anna McCain (206) 870-5908 or E-mail: amccain@highline.edu

A project of



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