

Working in Culturally Diverse Teams

Course outline

Overview: Participants will gain an understanding of the skills and knowledge required in order to become culturally competent in their daily work interactions. Participants will understand how culture impacts on human behaviour and learn effective strategies to prevent or deal with disharmony in the workplace.

Target audience: All staff

Duration: 4 hours

3.5 Continuing Professional Development points if applicable to your profession

Number of participants: Minimum 12 – maximum 30

Pre-requisites: Nil

Module aim or outcome: Participants will have increased understanding of the cultural influences on human behaviour and how individuals can proactively and sensitively deal with cross cultural misunderstandings in their workplace. Participants will gain ideas for dealing with conflict between co-workers as well as be able to identify when conflict has a cultural component.

Lesson objectives:

- Understand the influence of culture on individuals working in teams
- Identify when team disharmony has a cultural component
- Identify strategies to minimise cross-cultural misunderstanding
- Apply this knowledge and increase confidence when working with co-workers from different cultures



Content:

- Workplace diversity benefits and issues
- Cross cultural competency
- Developing the right skills framework
- Problem solve a case scenario
- Understanding culture and diversity impact on teamwork
- Strategies to improve cross cultural communication
- Multicultural resources

Participants will:

- Be able to identify cultural influences on human behaviour
- Be able to proactively deal with cross cultural misunderstanding
- Participate in problem solving a scenario to enhance team harmony
- Understand the importance of applying cross cultural skills to their workplace
- Enhance awareness of cross cultural barriers to effective communication

Does not include: This workshop does not cover specific Indigenous or Australian Torres Strait Islander issues.

Further information/contacts: For further information or to discuss your training preferences please contact Queensland Health Multicultural Services.

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