

Customer Service in a Culturally Diverse Society

Course outline

Overview: Workshop to skill and support frontline staff in their daily interactions and communication with consumers from culturally and linguistically diverse backgrounds. Frontline staff will gain increased understanding of the impact of culture in health services and be able to identify the barriers impacting on access to services as a result of language and cultural barriers.

Target audience: All staff working in frontline positions with consumers (Administration, reception, nursing and other disciplines)

Duration: 7 hours 30 minutes (full day)
6 Continuing Professional Development points if applicable to your profession

Number of participants: Minimum 12 – maximum 30

Pre-requisites: Nil

Module aim or outcome: Frontline staff will have increased understanding of the influence of culture in the Queensland Health context and will be able to interact effectively with people across different cultures. Frontline staff will understand the link between cultural competency, equitable customer service and positive patient outcomes. They will gain an appreciation of the importance of data collection, using professional interpreters and multicultural resources available. Frontline staff will feel more confident and skilled when working with consumers from culturally and linguistically diverse backgrounds.

Lesson objectives:

- Understand how culture impacts on interactions with frontline staff
- Understand the importance of identifying and collecting data on language and cultural needs
- Identify when a professional interpreter is required



- Learn effective communication skills to overcome language and cultural barriers

Content:

- Cross cultural competence
- Cross cultural awareness
- Cross cultural communication
- Use of interpreters
- Culture and diversity issues in health care
- Interpersonal skills in a cross cultural setting
- The importance of data collection
- Multicultural resources

Participants will:

- Understand how culture impacts on interaction with frontline staff
- Learn effective communication skills to overcome language and cultural barriers
- Gain an appreciation of collecting data on language and cultural needs
- Identify when an interpreter is required

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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