

Offerings for Corporate/Govt Employers

CROSS-CULTURAL AWARENESS TRAINING

Brotherhood of St Laurence's Diversity Unit



Brotherhood
of St Laurence

Based on BSL's 60-plus years of experience in working with people of refugee and migrant backgrounds and employers and 90 year experience in working with people of disadvantaged backgrounds, we have developed these interactive **Cross-Cultural Training** modules for workplaces. Sessions are for up to 20 staff:

MODULE 1: Engaging & Being Inclusive in Multicultural Marketplaces/Communities–3hr sn COST: \$1925

This aims to build the skills and confidence of staff and maximise their ability to:

1. Raise the organisation's profile and tips to promote products/services/administered laws their services/ offerings/ laws or brand within Victoria's multicultural community, particularly amongst hard-to-reach newly arrived communities, via community engagement;
2. Be aware of cultural norms and be culturally-sensitive in their engagement with customers;
3. Building trust, rapport and relationships, through understanding cultural nuances to communication and more.



MODULE 2a & b: Fostering Multiculturally Inclusive Workplaces – 3 hrs/6.5 hrs COST: \$1925/\$3850

Where an organisation employs a **very multicultural workforce** or is **hosting people of refugee backgrounds on short/long-term placements**, these modules aim to help **supervisors/mentors and/or peers** to gain skills in playing a part in fostering an inclusive workplace culture as colleagues and/or to maximise their investment in their **CALD employees** by:

In Modules 2a. For Peers (3 hour session - 9.30am-12.30pm) and within Module 2b for Supervisors

1. Having a greater appreciation of cultural differences and how they may present in the workplace
2. Understanding that we are not all the same in our thinking, behaviour and perceptions.
3. Being aware of our Cultural Bias
4. Experience of Refugees and Settlement Challenges in Australia
5. Recognise common misunderstandings that can arise in diverse workforces
6. Benefits of diversity and inclusion for business, team and workplace
7. Understanding challenges Australian workplace culture poses for new arrivals;
8. Cross-Cultural communication tips to minimise misunderstandings

Additional Module 2b. for Supervisors Only – a 6.5 hr session incorporating the above (9.30am-4pm)

9. Providing preventative and practical strategies to ensure inclusive practices;
10. Maximising CALD recruits – from recruitment to supervision to retention
11. Navigating tricky issues as you manage diversity and differences in teams; and
12. Practical tips on harnessing the diversity to get the best out of people in a team environment
13. Every day cultural awareness – reinforcing training learnings into other aspects of the workplace
14. Strategies, policies and practices to
 - a. Foster inclusion
 - b. Ameliorate risk and
 - c. Maximise a sense of belonging and fit to ensure a supportive environment

Collectively, **both modules** will help positively harness diversity in a workplace and foster:

1. Inclusion of people from diverse communities;
2. Recognition and acceptance of differences to break down engagement barriers;
3. Greater collaboration and hence lead to a more inclusive, productive and positive team environment, owing to the arising awareness, cohesion and reception to all.

MODULE 3: Fostering Disadvantage-Aware Workplaces – 3 hour session

COST: \$1925

Where an organisation employs people from disadvantaged backgrounds who may be experiencing poverty, this module aims to develop awareness amongst **supervisors/mentors** of the following:

1. Understanding that we are not all the same in our thinking, behaviour and perceptions.
2. The reality of poverty in Australia and how it can manifest in the workplace
3. The 'visible' and 'invisible' aspects of poverty
4. How stereotypes and one's culture shapes interactions with others
5. The impact of stereotypes, bias and assumptions, and how we can unpack privilege
6. Tools to ensure the mentoring of disadvantaged people is done in an empowering way
7. Agencies to seek information, advice and/or make referrals

MODULE 4: Understanding and Navigating Australian Workplace Culture– 2hr session

COST: \$1455

This session is ideally provided pre-placement and/or pre-employment in an employee's first Australian workplace. It aims to provide the space to discuss and anticipate likely differences in their overseas workplace and understand the nuances of Australian workplace culture. It will provide strategies to maximise a positive integration and cultural fit. Participants will gain an understanding of

1. Australian Workplace Values
2. How they may be similar/ different to home country
3. Tips/ strategies to navigate Australian Workplace Culture
 - Understanding Culture Activity: Exploring your own culture
 - Australian Workplace Values
 - Grooming and Appearance
 - Equality and Egalitarianism in the workplace (eg. management style, informal communication etc)
 - Communication - Resolving conflict and Asking Questions
 - Case studies
 - Question & Answer session

Workshops delivering modules can occur at your office and the cost refer to a group session for up to 20 staff, hence making it equivalent to \$97 per person. All costs are GST-inclusive. As a not-for-profit organisation, the Brotherhood of St Laurence's training is recognised as a Social Traders-certified **social enterprise**. We can help you meet **government procurement social enterprise targets**.

Past Clients of our Training: Include **local governments** (Banyule, Moreland, Whitehorse, Dandenong etc), **state government** (Small Business Victoria, Office of Public Prosecutions) and **employers and unions** such as Outlook Environmental Services, Victoria University, Apprenticeship Employment Network and Victorian Trades Hall Council.

For more information or to obtain a tailored proposal, contact **Ms Hutch Hussein**, Senior Manager, Diversity Unit, 0438 507 103, hutchhussein@bsl.org.au or visit www.bsl.org.au/xcrt

Testimonials from past clients

'Thought-provoking, eye opening, insightful.'

'Very practical, realistic approaches and tips'

'Engaging, informative and meaningful content relevant to our work.'

Our training and consultancy services are recognised as a **Social Traders-certified social enterprise**. **Ask us about follow up support** to embed practices, develop strategies and review existing materials, mentoring etc.

