

WORK EFFECTIVELY WITH ABORIGINAL CLIENTS AND COLLEAGUES

COURSE OVERVIEW

This stimulating and challenging training course equips participants with the necessary knowledge about how to effectively work with Aboriginal clients and co-workers.

While focussing on Aboriginal culture, the learning specifically deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures.

Students will learn principles, concepts and strategies that will ready them to confidently and sensitively engage with Aboriginal people during the course of their everyday business.

This workshop is aimed at all professionals and support staff across a variety of occupations in a variety of industries. It is a must for individuals and organisations seeking to develop and maintain effective relationships, while creating mutual trust and confidence when working with Aboriginal people.

LEARNING STYLE

This is a practical, hands-on course that involves a variety of interactive learning strategies. Students will be asked to share information and encouraged to reflect upon their own personal experience. There will also be many opportunities to practice practical techniques learnt during the course.

COURSE CONTENT

This two day training course has been developed and will be delivered by Indigenous people who are committed to building positive partnerships between Aboriginal and non-Aboriginal people.

DAY ONE

- Culture and culturally sensitive practice.
- Aboriginal Cultural diversity
- Aboriginal Culture:
 - History and legacies of past legislation and policies
 - Identity, land, kinship, gender, family, learning, concept of time and quantity
- Aboriginal Protocol – “ways of working”

DAY TWO

- Integration of Aboriginal “ways of working” in the workplace
- Communication – identify and address language barriers
- Application of effective communication strategies and tools to address conflict

LEARNING OUTCOMES

- Apply an awareness of Aboriginal culture to the development of effective relationships based on mutual trust and confidence.
- Communicate effectively with Aboriginal people.
- Resolve cross-cultural misunderstandings



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FACILITATORS

MISHELLE BURTON

Mishelle is an Aboriginal woman possessing an extensive Aboriginal and non Aboriginal network throughout Western Australia, in both personal and professional capacities. She is a qualified Trainer & Assessor with extensive qualifications and experience in the development, implementation, delivery and assessment of teaching/training programs, specialising in Working with Indigenous people.

JAYSON DAWSON

Jayson is of Noongar descent. He holds a Diploma in Occupational Health and Safety and is a new addition to the Working with Indigenous People program.

ASSESSMENT

The training meets the elements and performance criteria of the National Unit of Competence - HLTHIR403B: Work effectively with culturally diverse clients and co-workers.

To be eligible for full certification students will need to:

1. Successfully complete the training course and workbook activities
2. Pass the Assessment Component including a Workplace Case Study.

RECOGNITION

Successful completion will result in the issuance of a Statement of Attainment for partial completion of BSB41407 Certificate IV in Occupational Health and Safety.

PROGRAM PRICE

Work Effectively with Aboriginal Clients and Colleagues - Course	\$1,000.00
National Unit of Competence Certification	\$300.00

This course has a large component of contextualisation to suit individual groups and businesses. Pricing for this type of course is on application - following a training needs analysis interview.



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