



CHRISTINE COYNE & ASSOCIATES

**‘Cultural
Proficiency in
Practice’**
FROM THE INSIDE – OUT



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Introduction

The Game Changer

There is no other program in Australia that compares to Cultural Proficiency in Practice – from the Inside-Out because it is not delivered in isolation.

Working on the concept that if someone has the capacity to do the job, the cultural background should not matter. Negating the premise that people need to fit the culture of a particular workplace, which is an “outside-in approach” as opposed to an “inside-out approach” which could be viewed as discriminatory.

The program delivery model incorporates a dual approach, that includes separate days for both audiences, followed by a (final) combined day that brings the two groups together, in essence:

“Building bridges, breaking down walls and opening doors to develop a shared understanding of Cultural Proficiency in Practice and how to develop effective teams and working relationships.”

“The workshop has been designed to **“Bridge the Gap”** by enabling participants and work teams to develop an understanding of Cultural Proficiency, Sensitivity & Safety and understand how it aligns to Diversity and Workplace Inclusion.”

The workshop has been designed to **“Bridge the Gap”** by enabling participants and work teams to develop an understanding of Cultural Proficiency, Sensitivity & Safety and understand how it aligns to Diversity and Workplace Inclusion. More importantly how to contribute to the development of professional relationships based on the acceptance of cultural identity and diversity.

Generally Cultural Awareness and Proficiency Workshops are delivered in isolation primarily to non-Indigenous staff. However, being culturally aware and understanding the elements of cultural proficiency applies to all staff, including Aboriginal and Torres Strait Islander staff.

Whilst not exclusively:

This workshop is tailored to companies and organisations:

- » Whose primary focus is the delivery of services to Aboriginal and Torres Strait Islander people.
- » Have a Reconciliation Action Plan (RAP) in place and have Indigenous targets and commitments.

Whilst many of these companies and organisations employ Aboriginal and Torres Strait Islander staff, they also employ many people from a broad range of cultural backgrounds. Often many of these people do not have a well-developed understanding of the “real” history of Aboriginal and Torres Strait Islander people in Australia. Further to this, many Aboriginal and Torres Strait Islander people do not understand the role they play in supporting Diversity and Workplace Inclusion Policy’s and, why it is important for all staff to become culturally aware, competent, and proficient.

“Building bridges, breaking down walls and opening doors to develop a shared understanding of Cultural Proficiency in Practice and how to develop effective teams and working relationships.”



Content Focus

A large part of the content focus is placed on self-awareness, confidence building and intercultural communication for both groups. Designed to motivate participants to identify strategies and tools to work more effectively and cohesively as a Team.

Further to develop a greater understanding of how to best support each other from attaining a deeper understanding of how culture influences both personal and professional styles and what cultural proficiency looks like in practice.

The workshop will also highlight for both current and emerging – Leaders, Managers and Supervisors:

- » How culture can influence Leadership styles.
- » Being mindful of how culture can sometimes govern Leadership styles.

The separate learning days allows for content that targets the separate audience, for example – Aboriginal staff do not need to undertake Aboriginal Cultural Awareness, whereas non-Aboriginal staff do. The content will also include how to understand engaging from a different cultural lens and understand perceptions that may not be visible.

Aboriginal and Torres Strait Islander staff will gain a better understanding of company expectations, how to manage work, family, and community obligations, developing work ethics and how to contribute to an inclusive workplace.

All workshops are very interactive, include short videos, group workshop activities and team building exercises.

Broad Learning Objectives

For participants to develop a greater understanding of the principles of:

- » Cultural Proficiency
- » Cultural Competency
- » Cultural Knowledge; and
- » Cultural Awareness; and
- » How the above is aligned to Diversity and Inclusion.

Aiming to assist in the development of:

- » Respectful working relationships.
- » Mutual understanding and working in partnership.
- » Improved service delivery to meet outcomes for the company, clients, and stakeholders.
- » Skilled and motivated staff.
- » A culturally safe work environment for all.

Summary

The primary objective of the workshop is for Teams to work together, collaborate and develop cohesive working relationships based on a greater understanding of Diversity and Workplace Inclusion and how Cultural Competency, Sensitivity and Safety are intertwined.

Delivery Options – the workshop can be delivered:

- » Over 3 consecutive days.
- » 1 day per week, ideally over a 3–4-week period.
- » Alternate options – by negotiation.



DAY 1

Cultural Awareness, Competency & Supervision

Non Aboriginal



Introduction

The first part of the workshop will concentrate on providing non-Aboriginal staff with a greater understanding of Aboriginal Culture and how culture shapes the way in which Aboriginal and Torres Strait Islander people operate in a contemporary environment. Further participants will develop a deeper understanding of the history of Aboriginal and Torres Strait Islander people in Australia and how this has contributed to the current position and challenges that continue to apply to many Aboriginal and Torres Strait Islander people today. Additionally, gaining an understanding of the diversity that exists within Aboriginal and Torres Strait Islander society in Australia.

Cultural Proficiency and Cultural Supervision will form the second part of this day, providing participants with the knowledge of how to consider cultural learning styles when working with and supervising Aboriginal and Torres Strait Islander people. More importantly how to use this knowledge to better communicate across culture.

Underpinning this learning, participants will become aware of their own culture and how it frames behaviors, ways of working and how they can more effectively contribute to Diversity and Workplace Inclusion.

Many companies and organisations employ people from a multitude of cultures and often they have not received the necessary training required to effectively embed cultural differences when communicating and working with Aboriginal and Torres Strait Islander people, both within and outside the workplace i.e., workmates, clients, and stakeholders. Their interaction with Aboriginal and Torres Strait Islander people is limited and for many it continues to be a daunting experience for fear of saying or doing the wrong thing, or lack of confidence in an inter-cultural environment. Therefore, their ability to converse with Aboriginal and Torres Strait Islander people remains as one of biggest "gaps".

This section has been designed to ensure that participants understand how to adapt these processes and the tools necessary to manage the process in a culturally appropriate way to ensure that Aboriginal and Torres Strait Islander people feel culturally safe.

Day 1 Content

SESSION 1 Balancing both Worlds - Personal Journey	SESSION 3 Intercultural Communication	SESSION 5 Managing Day to Day Issues, Cultural Considerations, Leading & Managing
SESSION 2 Historical Perspectives & Kinship	SESSION 4 Cultural Bias, Proficiency and Competency	SESSION 6 Recap and Preparation for Combined Session



DAY 2

Balancing Both Worlds & Working across Culture

Aboriginal Staff



Introduction

Many Aboriginal and Torres Strait Islander people lack the confidence to undertake what many non-Aboriginal people would consider "simple or easy." Although we are in the twentieth century there are many Aboriginal and Torres Strait Islander people who have yet to "fly, visit a city, or engage with a diverse range of non-Aboriginal people. They continue to live outside of the mainstream world." Their interaction with non-Aboriginal people is limited and for many it continues to be a daunting experience for fear of prejudice, rejection, or lack of confidence in an inter-cultural environment. Therefore, their ability to converse with non-Aboriginal people remain as one of biggest "gaps". Additionally, many Aboriginal and Torres Strait Islander people have not had the opportunity to develop life skills that enable them to identify opportunities that meet their aspirations or to realise their full potential.

This component of the workshop has been designed specifically for Aboriginal and Torres Strait Islander employees and will enhance participants understanding of the business environment and company/organisation expectations.

Further how to balance both their cultural obligations and responsibilities as an employee and co-worker.

The workshop will enable participants to build knowledge of the company/organisation structures, processes and identify what is expected as an employee and identify linkages to Company Diversity Policy. Participants will develop an understanding of training elements and tools to set goals to achieve success.

Through an increased self-awareness and understanding the needs of others, participants will develop the emotional intelligence to manage relationships and have a better understanding of their own aspirations and abilities.

Further to have a greater understanding of other cultural groups and, how quite often perceptions from "one-to-the-other" can be quite different, but how we all need to be considerate of other cultures and how do we best do that.

Day 2 Content

SESSION 1 Company Expectations - Employee Obligations	SESSION 3 Goal Setting & Importance of a Business Mentor	SESSION 5 Cultural Bias, Proficiency and Competency
SESSION 2 Intercultural Communication	SESSION 4 Individual Strengths & Areas for Growth	SESSION 6 Recap and Preparation for Combined Session



DAY 3
Bringing it Together
 Combined Group

Introduction

The workshop series concludes on Day 3 - Bringing the whole team together. The day will include expanding on the principles of Cultural Proficiency, Sensitivity and Safety and provide a greater understanding of how to apply it and what it looks like in practice. Developing team building and leaderships skills and modelling behavior to eliminate barriers in communication.

Combining this with a clear understanding of Professional Boundaries, being mindful of what is considered bullying and harassment and what is not, based on the tendency to sometimes make "assumptions" inadvertently through individual perceptions and "unconscious bias."

Further to gain a better understanding of how culture influences both personal and professional styles and is connected to cultural bias and, how having an effective cohesive team contributes to the development of professional relationships.

Finishing the day with an understanding of Diversity and Workplace Inclusion and how Cultural Proficiency, Sensitivity and Safety are intertwined. Overall aiming to build skills and motivate staff to deliver better outcomes through improved service delivery for clients and stakeholders.

The overall aim being to bridge the gap between cultural groups and in a practical sense: "Building Bridges - breaking down walls and opening doors to develop a shared understanding of Cultural Proficiency in practice and how to develop effective teams and working relationships."

Day 3 Content

SESSION 1 Cultural Competency, Sensitivity and Safety in Practice	SESSION 3 Benefits of Working in a Team	SESSION 5 Review & Recap - Where to From Here?
SESSION 2 Professional Boundaries, Bullying & Harassment.	SESSION 4 Diversity & Workplace Inclusion	



Here's what the participants from the Inaugural delivery said: ”

DAY 1 - Non Aboriginal Staff

"Was great to learn about culture and see the similarities to my own."

"I learned a lot and will share with family and friends"

"Love your work - keen to come to next session"

"Everything, especially the communication Section."

DAY 2 - Aboriginal Staff

"The team building exercises and questions were great & different."

"The cultural bias part was very interesting"

"I loved the group activities"

"I felt my knowledge of company expectations was challenged and definitely have a greater understanding now."

"It was good to understand that i can face uncomfortable positions/situations with non Aboriginal people."

"Very well delivered, most comfortable training I've ever done"

"I enjoyed how engaging it was and I didnt feel "bored" or zoned out."

DAY 3 - Together

"Please implement to our whole company - make it mandatory"

"I found it interesting to understand our supervisors can also be vulnerable and have questions"

"It was great to have the separate training then come together as one team."

"I really loved the 3 day workshop and how it was laid out for both supervisors and trainees."

"The Strengths and Weaknesses, all activities were great and makes you think."

”

"Please implement to our **whole company** - make it mandatory"



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