Work with Diverse People CHCDIV001

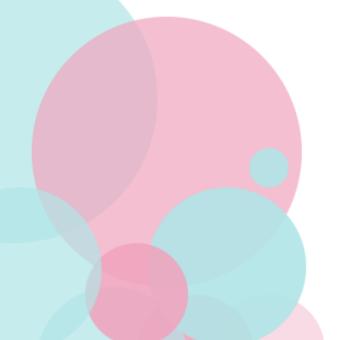
WELCOME TO INTERCARE



UNIT OVERVIEW

- Work with diverse people
- Respect cultural groups
- Own perspectives and how they change the way you work







ELEMENTS

- 1. Reflect on own perspectives
- 2. Appreciate diversity and inclusiveness, and their benefits
- 3. Communicate with people from diverse backgrounds and situations
- 4. Promote understanding across diverse groups



WHAT IS PERSPECTIVE?

DEFINITION:

A particular attitude towards or way of regarding something. A point of view.

 Think about how you view a particular group of people?





HOW DO YOU IMPROVE YOUR OWN SOCIAL AWARENESS?

- Consider the needs of individuals and groups
- What is your role in conflict?
- Be educated on social issues
- Be compassionate
- Improve listening skills
- Show empathy





HOW TO IMPROVE SELF & SOCIAL AWARENESS

- NEVER assume
- Respect everyone
- Get to know someone from a different culture

Remember: people are usually biased because they make assumptions





WORKING WITH DIVERSE PEOPLE

What is cultural diversity?

The existence of a variety of cultural or ethnic groups within a society

- Race
- Ethnicity
- Language
- Dress
- Traditions
- Beliefs





WORKING WITH DIVERSE PEOPLE

- How would you work with someone from a different cultural background to your own?
- Value
- Respect
- Inclusiveness
- Effective communication verbal and non verbal
- Professionalism
- Easy to understand instructions





WHAT IS A LANGUAGE BARRIER?

A conceptual barrier to effective communication, that occurs when people who speak different languages attempt to communicate with each other





STRATEGIES TO COMMUNICATE WITH LANGUAGE BARRIERS

- Seek assistance from interpreters
- Seek assistance from family and friends
- Use of technology e.g. smart phones/tableta
- Learn some words
- Speak slowly/clearly
- Don't use Jaron
- Use body language
- Visual aids e.g. picture cards
- Repetition
- Show respect and don't get frustrated





STATISTICS

- 1. Today 20% of people over 65 where born outside Australia
- 2. By 2021 this figure will rise to 30%





WHAT IS MISCOMMUNICATION?

DEFINE: FAILURE TO COMMUNICATE ADEQUATELY

What difficulties could arise from misunderstandings that could be caused by having a diverse workplace?

- Body language interpreted the wrong way
- Other party could take offence
- Make a hostile workplace





WHAT IS MISCOMMUNICATION?

- If a miscommunication has occurred, how would we resolve this issue?
- Report to RN/Manager/Supervisor
- Understand the diverse community of workers
- Speak calmly and clearly using easy to understand language
- Have neutral body language



HOW WOULD YOU RESOLVE MISCOMMUNICATIONS?

- Listen to both parties
- Acknowledge and understand difference
- Look for common ground
- Use a mediator and interpreter if necessary
- Good listening skills
- Lack of knowledge on different cultures
- Report miscommunication through the right avenues (manager/supervisor/RN)



WORKING TOGETHER

- Always value and respect differences
- Include all staff
- Make work practises safe
- Have good relationships with colleagues/clients
- Feel safe
- Fully participate





SAFE WORK PRACTICES

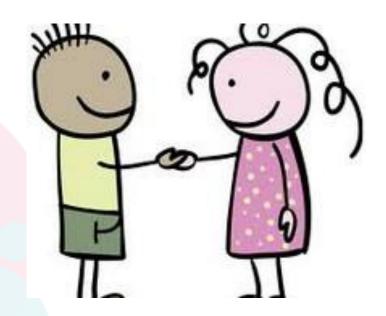
- Easy to understand instructions
- Offer more training
- Include every one in decisions
- Support all colleagues
- Good communication





DIVERSITY

"Treat someone how you would like to be treated".





QUESTIONS?





NEXT SESSION!

Follow safe work practices for direct client care HLTWH002

- 1. Follow safe work practices for direct client care
- 2. Follow safe work practices for manual handling
- 3. Follow safe work practices for infection control
- 4. Contribute to safe work practices in the workplace
- 5. Reflect on own safe work practices



REMINDER

- Have you applied for your police check yet?
- Go to Intercare website, click on 'courses' and scroll down – easy!





MANUAL HANDLING SHORT COURSE

- Some jobs require you to have a Manual Handling certificate when applying
- Did you know Intercare run this course every 4 weeks?





ARE YOU MANAGING YOUR HOMEWORK?



