

# 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/tablets
- Learn some words
- Speak slowly/clearly
- Don't use Jargon
- 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?

