

Free Training Workshop for Service Users

Cross Cultural Communication

This training is offered to Southeast Interpreting and Translation service users to ensure that effective communication is achieved when working across cultures. The workshop creates awareness and understanding of cultural differences and the problems that may arise in meetings of mixed cultures, examines national characteristics and breaks down negative stereotypes. This workshop also covers best practice advice and guidelines on how to work effectively with interpreters.

During the workshop, the following topics will be covered:

- Working across cultures
- Identify cultural assumptions
- Tips for communicating with cultures different than your own
- Using professional interpreters
- The relationship between the interpreter and the professional
- Managing the interview
- Dos and Don'ts - How to avoid pitfalls
- Questions and Answers

These topics are addressed through presentation, discussions, questions & answers and interactive activities including case studies.

This workshop is aimed at receptionists, practice managers, medical staff and anyone motivated in learning about cross-cultural communication.



Please complete and return to the below address with your preferred date.

Name:Surgery:

12th March 2010 Registration 9.45am (coffee). Workshop 10am to 1pm with 10 minute break

19th March 2010 Registration 9.45am (coffee). Workshop 10am to 1pm with 10 minute break

26th March 2010 Registration 9.45am (coffee). Workshop 10am to 1pm with 10 minute break

Please indicate your required date

Venue: Southeast Interpreting and Translation Service
36 St Nicholas Lane, Lewes, East Sussex, BN7 2JZ.

