



CROSS-CULTURAL SKILLS TRAININGS

- 1-hour to 2-hour sessions, ideal for staff meetings
- Multiple topics to choose from
- Flexibility to mix and match sessions based on your organization's needs
- Include instruction and attendee participation through discussion

 Center for New Americans & Multi-Cultural Center

Cultural Awareness

Bridging Cultures

Using descriptive cultural continuums and examples from lived experience, identify and discuss cultural norms and values. Grow awareness of your own cultural hooks and explore root causes. Includes a discussion of cultural continuums including Time Orientation, Individualism, Collectivism, Indirect Communication and more.

Refugee Resettlement 101

Explore what it means to become a refugee and the process of resettlement from country of origin, to refugee camp, to the interview process, arrival and adjustment to life in a new country.

Immigration 101

Understand the history and evolution of the U.S. immigration system and how a person applies for and adjusts their legal status. Learn about the basics of family, employment and humanitarian immigration law.

Diversity Panel/Interview

Listen to voices of immigrant and refugee residents as they speak to their backgrounds, what brought them to the U.S., some key points regarding life in their homeland, the main challenges to adjusting to life in the U.S. and perspectives on how to support success in your culturally diverse clients.

Communication and Engagement

Cross-Cultural Communication

Engage in a language immersion experience and discuss challenges of language acquisition. Gain key insights about the backgrounds of multi-lingual learners and learn and practice techniques for effective communication with multi-lingual learners or non-native English speakers.

Best Practices for Working With an Interpreter

Learn about the interpreter's role and the ethics that guide their work, helping clients collaborate effectively during multilingual meetings. Transform communication and outcomes for clients and patients with limited English proficiency.

Basic Language Training: Greetings and Reception

Gain some rudimentary phrases in Simple English, Spanish, Arabic, Swahili, Somali and Vietnamese to welcome and serve a diverse, multi-lingual clientele.

Cross-Cultural Skills for Outreach and Engagement

Review some everyday cross-cultural scenarios and discuss qualities and approaches that yield positive outcomes. Explore ways to show respect and sensitivity and effectively engage with the diverse communities you serve.



Contact Us

Email or call to learn more!

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