

INVITATION

Cross Cultural Communication Seminar

Settlement Support Hawke's Bay is very pleased to welcome Wong Liu Shueng, Director of Intercultural Works to Hawke's Bay for this exciting and important seminar.

Liu Shueng has 10 years experience as a consultant running intercultural training to public and private sectors. She has also worked for the Office of the Race Relations Conciliator, Human Rights Commission and the Office of Ethnic Affairs.

In an environment where diversity in the population is ever increasing, good communication with culturally different clients or those from other than English speaking countries is a must. Misunderstandings because of language or cultural barriers can compromise the quality of service and cost time and money.

Cross cultural competency is the process of knowing ourselves and the lens through which we view 'otherness'; and when to apply cross cultural communication skills. This workshop will provide tools for all cross-cultural interactions in customer and social services.

Don't miss the opportunity to join one of New Zealand's leading intercultural specialists, Feedback from previous sessions is outstanding:

- Refreshing authentic presentation
- Awesome workshop
- Deeper understanding of difference
- Expanded a lot on my knowledge of working with other cultural groups
- Found it very relevant to the topic

Date: Thursday September 9th 2010

Time: 9.30 -3.00

Cost: \$95.00 including lunch

Venue: Napier City Council Chamber (please note parking along Marine Parade at the Pay and Display facility will ensure you can enjoy the session without worrying about your parking)

Register: Nina Siers, ninas@napier.govt.nz 06 835 273

Spaces are limited so book now!

[Check out Liu Shueng's website click here](#)

SETTLEMENT SUPPORT NEW ZEALAND

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