

A PDF of this email reminder can be found at: [http://www.diversityconnect.com.au/documents/Flyers/mailout\\_20100427.pdf](http://www.diversityconnect.com.au/documents/Flyers/mailout_20100427.pdf)

Dear friends and colleagues,

Please note the following upcoming popular events from Diversity Connect International:

DATE	DESCRIPTION	VENUE
<b>MONDAY,</b> <b>21<sup>st</sup> June 2010</b> <b>9:30 am – 4:30 pm.</b> (registration starts at 9.15 am)	<b>" HANDLING DIFFICULT PEOPLE AND SITUATIONS"</b> <b>Controlling situations of conflict &amp; disagreement"</b> By Vic Robb	<b>Multicultural Hub,</b> 506 Elizabeth Street, Melbourne 3000. (opp Victoria Market)
<b>TUESDAY,</b> <b>22<sup>nd</sup> June 2010</b> <b>9:30 am – 12:30 pm</b> (registration starts at 9.15 am)	<b>ENGAGING WITH INDIGENOUS AUSTRALIANS AND</b> <b>UNDERSTANDING THEIR BELIEFS AND CULTURES</b> with Rob Hyatt	<b>Hume Global</b> <b>Learning Centre,</b> 1093 Pascoe Vale Rd, Broadmeadows. (opp Broadmeadows Train Station)
<b>TUESDAY,</b> <b>22<sup>nd</sup> June 2010</b> <b>1:30 pm – 4:30 pm</b> (registration starts at 1.15 pm)	<b>UNDERSTANDING AND ENGAGING</b> <b>WITH THE AUSTRALIAN INDIAN COMMUNITIES</b> with Jagdeep Singh Shergill	<b>Hume Global</b> <b>Learning Centre,</b> 1093 Pascoe Vale Rd, Broadmeadows. (opp Broadmeadows Train Station)

You can get more information about these workshops at [www.diversityconnect.com.au/dci\\_events.htm](http://www.diversityconnect.com.au/dci_events.htm) as well as in the flyers below.

Book early to avoid missing out as places are limited. Also note that places are only guaranteed when full payment is received. Register online at [www.diversityconnect.com.au/event\\_reg\\_form.htm](http://www.diversityconnect.com.au/event_reg_form.htm) (we'll email you a tax invoice).

Diversity Connect offers many other PD training workshops or speakers on almost any topics at your workplace and at your convenience. Let us be your event management provider. Call us to discuss your needs. In addition, If you have a suggestion about an event, topic, alternative venue, presenter(s) or anything else please let us know by going to our [online suggestions form](#).

Please feel free to circulate this reminder to your networks and colleagues.

Kind regards

**YASSER SOLIMAN**

Executive Director

**DIVERSITY CONNECT INTERNATIONAL**

*Helping to connect people, governments and organisations  
by developing understanding, systems and skills*

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DIVERSITY CONNECT INTERNATIONAL P/L  
www.diversityconnect.com.au  
*presents*

# ENGAGING WITH INDIGENOUS AUSTRALIANS AND UNDERSTANDING THEIR BELIEFS AND CULTURES

A PROFESSIONAL DEVELOPMENT WORKSHOP

## DESCRIPTION

The “Engaging with Indigenous Australians and Understanding their Beliefs And Cultures” workshop is enlightening, fun and very popular. It always receives excellent reviews.

This workshop is relevant to people from all backgrounds, especially service providers. It will be presented by Rob Hyatt, who is a highly experienced Indigenous trainer and community worker.

The workshop will equip you with relevant information that is immediately useful and will cover the following topics:

- ✓ Indigenous Demographics
- ✓ The challenges faced by Indigenous Australians in accessing services
- ✓ Indigenous family structures
- ✓ Indigenous cultural sensitivities
- ✓ Suggested approaches for making workplaces more culturally sensitive
- ✓ Indigenous communities, past and present
- ✓ Challenging myths and stereotypes
- ✓ Correct terminology
- ✓ Various case studies and success stories of Indigenous Australians

Different modes of delivery are used to engage participants in an encouraging, appropriate and meaningful way.

## DETAILS

**DATE:** Tuesday, 22<sup>nd</sup> June 2010 **TIME:** 9:30 am – 12:30 pm. (registration starts at 9.15 pm)

**VENUE:** Hume Global Learning Centre, 1093 Pascoe Vale Rd, Broadmeadows. (opp Broadmeadows Train Station)

**COST:** \$60 (inc GST) per person. *Prepayment is required.* Cost includes Refreshments.

**SEE HOW TO REGISTER INFORMATION BELOW**

Or go to: [www.diversityconnect.com.au/dci\\_events.htm](http://www.diversityconnect.com.au/dci_events.htm)

DIVERSITY CONNECT INTERNATIONAL P/L  
proudly presents

# UNDERSTANDING AND ENGAGING WITH THE AUSTRALIAN INDIAN COMMUNITIES

A P R O F E S S I O N A L D E V E L O P M E N T W O R K S H O P

## D E S C R I P T I O N

Do you have Indian clients? Customized for service providers who have Indian clients as well as anyone wanting to improve their understanding of the Indian religions, cultures & communities in Australia.

This 3 hour workshop will equip you with information that is immediately useful and will cover the following topics:

- ✓ A profile and demographics of the Indian and Communities in Australia / Victoria
- ✓ Diversity of the Indian People in Australia (including the differences in people, cultures & religions etc)
- ✓ An overview of some specific issues relating to the Sikh community
- ✓ Various Indian festivals, holidays, weddings, funerals and other relevant issues
- ✓ Misconceptions about and Sensitivities to consider about Australian Indian Communities.
- ✓ Leadership structures of Indian Communities in Australia / important organisations to know
- ✓ Overseas Student racism and violence and how service providers can help
- ✓ Other issues of concern affecting the Indian Communities.
- ✓ Issues or barriers affecting access to services and equal opportunity
- ✓ Tips for better engagement with people of Indian background.
- ✓ Questions and answers time with discussion

Presented by Mr Jagdeep Singh Shergill, is an experienced community spokesperson and trainer. He is a prominent community representative of the Indian, Punjabi and Sikh communities in Melbourne. He has represented these communities in many capacities over the years.

## D E T A I L S

**DATE:** Tuesday, 22<sup>nd</sup> June 2010      **TIME:** 1:30pm – 4:30 pm. (registration starts at 1:15 pm)  
**VENUE:** Hume Global Learning Centre, 1093 Pascoe Vale Rd, Broadmeadows. (opp Broadmeadows Train Station)  
**COST:** \$60 (inc GST) per person. *Prepayment is required.* Cost includes light Refreshments.

**SEE HOW TO REGISTER INFORMATION BELOW**

Or go to: [www.diversityconnect.com.au/dci\\_events.htm](http://www.diversityconnect.com.au/dci_events.htm)

DIVERSITY CONNECT INTERNATIONAL P/L  
www.diversityconnect.com.au

presents

# HANDLING DIFFICULT PEOPLE AND SITUATIONS™

## Controlling situations of conflict and disagreement

A PROFESSIONAL DEVELOPMENT WORKSHOP

### DESCRIPTION

This workshop offers participants proven skills and knowledge that is immediately applicable. It provides a structured, professional and entertaining experience. This program should help employees to feel more safe and comfortable in the workplace, whilst at the same time develop their ability to act consistently and appropriately in their role as a representative of the organisation. In addition, the workshop will discuss important welfare issues facing employees that should build confidence and awareness. The course is based on proven methodologies in dealing with attitudinal issues for aggressive behavior.

The workshop is designed to upgrade the interpersonal skills of participants regardless of their current profession. Key outcomes are:

- ✓ Proven methodology in dealing with attitudinal issues for aggressive behaviour
- ✓ Participants should complete the program and gain increased confidence and competence.
- ✓ Develop increased ability to recognize their attitudes and actions and consequences.
- ✓ Learn to how become more responsible for their behaviours and actions in these situations.
- ✓ Reduced employee trauma and stress (by following principles and strategies emphasised in the program)
- ✓ Reduced costs and potential liability as well as reduction of complaints and litigation
- ✓ A safer work environment and overall welfare for employees

This is an expertly facilitated workshop with opportunities to practice the techniques and for discussions of the topics and with a workbook/manual provided to assist learning and understanding. Different modes of delivery are used to practice these new skills in an encouraging, appropriate and meaningful way.

Facilitated by Vic Robb who brings immense levels of professionalism, enthusiasm, knowledge, experience and expertise to the training environment. Vic has had an extensive background as an expert trainer in the community, business, policing and UN peacekeeping fields.

A highlight of the program lies in the fact that the facilitator has developed the course content from his own proven life & professional practical experiences. At the same time he draws on the existing experience of class participants, creating a partnership approach to the subject. The information contained in the course has been successfully used in many difficult situations to manage & defuse potential conflict.

### DETAILS

**DATE:** Monday, 21<sup>st</sup> June 2010 **TIME:** 9:30 am – 4:30 pm. (registration starts at 9.15 am)  
**VENUE:** Multicultural Hub, 506 Elizabeth Street, Melbourne . (opposite the Queen Victoria Market)  
**COST:** \$180 (inc GST) per person. *Prepayment is required.*  
Cost includes refreshments and course booklet.

**SEE HOW TO REGISTER INFORMATION BELOW**

Or go to: [www.diversityconnect.com.au/dci\\_events.htm](http://www.diversityconnect.com.au/dci_events.htm)

# HOW TO REGISTER

(Pre-payment required)

To [register online](#) and pay by [credit card](#) using secure [PayPal](#)® or [EFT payments](#) for this event go to [www.diversityconnect.com.au/event\\_reg\\_form.htm](http://www.diversityconnect.com.au/event_reg_form.htm) and follow the instructions.

To download the registration form [www.diversityconnect.com.au/downloads,htm](http://www.diversityconnect.com.au/downloads.htm)

TEL / FAX: (03) 9308 8303 | MOB: 0412 305 193

EMAIL: [admin@diversityconnect.com.au](mailto:admin@diversityconnect.com.au)

WEBSITE: [www.diversityconnect.com.au](http://www.diversityconnect.com.au)

**Diversity Connect International also offers this workshop and other services customised to your specific needs at your workplace or organisation.**

**Visit our website or call to see how we can help you.**

*Kindly circulate this information to your networks and colleagues*