

East Arnhem Cultural Competency Training – Learning Outcomes and Objectives

A detailed breakdown of each module’s Learning Outcomes is provided below, to provide an overview of what participants will learn in the online or face-to-face workshops.

These outcomes are guided by our program’s Learning Objectives, also provided below.

Please note that while there are slight differences to the way the modules are delivered face-to-face and online, both programs share the same content and learning outcomes.

Communicating Between Two Worlds

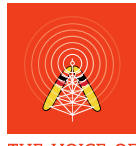
- Learn about the ‘cross-cultural communication gap’ between YolŃu and the western world
- Understand some impacts of this gap for YolŃu
- Identify the key elements of cross-cultural competency
- Understand the goals and learning style of this course.

Introduction to YolŃu Matha

- Understand YolŃu language ecology
- Understand letters and sounds of YolŃu languages, and practice these. Understand the difference between sounds and symbols, between English letters and YolŃu sounds.
- Compare and contrast some different YolŃu languages.
- Learn some basic words and phrases – facilitators to determine which language/s this should be in, depending on where the participants are working.
- Practice speaking, by learning some basic phrases.
- Identify language learning goals and strategies.

Introduction to YolŃu Rom

- Develop a basic understanding of the YolŃu moeity system (Dhuwa/Yirritja)



- Hear from appropriately experienced Yolŋu about some important concepts in Yolŋu Rom (Law).

Getting to Know People

- Understand an extensive number of 'do's and don'ts' when engaging with Yolŋu, to express respect and avoid offence.
- Apply respectful interaction skills through a roleplay with Yolŋu facilitators.

Introduction to Plain English

- Understand the purpose and limitations of Plain English in cross-cultural communication
- Identify some aspects of English that may be difficult for Yolŋu to understand/interpret, such as:
 - Order of information/cause and effect
 - Passive sentences (change to active sentences)
 - Abstract nouns/nominalisations (change to active sentences)
 - Words and phrases that are easily misunderstood or heard differently
 - Words and ideas that might need unpacking
 - Talking about probability and possibility.

Practicing Plain English

- Rephrase/re-write texts in Plain English to apply the Learning Outcomes from the *Introduction to Plain English* module.

Gurruŋu and mälk

- Familiar with the gurruŋu (kinship) chart and able to read it to identify relationships between individuals and clans
- Understand some gurruŋu relationship terms and concepts
- Practice pronouncing a range of gurruŋu relationship terms
- Familiar with the mälk (skin name) chart and key concepts pertaining to mälk

- Participate in a roleplay to use ‘your’ mälk to find your mälk relationships.

Cross-cultural Relationships – Adoption and Working Together

- Understand YolŃu motivations and expectations for adoption of non-YolŃu
- Discuss some YolŃu principles for effective two-way relationships
- Discuss your questions about adoption with YolŃu facilitators
- Understand why and how to work with YolŃu ‘bämara’ (community guides) appropriately
- Understand YolŃu obligations outside of work, and identify strategies for accommodating these

Decision-Making with YolŃu

- Learn questioning strategies to ensure your message has been understood
 - Open questions vs closed questions
 - Template answers; Alternative questions
- Learn strategies to ensure you are understanding the message from someone else
 - Questions to confirm your message was received as intended
 - Indirect ways that YolŃu might communicate lack of understanding or agreement
- Unpack the meaning of ‘informed consent’ in a north-east Arnhem Land context
 - Separating the educational and decision-making parts of consultations
 - Considering the difference between consultation versus two-way engagement
- Understand some broad features of YolŃu decision-making structures, roles and guiding principles.

This module is designed to be flexible, depending on the needs of the participants. Some components are intended for participants with relevant existing experience and may only be discussed (or discussed in detail) if the client has specifically requested its inclusion.

Cross-Cultural Ethics

- Articulate the reasons and concrete strategies to take on more of the ‘communication burden’
- Understand YolŃu and Balanda concepts for effective collaboration

- Understand the ethics of holding some knowledge about YolŃu concepts and worldview.

More YolŃu Matha Practice

- Learn some basic words and phrases – facilitators to determine which language/s this should be in, depending on where the participants are working.
- Practice speaking
- Identify language learning goals and strategies to achieve them.

This module is delivered across multiple sessions in the online course. The contact time for this is the same or greater than in face-to-face workshops.

East Arnhem Cultural Competency Training – Learning Objectives

1. Identify common points of miscommunication between English and YolŃu Matha speakers.
2. Understand ethical and respectful frameworks for positive cross-cultural interaction.
3. Reflect and analyse individual and organisational attitudes and motivation for cross-cultural interaction.
4. Identify and apply strategies for showing respect and avoiding offence in intercultural interactions.
5. Learn and apply the principles of Plain English, in order to more effectively communicate complex information to a YolŃu audience.
6. Learn strategies and analyse frameworks for respectfully checking comprehension and achieving meaningful two-way decision-making with YolŃu communities.
7. Understand principles of, and develop strategies for developing, effective professional intercultural relationships.
9. Develop basic understanding of YolŃu gurruṯu (kinship), YolŃu decision-making and YolŃu authority, and strategies for appropriately engaging with these YolŃu structures.
10. Learn introductory YolŃu Matha phrases, and strategies for incorporating YolŃu Matha into service delivery.