

Dear friends and colleagues,

Below is a reminder about the upcoming popular events from Diversity Connect International:

1. The **“ENGAGING WITH AUSTRALIAN MUSLIMS & UNDERSTANDING ISLAM”** workshop with Yasser Soliman and Manar Chelebi Monday 30/11/2009, 9:30 am - 12:30 pm.
2. The **“ENGAGING WITH INDIGENOUS AUSTRALIANS AND UNDERSTANDING THEIR BELIEFS AND CULTURES”** workshop with Trevor Pearce on Monday 30/11/2009, 1:30 pm – 4:30 pm.
3. **The BRAIN GYM IN ACTION** workshop – A fun and life enhancing workshop with Mary Nicholls – on Tuesday, 1<sup>st</sup> December 2009, 5.00 pm – 8.00 pm.
4. The **“CUSTOMER RELATIONSHIP MANAGEMENT TRAINING - CONTROLLING SITUATIONS OF CONFLICT AND DISAGREEMENT”** full day workshop with Vic Robb. Wednesday, 2<sup>nd</sup> December 2009, 9:30 am – 4:30 pm.

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.

Register online now at [www.diversityconnect.com.au/event\\_reg\\_form.htm](http://www.diversityconnect.com.au/event_reg_form.htm) (you will be emailed a tax invoice). Be early to avoid missing out as places may be limited. Places are only guaranteed when full payment is received.

If you have a suggestion about an event, topic, alternative venue, presenters or any other suggestion please let us know by going to our [online suggestions form](#) on our website. Call us if we can be of assistance.

Please circulate to your networks and colleagues.

Finally this is not meant to be spam. If you wish to not to receive these event notices, please click on the link at the end to un-subscribe.

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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*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 consistently receives excellent reviews.

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

The workshop will cover the following topics:

- 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:** Monday, 30<sup>th</sup> November 2009 **TIME:** 1:30 pm – 4:30 pm. (registration starts at 1.15 pm)

**VENUE:** Multicultural Hub, 506 Elizabeth Street, Melbourne 3000. (Opposite the Queen Victoria Market).

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

# ENGAGING WITH AUSTRALIAN MUSLIMS & UNDERSTANDING ISLAM

A PROFESSIONAL DEVELOPMENT WORKSHOP

## DESCRIPTION

This is a fascinating, very informative, popular and fun workshop for everyone especially for service providers. It aims to provide you with valuable knowledge about Muslim communities in Australia and what they believe.

It will help to increase your level and quality of engagement and maximize the benefit of your relationships with Muslims. Participants will have opportunities to ask their questions and learn in a friendly environment.

Presented by Yasser Soliman and Manar Chelebi, two highly experienced trainers.  
The workshop will cover the following topics:

- A profile of Muslims in Australia
- An overview of Islamic beliefs
- Important things you should know about these communities
- How to improve your relationship with the community.
- The challenges faced by Australian Muslims in accessing services
- Discrimination and racism in perspective.
- Cultural and Religious Sensitivities
- Suggested approaches for making workplaces more culturally sensitive
- Addressing issues such as Shariah, Fatwa, terrorism, Jihad, Holy War, Extremism, etc
- The Media and challenging myths and stereotypes
- Various case studies and success stories of Australian Muslims

## DETAILS

**DATE:** Monday, 30<sup>th</sup> November 2009 **TIME:** 9:30 am – 12:30 pm. (registration starts at 9.15 am)  
**VENUE:** Multicultural Hub, 506 Elizabeth Street, Melbourne. (opposite the Queen Victoria Market)  
**COST:** \$60 (inc GST) per person. *Prepayment is required.* Cost includes Refreshments.

**SEE HOW TO REGISTER INFORMATION BELOW**

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

*presents the popular*

# BRAIN GYM IN ACTION

A WORKSHOP FOR EVERYONE

## DESCRIPTION

Do you sometimes have trouble remembering what you have just read? Would you like to improve your concentration and memory? Would you like less stress at work and at home?

Mary Nicholls is a highly experienced licensed Educational Kinesiology Consultant and Brain Gym Instructor.

Mary has 15 years experience teaching in adult education and is passionate about using Brain Gym with parents, teachers, children and adults in the workplace to bring balance back into their lives.

Mary knows that Brain Gym can and has made a positive difference for many people.

In this workshop Mary will demonstrate quick, safe and easy-to-practice techniques designed to enhance brain integration and release stresses which inhibit learning.

This is a hands-on fun workshop.

The chance to ask questions and learn in a friendly environment

**Note:** *Participants need to bring a bottle of water, on the day.*

## DETAILS

**DATE:** Tuesday, 1<sup>st</sup> December 2009

**TIME:** 5.00 pm – 8:00 pm. (registration starts at 4.30 pm)

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

**COST:** **\$85 (inc GST) per person.** *Prepayment is required.* Cost includes Refreshments.

**SEE HOW TO REGISTER INFORMATION BELOW**

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presents

# Customer Relationship Management Training™

## Controlling situations of conflict and disagreement

A PROFESSIONAL DEVELOPMENT WORKSHOP

### DESCRIPTION

This facilitated workshop provides a structured, professional and entertaining session. Participants will develop personal ethical standards of behaviour which enhance the image of employees and to provide a safer and friendlier environment for all staff and customers. This program will identify the need for employees to feel safe and comfortable in the workplace, whilst at the same time instill an expectation for staff to act consistently and appropriately in their role as a representative of the organisation. It will discuss important welfare issues facing employees and build confidence and awareness. The course is based on proven methodologies in dealing with attitudinal issues for aggressive behavior.

It is designed to upgrade the skills of Managers, Team Leaders and Staff as well as community members regardless of their current profession. Key outcomes are:

- ✓ Proven methodology in dealing with attitudinal issues for aggressive behaviour
- ✓ Participants will complete the program with increased confidence and competence in recognizing their own attitudes which may be responsible for their behaviours and actions
- ✓ Reduced employee trauma (by following the principles and strategies emphasised within 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 for discussions of the topics and with a workbook/manual provided to assist learning and understanding. Different modes of delivery are used, including role-play scenarios to allow participants to practice these new skills in an encouraging, appropriate and meaningful way.

A highlight of the program lies in the fact that the facilitator has developed the course content from his own proven life 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 and minimise potential conflict.

Facilitated by Vic Robb who brings immense levels of 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.

### DETAILS

**DATE:** Wednesday, 2<sup>nd</sup> December 2009 **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 lunch 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*