



# Resilient Communities

## “CALD” Stakeholder Engagement

Improving service efficiency, acceptability, and effectiveness with Stakeholder engagement Training

### PURPOSE

Be the first to improve service efficiency, acceptability and effectiveness by implementing a Culturally and Linguistic Diversity “CALD” Engagement strategies.

CALD stakeholder engagement Training with Resilient Communities endeavours to increase the value of CALD community and stakeholder participation throughout the planning, delivery and the evaluation of your engagement strategies.

Developed with an innovative and tailored approach targetting your Organisational needs and stakeholder diversity.

### HOW IT WORKS

People with cultural diversity are often unfamiliar with how to participate in consumer engagement process.

Resilient Communities will tailor a training session with your objective in mind from start to finish.

Training material and case studies are designed to meet specific training needs and working environment. We will provide a balance of structured input and discussion of case studies, critical incidents and scenarios relevant to your particular context.

### CONTACT US



*We would love to see how we can help you and your team thrive – let's have a coffee!*

**Hala Kattab**

*Founder, Director & Lead Consultant of Resilient Communities*

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### WHAT'S IN IT FOR YOU?

#### **Value for Organisations:**

- ✓ Improve service efficiency, acceptability, effectiveness, access and equity.
- ✓ Contribute to quality services
- ✓ Strengthen participatory processes
- ✓ Reorient services toward community need priorities.
- ✓ Building trust and capacity within CALD stakeholders.
- ✓ Increase CALD stakeholder participation

#### **Value for Participants:**

- ✓ Encourage confidence and collaboration
- ✓ Job satisfaction
- ✓ Career development
- ✓ Develop the understanding of Cultural diversity, perspectives and concerns spanning “Language, Religion, Gender, sexuality, age, disability, socioeconomic status, women and youth”.

### OUR STORY

After a 25 year journey of learning experiences and triumphs, in a variety of executive and board roles in both private and public sectors locally and internationally, the concept of Resilient Communities was established as the brainchild of Hala Kattab.

With her years of experience operating in culturally diverse global organisations in Jordan, the United Arab Emirates and Australia, Hala adopted and applied cross-cultural strategies to reduce workplace conflicts which resulted in reduced costs associated with turnover recruitment, re-training and positioning the organisation to become an employer of choice.

Hala holds a Masters Degree in Business Administration from Leicester University in the UK. Since moving to Australia in 2007, with the personal goal of adapting to the Australian cultures and systems, Hala completed a Graduate Certificate in Disaster Management from James Cook University, Australia. Furthermore, Hala is a Certified Trainer & Assessor, Volunteer Program Coordinator, Lean and Six Sigma Black Belt, IAP2 Public Participation, Certified Professional – Australian Human Resource Institute and a Fellow member of the Australian Institute of Managers and Leaders.

With almost a decade working as a Multicultural and Diversity Strategist in Cairns, Australia and through her own migration journey adapting to life in Australia, Hala's passion for embracing cultural diversity is built on the solid belief that by harnessing cultural diversity, organisations can enhance the capabilities and maximise the productivity of it's people.

At Resilient Communities, we believe that Your Success is Our Business – and through understanding and harnessing all diverse aspects of your people, and stakeholders, whether is be their cultural backgrounds or their life experiences, you and your team will be successful.