

FREE 21-HOUR

PROFESSIONAL DEVELOPMENT

Occupation-specific Language Training for Personal Support Workers



What you will learn and practice:

- Intercultural communication.
- Gathering and sharing information.
- Writing progress notes.
- Managing interactions with clients and family members.
- Managing challenging interactions

Eligibility:

- You're currently working as a Personal Support Worker (PSW), and
- You're a permanent resident of Canada, a protected person (with Notice of Decision), or a Ukrainian temporary resident or their dependent living in Ontario, and
- You have valid proof of your CLB assessment at level 6 to 8.

Start September 2022. Online delivery.

Apply today!

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OSLT Occupation-specific
Language Training

FLAP Formation linguistique
axée sur les professions

Occupation-specific Language Training for Personal Support Workers



COURSE SCHEDULE	DESCRIPTION	ONLINE LESSON
Exploring Intercultural Communication Dates: Sep. 25 to Oct. 9, 2022	Learn about intercultural communication and discuss related concepts, such as culture, workplace culture, cultural orientations and cultural competence. Discussions will emphasize the impact of culture on communication in the health care workplace and highlight areas where cultural misunderstanding may occur at work. Key strategies for succeeding in culturally diverse workplaces in Ontario will also be presented.	Thursdays 7:00 pm - 8:00 pm
Gathering and Sharing Information Dates: Oct. 17 to Nov. 6, 2022	Learn about and practise language and cultural communication skills for gathering and sharing information. They will look at how to use questions effectively when soliciting information from clients as well as how to verbally report that information to a nurse or other colleague. Considerations for adapting communication will be discussed, as well as cultural orientations to time.	Thursdays 7:00 pm - 8:00 pm
Writing Progress Notes Dates: Nov. 14 to Dec. 4, 2022	Learn about and practise language and cultural communication skills for writing progress notes used in documentation. This will include using clipped structures, passive voice and objective language. Attention will also be given to different cultural perspectives on risk and responsibility as it relates to documentation.	Thursdays 7:00 pm - 8:00 pm
Managing Interactions with Clients and Family Members Dates: Jan. 9 to Jan. 29, 2023	Learn about and practise language and cultural communication skills for interacting with clients and their family members. This includes providing comfort and reassurance to clients, providing instructions and information to clients, and responding to a family member's concerns. Special attention is given to the care of the older adult and their family members. Different cultural perspectives related to the various topics will also be discussed.	Thursdays 7:00 pm - 8:00 pm
Managing Challenging Interactions Dates: Feb. 6 to Feb. 26, 2023	Learn about and practise language and cultural communication skills for managing challenging interactions with clients and colleagues. It highlights the value of interpersonal communication skills and provides guidelines and strategies for navigating different challenging interactions in the Canadian workplace	Thursdays 7:00 pm - 8:00 pm

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