
Cultural Awareness and Language Sensitivity Online Training

Course Overview

This online lesson addresses cultural awareness and language sensitivity, including language barriers and how to work with interpreters for UI agency staff. Best practices are suggested for state agency personnel and hearing officers on how to communicate with limited English proficient (LEP) individuals and individuals from diverse cultures. The lesson explores various situations in which UI staff would engage with an LEP individual either on the phone or in the office.

Course Objectives

- Identify the three modes of interpretation.
- Describe the role of the interpreter.
- Describe how Hearing Officers can work effectively with interpreters within appeals hearings.
- List strategies for agency personnel and Hearing Officers in handling situations where ambiguity can have a negative impact.
- Avoid comments or actions that can disparately impact the Limited English Proficient (LEP) community.
- Identify practices for working with interpreters.
- Identify how to satisfy the Federal criteria established to measure the quality of states' appeals performance in conducting impartial hearings when cultural and language issues are potential barriers.

Target Audience

While this training was originally developed as part of the *UI Lower Authority Appeals Training Hearing Office Online Training*, it is now available as an independent module and is recommended for all UI staff who may work with LEP individuals and interpreters.

Duration

This is a self-paced online lesson. The estimated time to complete this lesson is 30 minutes.

Location

This online lesson is available for viewing from the ITSC Learning Center on the ITSC members-only website www.itsc.org. To access, go to the Members Login section of the ITSC site and click "Contact the ITSC Webmaster." Provide your name and email address and please state that you would like to view the Cultural Awareness Training.