



The Office of Language Access presents:  
**Cultural and Linguistic Competency**  
*Working with clients from another culture*



## Kaua' i Training with Suzanne Zeng, Ph.D.

in collaboration with the  
 Center for Interpretation and Translation Studies (CITS) at UHM

**Friday, October 5, 2018**

**9:00 AM—11:00 AM**

**TOPICS:**

- Learn about demographic trends and changes and the needs of the changing population
- Micronesians in Hawaii
- Why some clients seem uncooperative
- Understand our own biases
- Understand misunderstandings
- What to do when clients don't make sense
- The consequences of cultural misunderstandings
- How to effectively interact with people of different cultures.

**WHERE**

Piikoi Building  
 Meeting Rooms A&B  
 4444 Rice Street  
 Līhu'e , Hawai' i 96766

**WHEN**

Friday, October 5, 2018  
 9:00 AM - 11:00 AM  
 Registration free  
 (Space is limited)

**WHO should attend?**

- State & County employees and Covered Entities who provide direct services to/or may encounter LEP individuals
- Healthcare Professionals
- Interested members of the public

Trainer *Suzanne Zeng, Assistant Professor*

**Center for Interpretation and Translation Studies** at UHM  
 Certified Chinese-English Conference Interpreter;  
 Member; Supreme Court Committee for Court Interpreters ;  
 Member, State Language Access Advisory Council;  
 Helped establish higher standards for Hawaii State court and medical Interpreters; Active community and conference interpreter; Conducted numerous workshops at home and abroad for Asian Pacific Island language speakers.



**Questions?**

Phone: (808) 586-8730

Email: [ola@doh.hawaii.gov](mailto:ola@doh.hawaii.gov)

**REGISTER HERE:**

[https://ola\\_training\\_kauai.eventbrite.com](https://ola_training_kauai.eventbrite.com)

ACCESSIBILITY ASSISTANCE: If you require special assistance or auxiliary aids and/or services to participate in this training (i.e., sign interpreter; interpreter for language other than English; or wheelchair accessibility), please contact the Office of Language Access (OLA) at 586-8730 at least 7 business days before the meeting. Prompt requests submitted help to ensure the availability of appropriate assistance.