



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



Maui Training with Suzanne Zeng, Ph.D.

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

Friday, September 28, 2018

10:00 AM—12:00 PM

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

Maui Health System
 Auditorium
 221 Mahalani Street
 Wailuku, Hawai'i 96793

WHEN

Friday, September 28, 2018
 10:00 AM - 12:00 PM
 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

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REGISTER HERE:

[https://
 ola_training_maui.eventbrite.com](https://ola_training_maui.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.