

Office Managers Workshop

Welcoming Multilingual Families



This workshop will equip school office managers with the tools and knowledge to effectively welcome and support multilingual, immigrant and refugee families.

Through hands-on activities and real-life scenarios, office managers will learn how to interact compassionately and inclusively with families from diverse cultural backgrounds and varying language abilities.

Office managers will deepen their understanding of effective communication with multilingual families through activities such as:

- Experiencing the language barrier: building empathy
- The importance of culturally responsive communication
- Practicing case scenarios with multilingual families
- Guidelines for using interpretation and translation tools
- Understanding the emotional and psychological needs of immigrant and refugee families
- Best practices for creating a welcoming environment

Contact Us

Cindra Porter | *EL/Diversity Consultant*
cporter@heartlandaea.org | (515) 473-7228



Increase Empathy

Experience firsthand the challenges of language barriers.



Build Confidence

Practice case scenarios to build your competence in family interactions.



Create a Plan

Create concrete steps for fostering a more inclusive school environment.