



# energise **Herald Sun** BusinessOwner enterprise

VICTORIA'S 2010 SMALL BUSINESS FESTIVAL:  
YOUR GUIDE TO 400+ EVENTS

## Getting & Keeping Multicultural Customers

ID 4012, ID 4013,  
ID 4014, ID 4009,  
ID 4010, ID 4011

Learn how to communicate more effectively with culturally and linguistically diverse customers and increase your understanding of cross-cultural interactions.

**Cost:** \$85 **Info:** 03 9397 5409

## Opening Your Business To The Cross-cultural Market ID 3885, ID 3886, ID 4006, ID 4007, ID 4008

Practical tools, templates and resources to develop your own cultural diversity business plan step by step, unlocking new markets and more customers.

**Cost:** \$85 **Info:** 03 9397 5409

Presented by: Cultura Franca



How to  
profit from

# BIG IDEAS

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