

Building Intercultural Competence: Make the Most of Diversity in the Workplace

Course Summary

Description

Cultural differences are like an iceberg: only a small portion is visible and the rest lies under the surface. Culture includes the values that belong to a certain group of people, whether economic, social or political. Individual workplaces also have their own culture, which new employees must adapt to.

Like biodiversity in the environment, cultural diversity creates richness in the workplace environment. But without individual and collective appreciation for cultural diversity—and the skills to go with it—there can be communication breakdowns, social misunderstandings, strained relationships and lost productivity. Actively creating more inclusive workplaces can reap significant long-term rewards that are well worth the investment for teams that have accomplished this.

By developing cultural competence, individuals and teams can make the most of diversity in the workplace. And, the good news is that cultural competence can be developed through practicing methods of inclusion, reflecting on your own cultural perspectives, learning new ways of relating, and pursuing opportunities to interact meaningfully with members of diverse cultures. Equipped with these skills, you can integrate diverse cultural perspectives more fully into your approach to your work and your work itself.

Using a self-assessment tool both for individuals and teams, this session will help you better understand the role that cultural competence plays in creating a working culture where diverse perspectives are integrated. You'll also learn practical techniques for communicating between cultures that will put you ahead of the curve.

Objectives

By the end of this course, students will be able to:

- Understand some key differences between cultural perspectives
- Know the importance of raising and including diverse cultural viewpoints
- Acquire skills that can help you adjust to new cultural environments or welcome those that are new to your workplace
- Learn ways to increase your cultural competence to build productivity in your workplace
- Analyze your assessment results to identify personal strengths and areas for development

Topics

- Adaptability / Flexibility
- Client Service
- Communication
- Conflict Resolution
- Dealing with Difficult Situations
- Emotional Intelligence
- Engagement and Motivation
- Impact and Influence
- Interpersonal Relations
- Leadership
- Relationship / Network Building
- Self Confidence / Self Esteem
- Teamwork / Cooperation
- Values and Ethics
- Working with Others

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Course Summary (cont'd)

Audience

This course is designed for anyone interested in increasing their self-awareness and cultural competence. Managers or leaders interested in creating a more dynamic learning and working environment that includes diverse cultural perspectives would also benefit from this class.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

I. Cultural Competence Overview

- A. The business case for cultural competence and a move towards integration
- B. Understand key differences in cultural perspectives - an overview of Hofstede's theory of Cultural Dimensions
- C. Identify the skills that make a person or an organization culturally Competent
- D. Understand the Bennett scale: the stages of intercultural sensitivity

II. Assessment

- A. Overview of the assessment and results interpretation
- B. Awareness building of individual strengths and areas for development
- C. Suggestions for competency development

III. Closing

- A. Review of key learning outcomes
- B. Priority take-away information
- C. Questions and answers