



Cultural Competency

Overview

The main challenge with any diverse workforce is cultivating a genuine culture of respect among its members. Creating this culture requires an understanding of diversity, its benefits, and the subtle ways it can be disrupted that can lead to unnecessary conflicts, reduced outcomes, and diminished success. A diverse culture is an asset that can lead to a more engaged workforce and a positive outlook for employees and managers that welcomes differing perspectives.

Learning Objectives

- Explore Differences that make a Difference in Today's world
- Deepen our self-awareness on how we categorize and make assumptions regarding social identity groups
- Gain a better understanding of how to communicate across differences

Course Agenda

Module 1— Assumptions and Categorization

- Assumptions we make
- Assumptions we categorize
- A way of thinking about Stereotype

Module 2— Ladder of Influence

- Take Action
- Make Assumptions/Draw Conclusions
- Select Data
- Actual Data
- Differences that Make a Difference
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Module 3—Communication Across Differences

- The 7 C's
 - o Commitment
 - o Communication
 - o Context

- o Competition
- o Conflict
- o Cross-Mentoring
- o Closeness

Module 4 - Personal Actions

- Start doing
- Stop doing
- Continue doing