



COLLECTIVE
EFFECTIVENESS

Cultural Diversity : Awareness & Adaptability



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in a half- day (3 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

All personnel wishing to develop their cultural awareness and intercultural adaptability skills.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate

Emploi
Québec



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DESCRIPTION

This training promotes and supports the importance of cultural competence in order to work respectfully and effectively with clients and colleagues in a culturally diverse work environment. It provides the necessary notions to develop a framework for understanding cultural differences and become more culturally sensitive and responsive. It allows participants to better adapt, bridge differences and develop global awareness within the organization.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Recognize the importance of cultural diversity awareness.
- Recognizing differences in values and priorities.
- Develop sensitivity, respect and empathy when faced with different beliefs, values and behaviours.
- Appreciate and explore cultural diversity to avoid judgement, misunderstandings.

COURSE CONTENT

CULTURE AND ADAPTABILITY

- What is culture?
- What is culture awareness?
- Culture competence
- Intercultural sensitivity

VALUES, PERCEPTIONS AND EXPECTATIONS

- The dimensions of culture

CROSS-CULTURAL PROFILES

- Western
- Mediterranean
- Eastern Europe & Central Asia
- Middle Eastern
- Sub-Saharan Africa
- South Asia
- East Asia
- Latin
- Natives & Islanders

GUIDELINES FOR CROSS-CULTURAL COMMUNICATIONS

PERSONAL ACTION PLAN

