

Academy of Training

Cultural Awareness and Diversity In the Workplace

Overview

With the huge increase in global mobility, we now live in a multicultural world with the monocultural society very much a thing of the past. More than ever before, we are working in organisations where cultural and social differences are the norm. While working in such a culturally diverse environment can make life more interesting, cross-cultural communication comes with its challenges.

With these changes in mind, cultural awareness and diversity is essential for any organisation wishing to succeed. It means understanding how other cultures and people different from ourselves work. When people from different backgrounds work together successfully, they bring variety through their personalities, values, educational backgrounds and life experiences. This results in greater productivity and a more inclusive work environment with greater respect for each other, their values and ideas.

Objective

The objective of this one-day workshop is to assist participants in developing a greater awareness and understanding of cultural differences and values while at the same time, learning all the key skills necessary so that they can work together more effectively, with cultural differences and diversity valued and respected and individuals feeling welcomed.

Content

The topics covered in the workshop include:

- Cultural awareness and diversity in the work-place – an overview
- Building cultural and diversity intelligence
- Key habits and behaviours for greater cultural awareness and understanding
- Working effectively with different personalities, cultures and social styles of behaviour
- Self-awareness, unconscious bias and stereotyping
- Being respectful across cultures different from our own
- Understanding the communication process across different cultures and how messages are received and interpreted
- Understanding cross-cultural roadblocks in communication and how to avoid them
- Communication styles across different cultures - High Context and Low Context communication styles, verbal and non-verbal differences
- Understanding hierarchy across different cultures – achieved and ascribed
- Key Communication skills for positive results
- Raising difficult issues and ways of resolving differences constructively
- Listening to and assimilating another's viewpoint
- Conveying negative information to others constructively
- Minimising and handling conflict effectively

Resultant Benefits

On completion of the workshop, participants will have developed all the key skills necessary for understanding, respecting and working more effectively with different cultures, personalities and social styles, thus strengthening bonds amongst managers and staff, improving performance and morale and creating a positive work environment through more effective communication and inclusion both on an individual basis and within teams.

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