

## Developing Diversity Awareness and Cultural Competency

Awareness and acceptance of difference within an organization creates an environment of cohesion and collaboration; two essential components in order to be productive. In this course participants will identify the components of cultural competencies in the workplace.

Participants will work together to create a cultural competency profile including personal goals to empower individuals to practice acceptance within their environment.

Participants will leave this course with more understanding of others cultures and traditions, while also learning positive techniques to generate awareness within their organization.

### Learning Outcomes:

Successful completion of this course will enable participants to:

- describe how diversity affects business
- identify the elements of cultural competence in the workplace
- develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
- identify different communication styles among diverse cultural groups
- give and receive feedback in a caring and respectful way
- adapt behaviors that support cultural competency and minimize behaviors that undermine it.



จากผลงานการวิจัยของ

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ผู้เชี่ยวชาญด้านพัฒนาภาวะผู้นำ

และโค้ชระดับโลก ได้บอกว่า

ผู้นำในอนาคตที่จะประสบความสำเร็จ

ได้ควรมีสรรถนะในด้านต่อไปนี้

1. Thinking Globally
2. Appreciating Cultural Diversity
3. Demonstrating Technological Savvy
4. Building Partnerships
5. Sharing Leadership

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## Developing Diversity Awareness and Cultural Competency

### Workshop Contents

#### Pre-workshop Materials and Assessment

- ◆ Elements of cultural competence
- ◆ Recognize the primary and secondary dimensions of diversity
- ◆ Examining the impact of diversity in your workplace
- ◆ Understand your diversity awareness profile
- ◆ Developing your cultural awareness
- ◆ Communicate with your entire body
- ◆ Techniques for giving feedback to ensure understanding
- ◆ Techniques for receiving feedback
- ◆ Recognize patterns of communication
- ◆ Case study and practice
- ◆ Cross-cultural negotiating
- ◆ Ways of saying “no”
- ◆ Building bridges
- ◆ Strategies for handling sensitive situations
- ◆ Case study and practice
- ◆ Communicating with second-language speakers
- ◆ Behaviors that support cultural competency

#### Post Workshop Activities



### Workshop Methodology

Our workshop is carried out in an interactive environment which encourages participants to practice the skills. We use experiential training methods including *role-play, self-assessment, workshops and group exercises* to enhance the learning process. Instructors also coach and give feedback to participants during exercises and practices.

