



Education
Integration
Diversity



INTERCULTURAL COMPETENCY TRAINING

TRAINING PROGRAM GOALS:

OUR TRAINING PROVIDES SELF-REFLECTIVE TOOLS FOR LEARNERS TO:

- evaluate their own biases, analyze a situation from multiple viewpoints, and learn to select and use an alternative viewpoint using an intercultural communication model;
- identify the organizational culture and values of their workplace and analyze how these aspects of the organization influence intercultural competency at the organizational, group and individual levels;
- engage in the process of building a body of knowledge of promising practices for their organization
- become agents of diversity and inclusive workplace practices at their organization

THE APPROACH:

- In conjunction with Western University in London, ON, and London Cross Cultural Learning Centre. We are proudly offering London's first diversity-enhanced training program based entirely on research and feedback from over 75 local and regional businesses.
- Our training program focuses on the value of cultural diversity in the workplace and provides participants with the tools to: identify and respect difference, withhold judgment, and search for common ground with colleagues and clients.
- By focusing on the Self through self-assessment, awareness and reflection, participants are asked to critically examine their own culture both in the workplace and society at large. They learn to change their understanding of integration as a one-way process (how can others change to accommodate my understanding of societal and workplace culture) to a two-way process (how can we both change to accommodate our own and others' cultural understandings). This training uses a transformative learning approach through an experiential learning model that is grounded in social theory.



Education
Integration
Diversity



INTERCULTURAL COMPETENCY TRAINING

FUNDAMENTALS OF INTERCULTURAL COMPETENCIES

CORE MODULE ONE

- An introduction and foundation for the reflection necessary for appropriate and effective use of intercultural skills
- Understand the effects of social, historical, economic, geographic and cultural contexts on individual experiences
- Develop a foundation of understanding upon which the remaining Modules will expand

PARTICIPANTS WILL:

- distinguish between terminologies within intercultural competency, develop intercultural knowledge and skills and evaluate their own stereotypes
- be able to comprehend the effects of cultural blindness on their and/or job performance
- be able to evaluate their own biases, analyze a situation from multiple viewpoints, and select and use an alternative viewpoint using an intercultural communication model
- be able to identify the culture and values of their workplaces and analyze how they influence their intercultural competency at the organizational, group and individual levels
- be trained in how to use intercultural competency tools when interacting with others in the workplace and beyond



Education
Integration
Diversity



INTERCULTURAL COMPETENCY TRAINING

SYSTEMIC DISCRIMINATION: HIRING AND PROMOTION IN THE WORKPLACE MODULE TWO

- Identify the culture and values of your workplace and analyze how these aspects of the organization influence intercultural competency at individual, group and organizational levels
- Gain an understanding of biases concerning gender, religious identity and how varying degrees of discrimination affect hiring and promotional practices in the workplace
- Put what you learned in the first Module to work in different situations and with different groups of individuals (i.e. human resources workers, managers, social workers, counselors, nurses, teachers and police)

PARTICIPANTS WILL:

- gain an understanding of present-day biases concerning gender and religious identity within Canada as they affect workplace experiences
- work towards an understanding of how systematic prejudice, bias, and racism affect hiring and promotional practices
- be able to identify the culture and values of their workplace and analyze how these aspects of the organization influence intercultural competency at the organizational, group and individual levels



Education
Integration
Diversity

INTERCULTURAL COMPETENCY TRAINING



POWER DYNAMICS: RACISM AND VULNERABLE GROUPS

MODULE THREE

- Examine experiences of racism, prejudice, bias and exclusion of immigrants, First Nations peoples and other less visible minorities such as LGBTQ2 communities
- Continue development and application of intercultural competency skills by examining your own biases and assumptions

PARTICIPANTS WILL:

- be able to understand how racism and prejudice plays out on individual, group and organizational levels in the workplace
- develop skills to examine their own biases and to check their assumptions to improve intercultural relations
- be able to apply intercultural competency skills to case studies and to reflect on the complexities in relationships



Education
Integration
Diversity



INTERCULTURAL COMPETENCY TRAINING

INTERCULTURAL COMMUNICATION AND BEST PRACTICES

MODULE FOUR

- Identify and analyze how the organizational culture and values of your workplace influence communication at the individual, group and organizational level.
- Use learned viewpoints and your own acquired expectations to take new directions. Review your best practices as a renewed basis to explore results and new objectives.
- Develop your skill set through knowledge gained.

PARTICIPANTS WILL:

- understand the effects of social, historical, economic, geographic and cultural contexts on individual experiences and on communication in particular
- comprehend the significance of cultural blindness
- be able to identify the organizational culture and values of their workplace and analyze how those aspects of their organization influence communication on the organizational, group and individual level
- be provided with a list of 'best practices' from recent research, with suggestions and examples of where those practices are being implemented across Ontario



Education
Integration
Diversity



CERTIFICATE IN COMPETENCY TRAINING

The first intercultural learning program based entirely on a combination of social research and feedback from over 75 businesses. Our approach to building intercultural competency skills is uniquely organized to out the individual first.

BENEFITS TO EMPLOYERS

- ✓ Respond to increasing diversity in the workplace
- ✓ Stay competitive in the global market
- ✓ Support employees that work across borders
- ✓ Recruit and retain international trained professionals
- ✓ Learn new skills and ways of thinking
- ✓ Comply with legislation and standard workplace policies



Adult Language and Learning
Chatham-Kent

Adult Language and Learning has over 29 years experience working with diverse clients in a multicultural environment

ASK ABOUT OUR TRAINING OPTIONS TO GET STARTED

COMMUNITY TRAINING SESSION FOR INDIVIDUALS

- ✓ Great for cross-sector and multi-industry learning

WORKPLACE TRAINING FOR GROUPS

- ✓ Host a training session for staff in your workplace



Adult Language and Learning
Chatham-Kent

For prices and more information

Call: 519.354.7424

Email: info@adulthoodlanguageandlearning.ca

Website: www.adulthoodlanguageandlearning.ca

