



SAMPLE TRAINING PROGRAMS

We strive to understand the client's needs and customize training to address each organization's unique situations. The following is a brief outline of typical half day programs. Each can be a stand alone or part of a multi-module program.

Building Cross-Cultural Competence

Target Audience: managers, employees, HR professionals, internationally educated professionals (IEPs), settlement workers, coaches and mentors of IEPs, regulators

Objectives – workshop will help participants:

- Become aware of the impact of culture on how people think and operate
- Give, and receive, cross-cultural feedback effectively
- Communicate effectively with people from diverse cultures

Main Topics:

- Introduction to culture and cultural differences, e.g. what does “on time” mean?
- The impact of cultural differences in the workplace – the unwritten rules;
- Difference between stereotypes and generalizations;
- Social status of professionals in developed, versus developing, countries and the resulting behaviours;
- Relative importance of technical and soft skills in Canada compared to the countries of origins of immigrants, and its impact on performance expectations and criteria;
- Feedback in cross-cultural contexts – people give, and receive, feedback differently based on culture;
- Cross cultural communication:
 - Verbal and non-verbal elements, e.g. English as second language, use of silence, expressing emotions;
 - Message sent, message received and message intended;
 - Separating impact from intention and withholding judgment.

Leading Multicultural Teams

Target Audience: senior leaders, people managers, HR professionals

Objectives – workshop will help participants:

- Understand how cultural factors contribute to work relationships and team dynamics
- Manage performance of, and coach, culturally diverse employees
- Increase the effectiveness of multicultural teams

Main Topics:

- Leading change – different approaches in different cultures;
- Cross-cultural feedback – people give, and receive, feedback differently based on culture;
- Hierarchy and its impact on manager-employee relationships;
- Individualism and its impact on teamwork;
- Risk tolerance and its impact on decision making and problem solving;
- Coaching culturally diverse employees – six-step process.

Servicing Culturally Diverse Customers

Target Audience: front line service staff and their managers

Objectives – workshop will help participants:

- Understand how cultural factors impact customers' expectations;
- Influence the purchase decision by meeting the needs of culturally diverse customers
- Effectively communicate with culturally diverse customers

Main Topics:

- Cultural perspective on customer service;
- Hierarchy and its impact on customer service provider relationship;
- Risk tolerance and its impact on purchase decisions;
- Who is making the purchase decision and what information will be needed to influence them?
- Cross-cultural communication – verbal and non-verbal elements, e.g. Chit-chat, introduction, connotation, body language, personal space.