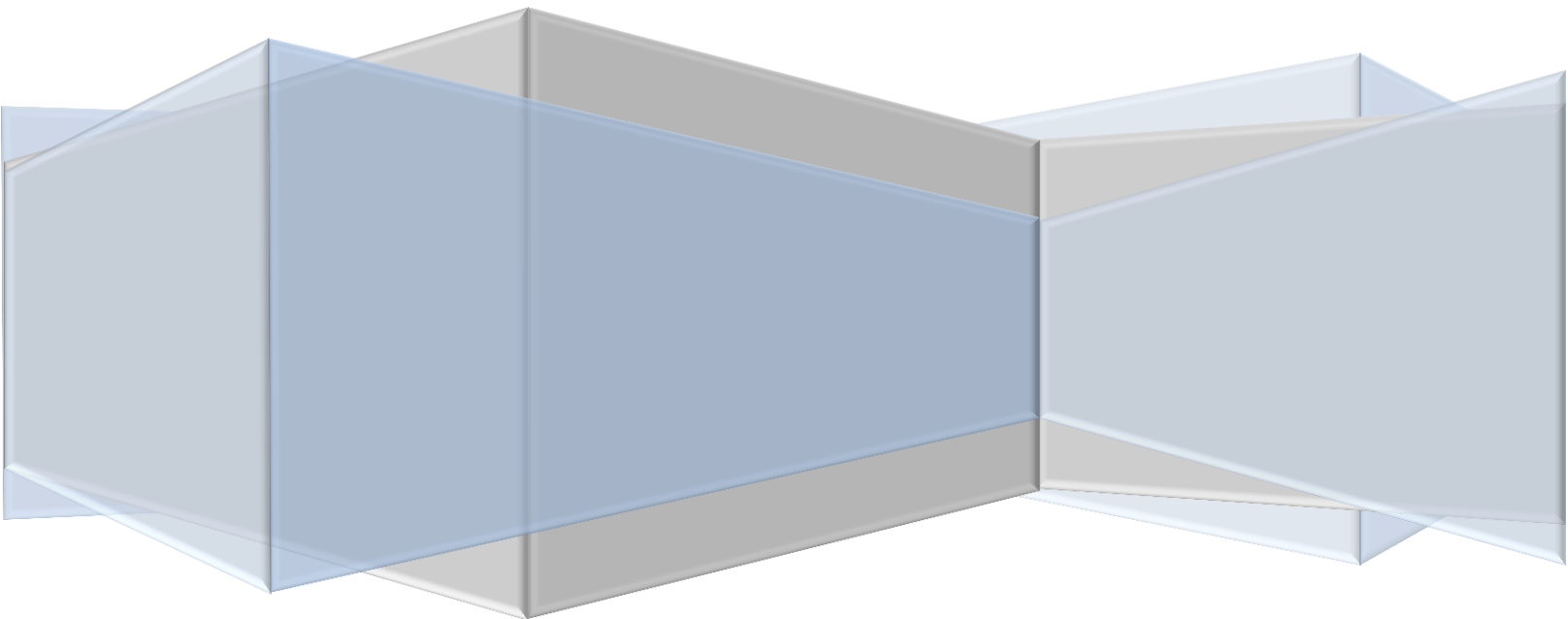




Performance Improvement

Understanding and Taking Advantage of Cultural Diversity

A One-day Course



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A One-day Course

»Specific course duration (Half-day, One-day, Two-day, Three-day), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.

1. Overview

- A. Introduction and Expectations
- B. Course Objectives
- C. A Taboo Topic

2. Diversity in the Workforce

- A. What is Culture?
- B. Educating without Promoting Stereotypes and Myths
- C. Life Values, Communication Style, Business Norms, Hierarchy of Power, Male/Female Roles, and individual and Family

3. Understanding Cultural Differences

- A. The Concept of “What You Are is Where You Were When...”
- B. “Three Unhappy Subordinates”
- C. “The Twenty-Something” Generation
- D. International Cultural Differences

4. Challenges and Benefits of Diversity

- A. Multi-perspectives in Problem-Solving
- B. Putting the Differences to Use
- C. Non-Verbal Cues & Clashes
- D. Cooperation & Competition—World View and Approach

5. Gender as Culture

- A. “Male” and “Female” Interaction Styles
- B. Biology & Socialization ... The Creation of a Cultural Construct
- C. Independence and Connection; Status and Relationships
- D. Men Report, Women Rapport
- E. Gender and Management Style

6. Summary

- A. Participants Forum—Real-life examples
- B. So Now What?
- C. Conclusion

1

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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention. Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

One-day workshop \$3,000 – 4,500

Travel expenses billed separately