

Developing Intercultural Competence in the Health & Wellness World

Workshop Description (6 hours):

Technical proficiency may not be sufficient for effective engagement with clients from diverse cultures. The workshop will increase your capacity to function with competence in our culturally complex market environment.

Objectives:

Through interactive learning exercises and mini-lectures, participants will develop awareness of cultural expectations, the significance of intercultural communication, and will acquire tools to more effectively address challenges in culturally diverse workplaces. Participants will:



1. Explore the ways in which cultural diversity impacts interpersonal relationships and business objectives.
2. Gain insight into your own present stage of intercultural development.
3. Be introduced to cultural values and communications tools for understanding and analyzing intercultural differences and conflicts.
4. Practice applying intercultural communications tools via case studies and simulations.

Date:

Location:

Professional Member, Delegate: \$275 (plus GST)

Professional Member, Non-Delegate: \$295 (plus GST)

Non-Member, Non-Delegate: \$325 (plus GST) *includes a one-year Can-Fit-Pro Membership

Onsite: \$375 (includes tax)

4PDS

This course is accredited for continuing education with Can-Fit-Pro



Workshop outline:

Session One: *Seeing Through the Culture Lens*

1. Why do this?
 - Becoming culturally intelligent
2. Encountering Difference
3. Where am I on the Developmental Continuum?
4. Other cultures in my market: case study
5. What is Culture?
6. Iceberg view of culture
7. Intercultural competence: what do we mean
8. Administer Intercultural Development Inventory



Session Two: *Competing Cultural Values*

1. Exercise:
2. Recap, 'culture', iceberg
3. Hofstede tool; Cultural Dimensions; compare cultures
4. How we see each other
5. Exercise: Trompenaars' Values Orientation
6. Developmental Model of Intercultural Sensitivity overview
 - IDI Group Profile feed back
7. Whose Lenses?

Session Three: *Communicating effectively across cultures*

1. A communication misunderstanding
2. Communicating by use of symbols
3. Basic Communications & Stumbling blocks to intercultural communication
4. Communications & intercultural competence; complexity
5. Case Study: adopting a perspective
 - Where is the common ground, where are the differences?
6. Ways forward to competence



CultureShift is a consulting and training group specializing in developing intercultural competence. Our training solutions develop intercultural competence through increased self-awareness, experience-based training and ongoing coaching. Our approach revolves around tailoring specific learning opportunities to match each client's unique goals and challenges.

Trainers:

Dan Sheffield is a Canadian intercultural consultant and facilitator with extensive international experience. He works regularly with both individuals and work teams engaged in cross-cultural assignments and multicultural work environments. **Syam Chandra** is a certified Project Management Professional (PMP), originally from India, now settled in Canada. He brings a unique knowledge of the interplay between culture and the globalized business environment.

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