

CULTURAL DIVERSITY

Maximizing and capitalizing on workplace diversity is a challenge for employees in the workplace. The ability to interact and communicate effectively across cultures is an important interpersonal skill. This one-day program is designed to increase effective interaction and communication in diverse groups.

COURSE OBJECTIVES

Upon completion, participants will be better prepared to:

- Understand how one's culture influences workplace behaviors
- Appreciate the cultural styles and values of different groups and individuals within these groups
- Practice using a human relations model to enhance intercultural relationships

COURSE OUTLINE

1. Overview
2. Examining differences
3. Expanding the intercultural arena
4. Planning for change
5. Action Plan