

Leveraging Cultural Diversity

Building cultural competence and sensitivity in the workplace

Working with people from different cultures can be exciting and engaging. The experience can also be frustrating and difficult, especially when people come up against challenges related to communication and cultural norms.

This course will help participant build understanding, cultural competency and explores the benefits of a workplace culture that is respectful, courteous, fair, and values individual differences. Training will cover how culture is formed, Geert Hofstede's research on culture, how different cultures view time, and how people from different cultures use words, body language, context, and other signals to communicate. This program is ideally suited for multinational organizations and individuals that routinely encounter opportunities to work with people from different cultures.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

Building cultural competence and sensitivity in the workplace

- Understanding major cultural groups
- Addressing and debunking stereotypes
- Recognizing and addressing bias and discrimination
- Addressing demographic diversity
- Discerning cultural protocols and communication
- Understanding the benefits/value of cultural diversity and competency
- Understanding the Business Case for Diversity and Inclusion
- The five essentials of active listening
- How to develop rapport and build positive relationships
- Appreciate the importance of understanding how unconscious bias works
- Recognize some of your own hidden preferences, assumptions and biases
- Know how to think critically and consciously when making decisions
- Be aware of the dangers of prejudice and stereotyping other people
- The power of purpose
- Adaptive communication
- Isms (Actions & Behaviors) Favoritism and Racism.
- Impact of unconscious bias & micro-inequities on individuals & the organization



Length: Half-Day / One-Day / Two-Day Sessions

For more information (**Link**): <http://leadershipdynamicsllc.com/leadership-training/>

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FACILITATOR:

ALEX E. GARCIA, Ph.D., is a globally experienced leader, international speaker, performance improvement trainer and coach. He has worked with a diverse client base developed over 20 years including: The Department of Defense, Lockheed Martin, Kaiser Permanente, NOAA, NSA, Federal Law Enforcement Training Center, Sara Lee Foods, Social Security Administration and the CDC, to name a few. Dr. Garcia is also the Founder and CEO of Leadership Dynamics, a training and consulting firm specializing in leadership development. With a Ph.D. in Industrial Organizational / Behavioral Psychology, from Wright State University, Dr. Garcia has applied his education, expertise and experience to working with clients in the U.S., Canada, Europe, and Asia. He took his message to a broader audience when he released the audio series "The Mental Edge", which explores how the self-esteem and self-image affects professional and personal effectiveness. Dr. Alex Garcia is also an adjunct faculty member with the (OPM) Office of Personnel Management. Additionally, certified on a range of widely recognized programs and psychological assessments including Leadership and Conflict Management Coaching, 360-Degree Feedback Coaching, California Personality Inventory (CPI), Emotional Intelligence, Disc Behavioral Styles Assessments, LPI, Unconscious Bias Assessments and Project Management, to name a few. Dr. Garcia has trained, spoken to, and taught leadership and management skills to leaders of business, government, and education, and has built a reputation for providing passionate, energized and enthusiastic speaking and training sessions.



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Client list, video demo, testimonials,
and references available on
leadershipdynamicsllc.com.
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