



Intercultural Competency Training Program

TRAINING PROGRAM GOALS:

Our training provides self-reflective tools for learners to:

- evaluate their own biases, analyze a situation from multiple viewpoints, and learn to select and use an alternative viewpoint using an intercultural communication model;
- identify the organizational culture and values of their workplace and analyze how these aspects of the organization influence intercultural competency at the organizational, group and individual levels;
- engage in the process of building a body of knowledge of promising practices for their organization
- become agents of diversity and inclusive workplace practices at their organization

THE APPROACH:

The London Cross Cultural Learner Centre (CCLC) has over 45 years experience in promoting intercultural awareness and understanding.

Our Centre's corporate training in intercultural competency is based on extensive, empirical research conducted by researchers at the Centre for Research on Migration and Ethnic Relations at Western University in London, Ontario, Canada. We are proudly offering London's first diversity-enhanced training program based entirely on research and feedback from over 75 local and regional businesses.

Our training program focuses on the value of cultural diversity in the workplace and provides participants with the tools to: identify and respect difference, withhold judgment, and search for common ground with colleagues and clients.

By focusing on the Self through self-assessment, awareness and reflection, participants are asked to critically examine their own culture both in the workplace and society at large. They learn to change their understanding of integration as a one-way process (how can others change to accommodate my understanding of societal and workplace culture) to a two-way process (how can we both change to accommodate our own and others' cultural understandings). This training uses a transformative learning approach through an experiential learning model that is grounded in social theory.

TRAINING APPLICATION:

Our training best supports workplaces that need assistance in leveraging existing diversity within their organizations, and organizations that want to diversify their staff or client base.

Many of our case studies and examples refer to manager/employee, and employee/employee relationships; however, the context of the training can be easily applied to management and board as well. Our training will support many, if not all, workplace relationships among internal and external stakeholders.

TRAINING TOPICS AND LEARNING OBJECTIVES:

1

FUNDAMENTALS OF INTERCULTURAL COMPETENCIES MODULE

- Introduce a foundation of the reflection necessary for appropriate and effective use of intercultural skills
- Understand the effects of social, historical, economic, geographic and cultural contexts on individual experiences

2

SYSTEMIC DISCRIMINATION: HIRING AND PROMOTION IN THE WORKPLACE MODULE

- Identify the culture and values of your workplace and analyze how these aspects of the organization influence intercultural competency at individual, group and organizational levels
- Gain an understanding of biases concerning gender, religious identity, and how varying degrees of discrimination affect hiring and promotional practices in the workplace

3

POWER DYNAMICS: RACISM AND VULNERABLE GROUPS MODULE

- Examine experiences of racism, prejudice, bias and exclusion of immigrants, First Nations peoples and other less visible minorities such as LGBTQ2 communities
- Continue development and application of intercultural competency skills by examining your own biases and assumptions

4

INTERCULTURAL COMMUNICATION AND BEST PRACTICES MODULE

- Identify and analyze how the organizational culture and values of your workplace influence communication at the individual, group and organizational level
- Use learned viewpoints and your own acquired expectations to take new directions. Review your best practices as a renewed basis to explore results and new objectives.

TRAINING OPTIONS:

Certificate Training Courses

These workshops are typically 20-hours in length and fully cover the training material over the 4-modules. All participants receive a Certificate in Intercultural Competency.

Train-The-Trainer Courses

Our Trainer Workshops typically run over a 2-day period (about 16 hours). They provide participants with high level learning of the 4-module topics and review the content from the perspective of a trainer to understand how to facilitate the program. Participants receive a Certification as an Intercultural Competency Trainer.

CCLC's training program was established as a social enterprise. As owners of the intellectual property of the Intercultural Competency Training curriculum, we sell training materials to support the sustainability of our program. As such, participants that complete our Train-the-Trainer course must purchase training materials in order to conduct training for the staff at their organization. Orders can be made in bulk. Modules can be sold in packages of four or separately, or materials can be customized with your organization's learning expectations in mind. You then have the choice of purchasing electronic files (intellectual property fee) or printed and bound materials (IP fee, printing and distribution fee).

Training for the Public and Workplace Training

Organizations can choose to join a workshop that CCLC hosts for the public. We offer Train-the-Trainer courses and Certificate training courses throughout the year. It's a great way to benefit from cross-sector and multi-industry learning.

Alternatively, workplaces can host a private training session for all of their staff or a select group. Private training sessions can be customized and tailored to fit the learning objectives of the organization.

CCLC'S COMMITMENT TO OUR CLIENTS

The London Cross Cultural Learner Centre is committed to providing a thorough needs assessment with you to ensure that the training topics and timing chosen for your training will be best for the learning expectations of your organization. We would be pleased to meet with you to discuss your training needs and prepare a solution that fits your budget and staff schedule. **Contact Katy at 519.432.1133 x365 or kboychuk@lcclc.org to get started.**