



SUPPORTING CULTURAL DIVERSITY

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INTRODUCTION

Within our Cultural Diversity training pack you will find details of our most recent training delivery packages, these sessions can be delivered within one of our training centres or within client premises. Having a diversity strategy has now become integral to the evolution of many organisations' vision. Train'd Up can support you to achieve that vision by delivering a range of focused delivery sessions direct to your employees.

Diversity is a subject that can often be viewed with fear, fear of saying and doing the wrong thing, inadvertently causing offence, losing your job, being seen to be ignorant or being labelled.

BENEFITS OF TRAIN'D UP CULTURAL DIVERSITY TRAINING

- Compliance with the law reduces litigation and the likelihood of costly tribunals;
- Increased productivity and staff retention;
- Seen as good organisation for staff and customers/clients;
- Improves creativity and innovation in meeting the needs of your customers/clients;
- Seen as an accessible company to all - assisting in recruitment of best staff from the whole of community (in a reducing labour market);
- Demonstrates being a listening, caring company, impacting on the values, attitudes and behaviour of staff and in attracting customers;
- Shows fairness, respect and trust - reducing conflict internally and externally;
- Knowing how to respond positively where there are cross-cultural needs;
- Better equipped to meet demand of a diverse customer/client base.

DELIVERY RATES - available on request (group discount rates available).

BOOKING A COURSE - please complete the Train'd Up booking form at the rear of this pack or telephone one of our Training & Development advisors on **0870 850 4525** or e-mail enquiries@traindup.org.

DIVERSITY WORKSHOP 1 (Business) 1 Day:

OVERVIEW

An interactive training workshop designed to raise awareness, develop understanding and enhance cross-cultural communication skills in the business environment.

TARGET LEARNERS

Individuals, teams or organisations working in a business or commercial context.

PERFORMANCE NEEDS

Learners with a need to be aware of the impact of culture and confident and effective when dealing with people from a variety of different cultural backgrounds in the business world.

Learning objectives

To develop learners' ability to:

- understand what culture is and how it can become apparent at work;
- understand stereotypes and how to break through them;
- develop an awareness of some of their own cultural assumptions;
- identify key differences in the way people from different cultures think and act at work;
- develop strategies for improving cross-cultural communication;
- leverage cultural diversity at work.

THE LEARNING PROGRAMME

Pre-workshop

Activity 2.5: Raising awareness

Workshop

Morning

- Introduction and objectives (10 minutes)
- Activity 3.5: Getting into groups (20 minutes)
- Activity 1.2: Private agenda (35 minutes)
- Activity 1.3: Definitions of culture (20 minutes)
- Activity 2.6: What is wrong with stereotypes?
- Adapted to business environment (15 minutes)
- Facilitator presentation on Hofstede's dimensions (20 minutes)
- Activity 4.6: Hofstede's dimensions (60 minutes)
- Activity 4.11: Exploring the body language (30 minutes)

Afternoon

- Activity 3.7: Swapping hands (15 minutes)
- Activity 3.11: Our contribution (60 minutes)
- Activity 5.13: Immediate summaries (60 minutes)
- Activity 5.7: Cross-cultural checklist (45 minutes)
- Applied to specific cultures of interest
- Activity 9.1: Learning action plan (15 minutes)
- Summary

LEARNING AND DEVELOPMENT OUTCOMES

Successful learners will leave the workshop with the ability to:

- demonstrate an enhanced awareness of culture as an issue of importance when dealing with colleagues, clients and counterparts from other backgrounds;
- recognise the impact of culture on their own and others attitudes, assumptions and behaviours at work;
- put in place specific strategies to work more effectively with colleagues and clients from other cultural backgrounds;
- see cultures as an opportunity for learning and personal development.

CLOSE & EVALUATION

DIVERSITY WORKSHOP 2 (Business) 1/2 Day:

OVERVIEW

An interactive training workshop designed to raise awareness, develop understanding and enhance cross-cultural communication skills in the business environment.

TARGET LEARNERS

Individuals, teams or organisations working in a business or commercial context.

PERFORMANCE NEEDS

Learners with a need to be aware of the impact of culture, and confident and effective when dealing with contacts from a variety of different cultural backgrounds in the business world.

Learning objectives

To develop learners' ability to:

- understand what culture is and how it can become apparent at work;
- understand stereotypes and how to break through them;
- develop an awareness of some of their own cultural assumptions;
- identify key differences in the way people from different cultures think and act at work;
- develop strategies for improving cross-cultural communication.

THE LEARNING PROGRAMME

Pre-workshop

Reading Activity 2.6: 'Cultural challenges at work'

Workshop

- Introduction and objectives (10 minutes)
- Activity 3.1: Talking about background and experience (30 minutes)
- Stereotypes and stereotyping (15 minutes)
- Brief facilitator presentation based on content of Reading activity 5.1: Moving beyond stereotypes
- Activity 3.7: Exploring behavioural styles (45 minutes)
- Activity 4.2: Creating a culture-wheel (60 minutes)
- Activity 5.9: Adapting English (30 minutes)
- Activity 6.11: What next? (20 minutes)
- Summary (10 minutes)

LEARNING AND DEVELOPMENT OUTCOMES

Successful learners will leave the workshop with the ability to:

- demonstrate an enhanced awareness of culture as an issue of importance when dealing with colleagues and clients from other backgrounds;
- recognise the impact of culture on their own and others' attitudes, assumptions and behaviours at work;
- put in place specific strategies to work more effectively with colleagues and clients from other cultural backgrounds;
- see culture as an opportunity for learning and personal development.

CLOSE & EVALUATION

DIVERSITY WORKSHOP 3 (General) 1 Day:

OVERVIEW

An interactive training workshop designed to raise awareness, develop understanding and enhance cross-cultural communication skills.

TARGET LEARNERS

Individuals, teams or organisations.

PERFORMANCE NEEDS

Learners with a need to be aware of the impact of culture, and confident and effective when dealing with people from a variety of different cultural backgrounds.

Learning objectives

To develop learners' ability to:

- understand what culture is and how it can become apparent;
- understand stereotypes and how to break through them;
- develop an awareness of some of their own cultural assumptions;
- identify key differences in the way people from different cultures think and act at work;
- develop strategies for improving cross-cultural communication;
- leverage cultural diversity.

THE LEARNING PROGRAMME

Pre-workshop

Activity 2.5: Raising awareness

Workshop

Morning

- Introduction and objectives (10 minutes)
- Activity 3.2: What I learned (30 minutes)
- Activity 1.4: Exploring quotations (45 minutes)
- Activity 1.10: Hexagons (45 minutes)
- Activity 2.9: Visitors from Alpha Centauri (90 minutes)

Afternoon

- Activity 3.7: Swapping hands (15 minutes)
- Activity 3.9: Heroes (60 minutes)
- Activity 4.3: Facts, attitudes and behaviours (75 minutes)
- Activity 5.8: Cross-cultural communication skills checklist (60 minutes)
- Activity 9.1: Learning action plan (15 minutes)
- Summary

LEARNING AND DEVELOPMENT OUTCOMES

Successful learners will leave the workshop with the ability to:

- demonstrate an enhanced awareness of culture as an issue of importance when dealing with colleagues, clients and counterparts from other backgrounds;
- recognise the impact of culture on their own and others attitudes, assumptions and behaviours at work;
- put in place specific strategies to work more effectively with colleagues and clients from other cultural backgrounds;
- see cultures as an opportunity for learning and personal development.

CLOSE & EVALUATION

DIVERSITY WORKSHOP 4 (General) ½ Day:

OVERVIEW

An interactive training workshop designed to raise awareness, develop understanding and enhance cross-cultural communication skills in a general learning environment.

TARGET LEARNERS

Individuals, teams or organisations.

PERFORMANCE NEEDS

Learners with a need to be aware of the impact of culture, and confident and effective when dealing with people from a variety of different cultural backgrounds.

Learning objectives

To develop learners' ability to:

- understand what culture is and how it can become apparent;
- understand stereotypes and how to break through them;
- develop an awareness of some of their own cultural assumptions;
- identify key differences in the way people from different cultures think and act at work;
- develop strategies for improving cross-cultural communication.

THE LEARNING PROGRAMME

Pre-workshop

Reading Activity 2.6: Cultural glossary

Workshop

- Introduction and objectives (10 minutes)
- Activity 3.4: Two true, two false (15 minutes)
- Activity 1.12: The culture onion (15 minutes)
- Facilitator presentation on stereotypes and stereotyping (15 minutes)
- Based on Reading activity 5.1: Moving beyond stereotypes
- Activity 3.2: The culture flower or Activity 3.3: Flower power (30 minutes)
- Activity 4.1: What do you need to know about them (30 minutes)
- Activity 5.4: Knowing your body language (30 minutes)
- Activity 5.12: Six words, six gestures (60 minutes)
- Activity 9.1: Learning action plan (15 minutes)
- Summary

LEARNING AND DEVELOPMENT OUTCOMES

Successful learners will leave the workshop with the ability to:

- demonstrate an enhanced awareness of culture as an issue of importance when dealing with people from other backgrounds;
- recognise the impact of culture on their own and others' attitudes, assumptions and behaviours;
- put in place specific strategies to work more effectively with people from other cultural backgrounds;
- see culture as an opportunity for learning and personal development.

CLOSE & EVALUATION

DIVERSITY WORKSHOP 5

(Multi-Cultural Team Building) 1 Day:

MULTI-CULTURAL TEAMBUILDING:

OVERVIEW

An interactive training workshop designed to help multi-cultural teams work more effectively.

TARGET LEARNERS

Newly forming or current teams.

PERFORMANCE NEEDS

Learners will need to develop a shared understanding of key areas in which attitude and assumptions concerning communication, work, leadership, team working and relationship-building (amongst other things) differ between countries, as well as practical behaviour strategies for anticipating, recognising and reconciling cross-cultural misunderstandings with team colleagues.

Learning objectives

The workshop aims to:

- raise sensitivity to the importance of considering cultural issues during professional or business contacts with the team member from other cultures;
- raise awareness of what each individual (and culture) may bring to the team environment;
- explore practical strategies for anticipating and overcoming cross-cultural misunderstandings;
- introduce some generic strategies for developing effective team working;
- provide an opportunity for the team members to work together on a shared task and so enhance team integration;
- provide an opportunity for the team members to define their collective objectives and explore strategies for achieving these objectives.

THE LEARNING PROGRAMME

Pre-workshop

Reading Activity 8.3: Handling cross-cultural misunderstanding

Workshop

Morning

- Introduction and objectives (10 minutes)
- Activity 3.10: Spelling out my name (25 minutes)
- Activity 1.11: Culture – yes or no? (25 minutes)
- Activity 2.4: Exploring group perspectives (45 minutes)
- Activity 3.5: What do they need to know about us?
- Run in two mono-cultural groups (60 minutes)
- Activity 6.4: What is a team? (45 minutes)

Afternoon

- Activity 3.9: The sound of silence (10 minutes)
- Activity 6.6: Team function questionnaire (60 minutes)
- Activity 6.2: Applying values (90 minutes)
- Activity 6.5: The cross-cultural team charter (60 minutes)
- Activity 9.1: Learning action plan (15 minutes)
- Summary

LEARNING AND DEVELOPMENT OUTCOMES

Team members will leave the workshop with:

- a greater understanding of why culture is important at work;
- an enhanced awareness of the impact of culture in German/British work environments;
- strategies for anticipating, recognising and resolving cultural challenges, both within the team and beyond.

The team as a whole will leave the workshop with:

- a shared awareness of the need to overcome cultural barriers and profit from the diverse experiences and backgrounds of team members;
- more clearly developed goals and an understanding of effective strategies for reaching these goals

CLOSE & EVALUATION

