Intercultural Specialist

Developing Intercultural Intelligence for a Culturally Diverse Workplace

Instructor  Paul Holmes
Location  Mahmawi-atoskiwin  100, 2323 32 Avenue NE Calgary
Cost  $650 plus GST

Course overview

This course develops intercultural specialists in agencies with culturally diverse workforces. The course consists of four full-day workshops that lay a comprehensive foundation by exploring cultural intelligence, intercultural communication, managing conflict, and supporting teams in becoming more interculturally aware.

Workshop 1  Intercultural Foundations
September 29, 2016  9am to 4pm
This workshop builds a basic understanding of cultural differences with specific focus on non-verbal communication. The workshop begins to explore strategies for intercultural specialists to raise cultural awareness in agencies.

Workshop 2  Intercultural Communication
September 30, 2016  9am to 4pm
This workshop explores the range of intercultural communication styles with special focus on the role of power in communication. The workshop builds further strategies for raising cultural awareness in agencies.

Workshop 3  Managing Intercultural Conflict
October 5, 2016  9am to 4pm
This workshop integrates learning from the former two workshops with proven approaches to conflict resolution. Special emphasis is given to the responsibilities of employers and employees in a culturally diverse workplace. The workshop continues to explore strategies for raising cultural awareness in agencies.

Workshop 4  Coaching a Culturally Diverse Workforce
October 6, 2016  9am to 4pm
This workshop explores approaches and models for building intercultural skills in teams, with special focus on giving feedback across culture.

Target audience

Employees with an interest in cultural diversity who would like to become the “go to” persons in their agencies for building a more culturally competent workforce.

Learning goals

• Build intercultural awareness across their agencies
• Resolve internal diversity challenges more effectively
• Develop initiatives to make all employees more culturally competent
• Support new Canadians with integration
• Apply skills and knowledge to providing more culturally competent support to individuals with disabilities and their support networks

Is this course for me?

If you answer yes to any of the following, the course is for you:

☐ I have a special interest in this topic.
☐ I recognize intercultural competence is a key skill for all employees due to the culturally diverse nature of our teams.
☐ I think greater cultural awareness could contribute to bringing out the full potential of some employees.
☐ I think cultural differences are likely at the root of some conflicts between employees.
☐ I believe greater awareness about cultures could minimize cliques and make the workplace more inclusive.
☐ I have challenges working with certain cultures.
☐ I think cultural awareness could help agencies enhance client services as society becomes more diverse.

For more information
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