

# CULTURAL COMPETENCY

Course Code: 821783

Cultural Competency teaches the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common elements of cultural identities.

As organizations turn to hiring employees from many parts of the world, there is an increased need for cultural understanding as diversity continues to grow in the workplace. Culture is the shared values, traditions, norms, customs, art, history, folklore and institutions of a specific group of people.

The Cultural Competency Training course will provide you with the knowledge and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and different elements of our cultural identities. The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each.

## What You'll Learn

In the Cultural Competency Training course, you will learn to:

- Identify the elements of cultural competence in the workplace
- Increase an understanding of your own culture and how it affects perceptions of other cultures
- Recognize the three dimensions of cultural awareness when interacting with other cultures
- Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
- Adapt behaviors that support cultural competency and minimize behaviors that undermine it

## Who Needs to Attend

This workshop is designed for professionals at all career levels.

- Business professionals
- Directors, managers, supervisors, leaders
- Human resources managers, trainers, advisors
- Non-profit executive directors, board members, employees
- Organizational development experts
- Production managers, operations supervisors, manufacturing managers

- Project managers, project leaders, team leaders
- Public sector employees
- Sales and customer service managers
- Small business owners, entrepreneurs

## Prerequisites

To ensure your success, we recommend you first attend the following course, or have equivalent knowledge:

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