

'Building Cultural Competency'

1-DAY INTERCULTURAL TRAINING COURSE



Why is it important to be culturally competent?

Diversity is a reality. Being culturally competent in today's multicultural and globalised world is an essential skill needed to work effectively with ethnically diverse colleagues and clients.

We all develop culture determined by what we learn, how we learn it and the rules for living with others. Being culturally competent is about bringing together that knowledge, alongside other people's cultures, and finding effective ways to work together.

Course Overview

The *Building Cultural Competency* course, designed by the Centre for Applied Cross-cultural Research, aims to develop the knowledge, skills and attitudes that prepare learners to work effectively with people from cultures other than their own, including clients and co-workers. This course is also effective for those who plan to travel, work or live outside of New Zealand.

This 1-day course will help participants recognise their own cultural lens and how they apply that in everyday life to cross-cultural interactions. This practical course allows participants to use real-time activities to test out and extend individual cultural competency.

Course Format

There are two modules in the *Building Cultural Competency* course:

Module 1: Intercultural communication

This module develops awareness of the importance of communication in intercultural contexts, and teaches about the impact of differences in communication styles (particularly non-verbal communication) and the influence of cultural values on intercultural interactions.

Module 2: Developing intercultural communication skills

This module is designed to simulate common intercultural experiences, give the learner insight into their reactions to cultural differences, and help explain the underlying values behind behaviour. The lesson is predominantly activity-based, involving participation in small groups and presentation to the larger group.

Benefits

Helping your staff become culturally competent will make them better employees. As your organisation grows in cultural competency, respect and mutual understanding between cultures will grow, trust and cooperation will increase, and competition, conflict and misunderstanding will decrease.

A more inclusive organisation, where staff demonstrate culturally appropriate behaviours and skills, will provide better customer service and retention.

Optional Module

There is an optional additional half day module called *New Zealand and diversity—who are we?* This session examines the changing demographics in New Zealand and how these impact our everyday lives.

The lesson provides an overview of some of the major ethnic groups in New Zealand, their cultural values, and traditional and modern aspects of culture.