

CROSS CULTURAL AWARENESS

COURSE CONTENT OVERVIEW



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This Cross-Cultural Awareness online training course provides you with an understanding of the importance of cultural diversity in the workplace. It will help you develop your skills in cultural fluency, and challenge your cultural preconceptions.

The course will highlight the importance of cultural diversity in the workplace, and will teach you how to become a better employee, and manager, of a culturally diverse team. The course also features scenario examples, useful exercises to use in your workplace, and knowledge based questions to assess your cultural knowledge as you work your way through the material.

Module One: Introduction to Cross-Cultural Awareness

This module explains what cross-cultural awareness is, why it is important for your business and how you can encourage diversity in your workplace.

- Cultural awareness
- Cultural fluency
- Diversity and inclusion
- Degrees of cultural awareness
- How culturally aware are you?

Module Two: Cultural Values

This module helps you understand the challenges to cultural awareness - it highlights the reasons for common cultural misconceptions. It will help you assess your own colleagues and workplace so that you can effectively manage your team.

- Perceptions and stereotypes
- Ethnocentricity
- Common prejudices
- Polychronic and monochronic cultures
- Cross-cultural leadership
- Working relationships

Module Three: Cultural Awareness and Hiring

This module talks you through the benefits of cultural diversity at work and how you can effectively recruit people from diverse cultural backgrounds. This module contains scenario examples to develop your understanding.

- The benefits of cultural diversity
- Cross-cultural awareness and recruitment
- The Equality Act 2010
- Interview questions
- Positive action
- Equal opportunities
- Bias in recruitment
- Interview locations

Module Four: How to Create Inclusive Workplace Policies

This module explains how you can create policies to encourage a culture of openness and communication, to establish a work environment where each employee feels included. This module contains scenario examples to develop your understanding.

- Creating inclusive policies
- Creating a culturally inclusive workplace
- Educating senior staff
- Listening to employees
- Creating an atmosphere of communication and openness
- Providing support
- Promoting cultural awareness

Module Five: Managing a Culturally Diverse Team

This module highlights how to get the best out of your cross-cultural team, what to be considerate of, and how to reduce conflict in the workplace. This module contains scenario examples to develop your understanding.

- Communication
- Breaking down barriers
- Team building exercises
- Scheduling
- Reducing conflicts
- Respectful actions

Module Six: Managing Global and Virtual Teams

This module explains how the workplace is evolving and how to develop cultural fluency within your team so that everyone operates by a common code of conduct and respect.

- The rise in remote working
- Virtual teams
- International teams
- Management styles
- Cross-cultural management
- Communication styles
- Etiquette
- Reducing conflict
- Why it is important to properly manage remote, virtual and international teams
- Why it is important to create inclusion across remote, virtual and international teams

Aims of the Training

By the end of this course learners will:

- Understand the importance of cultural awareness and cultural fluency in the workplace.
- Know how to make policies and procedures that are inclusive of all cultures at work.
- Learn how to communicate with people of different cultures in meetings, and in everyday work.
- Understand the importance of developing cultural awareness and promoting cultural diversity at work.
- Know how to manage cross-cultural teams.
- Learn about the challenges of working with remote workers and global teams, and how to create inclusion with these workers.