Cross Cultural Dialogues in the Workplace

April 14, 2011 11:00 a.m. – 12 noon

Designed for campus employees who work with student employees who come from many diverse cultural backgrounds, particularly our international students. Participants will:

- Gain a heightened awareness of and sensitivity to cultural differences
- Recognize cultural values and norms
- Learn strategies to work better with our diverse student population
- Learn how to capitalize on our diversity

Whatever their cultural or social backgrounds, the diversity often brings complex issues which add to the challenges in the workplace. As supervisors of student assistants, have you ever encountered situations where miscommunication occurs but you’re not quite sure if it’s a language barrier, or a cultural barrier, or merely a personality issue? This interactive workshop will raise our self-awareness of and sensitivity to cultural differences in the workplace. Participants will learn to recognize different cultural values and norms taking place in a diverse work environment. They will also be able to identify strategies for application to the workplace.

AGENDA

11:00 a.m.  Introductions
11:05 a.m.  Word associations / “ice-berg” theory
11:15 a.m.  Common workplace issues
11:20 a.m.  3 cultural dimensions for discussion
11:30 a.m.  Cross-Cultural Dialogue #1: Working on Saturday
11:35 a.m.  Cross-Cultural Dialogue #2: Writing a Report
11:40 a.m.  Cross-Cultural Dialogue #3: Explanations
11:45 a.m.  List of strategies
11:50 a.m.  Q&A
12 noon  End of workshop

Ltt 04/2011