

Intercultural Competency Advantage (ICA) Program

The Need

Canada – one of the most multicultural countries in the world – is internationally recognized for its ability to welcome people from around the globe and to support them with opportunities within a safe place. Is this sufficient for successful and fruitful cultural integration? The evidence indicates that additional supports are required.

Our Approach

We acknowledge difference as a strength. We know that cultural diversity is an asset for effectiveness and productiveness in any sector, and Intercultural Competency is the tool to value and support it.

Our program is grounded in the people's lived experiences, because we believe self-reflection is the springboard to inclusion.

We listen to our clients in order to design client-centered and locally grounded solutions, while providing evidence-based tools and strategies (in collaboration with the Centre for Research on Migration and Ethnic Relations at Western University).

Our Results

Social cohesion, decreased conflict, increased productivity and effectiveness -- these are some of the outcomes participants experienced after completing our Intercultural Education Training Program. Attendees from across Canada have told us in their evaluations that they left the program feeling supported in their journey of cultural understanding and competency. They also appreciated having helpful tools they could use right away.

Our Training Contents:

Fundamentals of Intercultural Competency

- Definition of Culture as an *Iceberg*;
- Assumptions, Generalizations, and *Stereotypes*;
- Unconscious *Biases*;
- Definition of Intercultural Competency: *The ABC Model*;
- How to Develop your Competency: *The Something's Up! Cycle*.

Effective Intercultural Communication and Best Practices

- *Slang or Jargon?* Unconscious Assumptions During Communication;
- *Assigning Meaning* within Multicultural Environments;
- What's your *Communication Style?* High Context vs. Low Context approach;
- *Best Practices* for Managing Intercultural Diversity at the Workplace.

Power Dynamic and Systemic Discriminations

- Regulations and Stats on Immigration and Cultural Diversity
- Generations at Work: Myths vs Facts
- Hiring and Promotion in the Canadian Workplaces
- The Six Cultural Orientation Continua
- Women at Work: Myths vs Facts
- What is Gender Diversity?
- LGBTQ+ Experiences: Myths vs Facts
- What is Gender Identity and Sexuality?
- Religion in the Workplace: Myths vs Facts
- Annex – Going Deeper Into Islamophobia
- The White Fragility
- Glossary: Stereotype, Prejudice, Discrimination, Racism and other Crucial Definitions

Our Training Options:

Intercultural Competency Certificate Training (ICCT) Courses. The courses are typically 24-hours in length, subdivided into two levels, and fully cover the four modules.

Customized Training for Workplaces. Workplaces and organizations can host private training sessions for all of their staff or selected groups. Private training sessions can be customized and tailored to fit the workplace or organization's learning objectives.

Train-The-Trainer (TTT) Courses. They provide participants with high level learning of the four-module topics and review the content from the perspective of a trainer to understand how to facilitate the program. Potential participants are those who have already completed the 24-hours certification (ICCT) and want to provide the training in their own organizations or increase their professional development for their own consulting business. For those who have not completed the ICCT certification and would like to go directly for the TTT course, an assessment interview will be administered in order to establish if they can access the course directly or if they would need extra training hours.

CCLC's Commitment to Our Clients

The CCLC is committed to providing a thorough needs-based assessment to ensure that the training topics and timing will be best suited for the learning expectations of your organization. Additionally, we provide coaching and support post-training and assist each organization with their intercultural education needs.

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