

Intercultural Education (IE) Training Program

Intercultural Competency: 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.

We know that cultural integration is an ongoing process and not a goal that once achieved can be taken for granted.

Intercultural competency training is the tool that can help support this ongoing process.

Our Approach

The London Cross Cultural Learner Centre (CCLC) Intercultural Education Training Program is empirically-based, developed in collaboration with the Centre for Research on Migration and Ethnic Relations at Western University, who conducted an extensive review of the empirical literature and interviewed local and regional businesses. The training uses a transformative learning approach that is grounded in social theory, and emphasizes the value of cultural diversity in the workplace.

Our training does not put blame on people because of their privilege. Instead, it helps established Canadians and Newcomers to understand how systemic factors and personal characteristics interact in shaping the interpretation of and reactions to situations. The role of culture is inherent in this process.

The training provides self-reflective tools for learners to:

- **analyze a situation** from multiple viewpoints using an intercultural communication model;
- **identify** the organizational **culture and values** of their workplace and analyze how these aspects influence intercultural competency at the organizational, group and individual levels;
- engage in the process of building a body of knowledge of **promising practices**;
- become **agents of diversity** and inclusive workplace practices at their organization.

Our Results

Social cohesion, decreased conflict, productivity, and effectiveness – these are some of the main objectives that our Intercultural Education training program strives to achieve.

Our attendees' evaluations across Canada (e.g., HR managers; front-line workers; employers and employees from small, medium and large companies; institutional representatives and decision makers) all highlight how they feel supported by our program in undertaking their own journey through awareness and competency, and in receiving tools of immediate use.

Intercultural Education Training Program, at London Cross Cultural Learner Centre (LCCLC)

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Intercultural Education (IE) Training Program

Our Training Contents:

Fundamentals of Intercultural Competency

- Definition of *Culture*, how it works and affects our attitudes, experiences, and stories: *The Iceberg Metaphor*;
- Why we use *Generalizations* and *Stereotypes*, and how we can become aware of them;
- The *Unconscious Biases* and how they work;
- Definition of *Intercultural Competency* and analysis of its main dimensions: *the IC ABCs*;
- *The Six Cultural Orientation Continua* that affect our professional and personal life: how to work on those through an intercultural perspective;
- Tools to analyze a situation from multiple viewpoints and select and use an alternative intercultural strategy to find a way out: *the "Something's Up!" Circle*.

Effective Intercultural Communication and Best Practices

- Understanding the effects of different communication styles on individual experiences and how culture affects those interactions: Definition of *Intercultural Effective Communication*;
- Alternative viewpoints and reflective communication models to strengthen personal and organizational effectiveness: *Assigning Meanings*;
- Which is your communication style? *High Context vs. Low Context*;
- Best practices in managing and supporting Intercultural Effective Communication.

Systemic Discrimination: Hiring and Promotion in the Workplace

- Working towards an understanding of how systemic prejudice, bias, and racism affect (work)places: *Questioning Assumptions*;
- Reshaping our vocabulary: from *stereotype* to *discrimination* and the *Glossary of Racial Terminology*;
- Hiring and promotion processes and practices;
- The *Seven Values* most recognized in Canadian workplaces.

Power Dynamics: Racism and Vulnerable Groups

- *Discrimination Stories*: to understand how racism and prejudice play out on individual, group and organizational levels;
- *Immigration Myths and Facts*: do we know what we are talking about?
- The specific situation of *Aboriginal Peoples*;
- *Vulnerable Populations* at work: how to recognize power imbalances;
- How the cultural perspective interacts with other characteristics: *Generations at Work*.

Our Training Options:

Intercultural Competency Certificate Training (ICCT) Courses

The ICCT courses are typically 24-hours in length, subdivided into two levels, and fully cover the training material over four modules. All participants receive a certificate upon completion of each level of the Intercultural Education Training.

Customized Training for Workplaces

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

Train-The-Trainer (TTT) Courses

Our TTT Courses typically run over a 2-day period (about 16 hours). 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 (1-2 days in addition, for a total of 3-4 days to complete the TTT certification).

CCLC's training program was established as a social enterprise. As owners of the intellectual property of the Intercultural Education Training curriculum, we sell training materials to support the sustainability of our program. As such, participants that complete our Train-the-Trainer (TTT) course must purchase training materials in order to conduct training for the staff at their organization and elsewhere.

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.

We would be pleased to meet with you to discuss your training needs and to customize a training plan that fits your budget and staff schedule.

**Contact Michele (Mike) Manocchi at 519.432.1133 ext. 365,
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