



Managing a Diverse Workforce™

Managing a Diverse Workforce™ is a workshop that provides a foundation for intercultural competence, appropriate for managers and supervisors in a manufacturing or industrial environment who seek to develop the core skills necessary for leading a team of culturally diverse employees on the line, in the plant, or on site. The program explores how culture affects workplace relationships and provides tools that allow participants to leverage those differences in the workplace. Key topics include: working with non-native English speakers, immigrant culture, defining and outlining basic concepts of culture, institutions that influence one's own and others' cultures, "dimensions" by which research and experience have shown that cultures tend to vary, case studies to suggest ways to suspend negative judgment of others, and strategies to navigate differences in cross-cultural situations.



Duration: 4-8 hrs

Target Audience:

Managers in an industrial environment who lead culturally and linguistically diverse teams.

Objectives:

- Explore culture and its impact on the performance of hourly, seasonal, immigrant, and multilingual workgroups.
- Model and coach around improved cross-cultural team performance.
- Learn to improve interactions with non-native English speakers.
- Gain insight into different cultural archetypes and values, practice interpreting through different "cultural lenses," and use empathy and listening skills to better understand another's perspectives and worldviews.
- Use interculturally competent skills to recognize, anticipate, and appropriately intervene in potential cross-cultural misunderstandings at work.



It's a multi-cultural world...
Are You Ready?™