



The Center for Organizational Cultural Competence

NAVIGATING A WORLD OF DIFFERENCES.

TOOLKITS and Other Training Materials

The Cultural Communication Guide

The Cultural Communication Guide by Cook Ross. The guide is an easy-to-use resource for fostering cross-cultural communication, increasing comfort with diverse cultural styles, and learning how to communicate in ways that are meaningful and inclusive. *COCC is the Canadian distributor for Cook Ross who developed and owns the Diversity Toolkit.

The DIVERSITY TOOLKIT™

The Diversity Toolkit™ is a unique resource designed for managers, leaders and front-line workers that enables them to successfully build, manage, and thrive in your diverse organizations and work groups.

There are two annual subscription versions — 'The Diversity and Inclusion Toolkit' for anybody interested in learning and practicing how to thrive in an increasingly diverse workforce and 'The Diversity Manager's Toolkit' specifically for managers and leaders who are leveraging the benefits that diversity brings to the workforce. *COCC is the Canadian distributor for Cook Ross who developed and owns the Diversity Toolkit™.

The Culture Challenge™

Exclusive to COCC- Challenge your friends, family, or co-workers and play the Culture Challenge game. 100 knowledge-based questions on cultural traditions, immigration facts and interesting things you need to know to boost your cultural competence.

Special offer \$22.95 plus applicable taxes per game.

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Civility at Work Build Your Own Train-the-Trainer Toolkit

If you are a workplace trainer, human resource professional, educator or employer- or if you are starting your own civility training business and/or want to add civility training to your current workshop schedule, you can build your own Civility Trainer Toolkit by choosing from more than 100 civility, culture, and communication items including: Trainer's Lessons, Business Etiquette Briefs, Tipsheet Packs, Trainer Guides, Tailored Coaching sessions, books, games and more.

Culture at Work Coach™

COCC offers customized cross-cultural coaching sessions ideal for:

- Preparing employees to work outside of North America
- Managers and others who need to understand procedures and protocol for communicating with other cultures, (e.g., proposals, recruiting, marketing, promotions)
- Organizations who want to better understand the cultures of Internationally Educated Professionals and/or immigrant employees
- General interest, e.g., to increase personal and/or professional cultural competence.

Civility at Work Individual Trainer Lessons

COCC offers 32 ready-to-go Trainer lessons on civility at work as well as more than 75 additional options for training tools and materials.

Cultural Concierge Services

COCC is proud to offer cultural concierge services to help employers, and/or individuals meet the re-settlement needs of executives, professionals, and their families.

Coming soon...

*English as Additional Language Applications in the Workplace Toolkit

*Mediating Conflict in the Workplace Toolkit

*Culture at Work Train-the-Trainer Toolkits and individual trainer lessons

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