



## The Center for Organizational Cultural Competence

NAVIGATING A WORLD OF DIFFERENCES.

### Workshop/Training Topics

#### CULTURE AT WORK SESSIONS

##### **1. Setting Your Workplace Culture Compass™**

The face of the Canadian workplace is changing. By 2012 statistics show that almost 100% of the Canadian Labour pool growth will be New Canadians. Progressive businesses understand that in order to compete locally and nationally they need to prepare for these changes. This interesting and practical workshop assesses current organizational culture using the *Cultural Compass Assessment Tool™*, analyzes the outcomes and offers strategy and techniques for setting your workplace culture compass for success.

##### **2. Navigating a World of Differences™**

So what do you do when you are bombarded by change? How do you respond when there are language, culture, and communication barriers? And, how do you communicate effectively when there is disparity between values and beliefs? This session is all about building cultural capacity; increasing awareness, embracing change, fostering understanding, and communicating effectively across cultures.

##### **3. Building Cultural Awareness: Understanding Perceptions, Assumptions and Bias**

Personal bias, environmental factors, situational conditions, communication barriers; there are countless reasons that interpersonal relationships are difficult to manage. But at work, we all need to get along to get the job done so respect, team work and collaboration are essential. This takes communication and understanding. In order to understand others we need to understand ourselves. This workshop looks at perceptions, assumptions, and bias and offers strategies for building cultural awareness, respect, and communication in the workplace.

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#### **4. Working around the World: Business practices and workplace culture**

If you travel for business or if your organization interacts with organizations around the globe, fostering respect and understanding the business etiquette and culture of those you work with makes good business sense. For this workshop, you choose 4 countries of interest, and the experts at COCC will prepare a tailored workshop about the business practices and workplace culture of those countries.

#### **5. Canadian Workplace Culture**

Starting a new job can be an adjustment for anyone, but for New Canadian, fitting into a workplace where the nuances of communication are not included in the company policy manual can be especially difficult. This session hi-lights aspects of workplace culture such as: nonverbal communication, elements of rank, gender issues, social expectations, workplace dress and decorum and other organizational culture subtleties that are specific to most Canadian workplaces.

#### **6. The Impact of Culture on Workplace Communication**

This interesting and informative training session reviews how different cultures handle some of the basics of civility in the workplace including: greetings and introductions, corporate and personal gift-giving, multi-cultural dining, guidelines for interacting and communicating during meetings and negotiations, professional attire and gender and other sensitive issues.

#### **7. Passport to Success: Best practices for hiring New Canadians**

As Canadian employers prepare for looming labour shortages they need to adjust their business practices to benefit from the immigrant labour pool. This means rethinking recruiting, hiring, and interview practices. This session is suited for small and medium-sized organizations who are actively seeking to attract and retain New Canadians.

#### **8. Building a Culture of Connectedness**

In a world where a click of a button creates global business opportunities and workplaces are increasingly more diverse, forward-thinking companies recognize that respecting our differences while focusing on what people all over the world have in common is the first step to improving business communication and overcoming demographic obstacles. Understanding that we are all ultimately focused on the business priority and making efforts to connect in a human, high-touch, way builds long-lasting business relationships.

Join Canada's Civility at Work Expert, author, and entrepreneur Lew Bayer and learn best practices for creating a culture of connectedness.

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***COCC also offers tailored culture workshops on:***

- Effective Communication in Diverse Workplaces
- Dealing with Workplace Bullies
- Managing Workplace Conflict
- Addressing the Need of Immigrants and Internationally Educated Professionals in Canadian Workplaces
- Strategies for Addressing English as Additional Language Challenges
- Understanding Asian Culture and Business Practices

## **CIVILITY AT WORK SESSIONS**

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### **9. Action-oriented Leadership for Business Professionals**

Respectful, accountable adults in business know that true leadership has nothing to do with job titles; leading is something you do...everyday. In this reflective half-day session, participants will assess their leadership skills and learn techniques for: exhibiting character, being consistent, communicating effectively, making good choices, and about choosing to be active leaders.

### **10. The Integrity Project: Personal Character Development**

Life is stressful. With the seemingly insurmountable demands of juggling our personal and professional lives most of us are stretched to the maximum and functioning at a minimum level of fulfillment. To achieve a balance and live a rewarding, healthy life it is increasingly important to assess and redefine our personal character. What motivates you, how you set limits, what hinders your professional development or defines your interpersonal successes are all aspects of personal character development. Self-assessment and introspection can help us find balance and learn to maintain our integrity while reaching our potential. This session will help you to focus on what self-respect and being polite to yourself means to individual professionals in achieving their personal goals.

### **11. Setting Workplace Standards; Civility in the Workplace**

Have you ever felt tied up in knots, wondering how to interpret something someone else said or not knowing how to say something you need to say? Is negativity and rudeness impacting productivity, loyalty or morale in your workplace? Effective, positive communication between co-workers, higher ups and clients is imperative in today's workplace. Tight timelines, competition and the struggle to find balance leave no place for rude behaviour, negativity, interpersonal conflict or a lack of clarity. This session focuses on modern guidelines for Civility in the Workplace.

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## **12. Communicating Confidence and Competence**

Can you imagine how much simpler life would be if everyone said exactly what needed to be said *when* it needed to be said? Whether verbal, nonverbal or in print, our communications send an impression. The experts at COCC speak with humor and insight about communicating with clarity and polish, the role of grammar, the nuances of modern technological etiquette, listening skills, non-verbal messages and how to talk to anyone, anytime, anywhere!

## **13. Business Writing for Results**

This practical business writing session focuses on modern guidelines for professional writing. Today's reader expects clarity and conciseness. If you want to learn how to ensure your business letters, emails, memos and reports are read, you need to write for impact. The experts at COCC show you how in this informative session. Anyone in a position that requires they write for business or anyone with supervisory responsibilities who is required to manage the work of others through written communications would benefit from this session.

## **14. Corporate Courtesies**

Whether you're picking a client up from the airport, hosting a company golf tournament or entertaining suppliers at a sporting event, you are expected to present a polished and professional image of yourself and your company. This means knowing what is appropriate dress, what food or beverage to provide, how to make guests comfortable and what the guidelines are for mixing business and pleasure in any situation. Attention to the details and surpassing clients' expectations is key to creating a memorable positive impression.

## **15. How to Avoid Being A Cocktail Weenie - Mixing Business and Pleasure**

After this entertaining and practical keynote, you'll understand why the executive standing by the shrimp tree might leave having satisfied their appetite but they'll have missed out on meeting key clients. If you have ever been fearful about walking into a room full of strangers but want to learn how to make the most of every schmoozing situation, this humorous and experiential session is for you.

## **16. Corporate Dining and Entertaining for Business – Shaken not Stirred!**

Think how much more business you could accomplish if you weren't worried about which fork to use. Polished dining and corporate entertaining skills contribute to an overall image of competence and confidence. During this very entertaining and informative session which is presented over a meal, attendees learn the basics of business dining, how to present themselves competently in social situations and how to effectively mix business and pleasure. Anyone who meets or entertains for business would benefit from this presentation.

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- Setting Workplace Standards
- Courtesy in Shared Workspaces
- Business Communications when English is an Additional Language
- Addressing Conflict in the Workplace
- Managing Stress in the Workplace
- Maximizing Performance and Increasing Productivity
- Dealing with Bullying in the Workplace