

# DIVERSITY AND CULTURE IN THE GLOBAL WORKPLACE

## SYLLABUS

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*Written & Delivered By:*



# PEREGRINE

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## **DIVERSITY AND CULTURE IN THE GLOBAL WORKPLACE**

### **Overview**

We live in a complex, interconnected world where diversity, shaped by globalization and technological advance, forms the fabric of modern society. In this era of globalization, diversity in the business environment is about more than gender, race, and ethnicity. It now includes employees with diverse religious and political beliefs, education, socioeconomic backgrounds, sexual orientation, cultures, and even disabilities.

Enterprises are discovering that, by supporting and promoting a diverse and inclusive workplace, they are gaining benefits that go beyond the optics. Organizations have the transformative power to change and contribute to a more open, diverse, and inclusive society.

The purpose of this module is to help the learner understand, value, appreciate, and leverage the potential that develops when different people come together for a united purpose, which can then lead to innovation, growth, and the achievement of the organization's vision.

### **Learners**

This module is designed for learners who operate within a diverse workplace.

The module may qualify for Continuing Education Units (CEU) for professional certifications, depending on the professional association.

### **Module Authors**

The author of this module is Peregrine Global Services, headquartered in Gillette, Wyoming. Peregrine Global Services has been conducting workshops and providing consultation services for the development and improvement of teams, teamwork, diversity, and workplace culture for organizations across the U.S. and throughout the world since 2005. A variety of sources was used in developing the material for this module.

### **Learning Outcomes**

The learning outcomes for the module are as follows. With the completion of this module, learners should be able to:

1. Understand and appreciate diversity and inclusion.
2. Recognize diversity's positive impact on the workplace.

3. Describe workplace culture.
4. Exemplify individual and organizational values.
5. Perform cross-culture communications.
6. Contribute in a diverse, multicultural workplace environment.
7. Apply multicultural workplace skills.

### Curriculum

<u>Section</u>	<u>Topics / Subtopics</u>
Section 1: Diversity and Inclusion	<ul style="list-style-type: none"> <li>• Diversity Definition</li> <li>• Types of Diversity in the Workplace You Need to Know: A Guide to 34 Unique Diversity Characteristics Article</li> <li>• Understanding Diversity Video</li> <li>• Value of Diversity in The Workplace</li> <li>• Value of Diversity Video</li> <li>• What Is Inclusion?</li> <li>• Inclusion Video</li> <li>• How Do You Participate in A Diverse Workplace?</li> <li>• How to Manage Diversity in the Workplace Article</li> <li>• Working with People Who Are Different from You</li> <li>• Building Relationships with People from Different Cultures Article</li> <li>• Working with People Who Are Different from You Video</li> <li>• Unlocking Diversity's Potential in The Workplace</li> <li>• Diversity's new Frontier: Diversity of Thought and the Future of the Workforce Article</li> <li>• Unlocking Diversity's Impact Video</li> </ul>
Section 2: Diversity's Impact	<ul style="list-style-type: none"> <li>• Understanding Diversity Consciousness and Leadership</li> <li>• An Overview of Diversity Awareness Article</li> <li>• Diversity Consciousness Video</li> <li>• Social and Cultural Changes Influencing the Importance of Diversity</li> <li>• Social and Cultural Changes Video</li> </ul>

	<ul style="list-style-type: none"> <li>• Diversity Skills That Promote Success in Work and Personal Life</li> <li>• Diversity Skills Video</li> <li>• Prejudice and Discrimination</li> <li>• Diversity Barriers Video</li> <li>• Prejudice, Discrimination, and Stereotyping Article</li> <li>• How People's Prejudices Develop Article</li> </ul>
Section 3: Workplace Cultures	<ul style="list-style-type: none"> <li>• What Is Workplace Culture?</li> <li>• Workplace Culture: What It Is, Why It Matters, and How to Define It Article</li> <li>• 10 Types of Workplace Culture: Which is Best for YOUR Business? Article</li> <li>• What is Workplace Culture? Video</li> <li>• Learning About Different Cultures</li> <li>• Learning about Different Cultures Video</li> <li>• The Multi-Cultural Workplace</li> <li>• How to Manage a Multicultural Workplace Article</li> <li>• The Global Workplace Culture</li> <li>• The Global Workplace Culture Video</li> <li>• Supporting Your Organizational Culture</li> <li>• Supporting Your Organizational Culture Video</li> <li>• Norms and Expectations in The Global Workplace</li> <li>• Norms and Expectations Video</li> <li>• How to Prepare Employees to Work in a Global Workforce Article</li> <li>• Social Responsibility</li> <li>• Corporate Social Responsibility Video</li> <li>• Social Responsibility of Business Article</li> </ul>
Section 4: Individual and Organizational Values	<ul style="list-style-type: none"> <li>• What Are Values?</li> <li>• What Are Values Video</li> <li>• Values: Definition, Characteristics, Importance, Types of Values Article</li> <li>• Individual Differences - Values and Personality Article</li> <li>• What Are Organizational Values?</li> <li>• What Are Organizational Values Video</li> </ul>

	<ul style="list-style-type: none"> <li>• What Is an Organizational Value Statement Article</li> <li>• Respect in The Workplace</li> <li>• Respect in the Workplace Video</li> <li>• Why Is Respect Important in the Workplace? Article</li> <li>• Integrity in The Workplace</li> <li>• Integrity in the Workplace Video</li> <li>• What Is Integrity? Definition and Examples of Integrity Article</li> <li>• Accountability in The Workplace</li> <li>• Accountability in the Workplace Video</li> <li>• What is Accountability in the Workplace Article</li> <li>• How to Make Accountability a Core Part of Your Workplace Culture Article</li> <li>• Multicultural Ethics and Norms</li> <li>• Multicultural Ethics and Norms Video</li> <li>• Creating an Ethical Workplace Article</li> </ul>
Section 5: Cross-cultural Communications	<ul style="list-style-type: none"> <li>• Working with People Who Do Not Speak the Same Language as You Do</li> <li>• Working with People Who Do Not Speak the Same Language as You Do Video</li> <li>• 5 Tips When Interacting with People Who Speak English as a 2nd Language Article</li> <li>• Overcoming Language Barriers to Communication Article</li> <li>• How to Communicate with People Who Don't Understand Your language Article</li> <li>• Cross Cultural Nonverbal Communications</li> <li>• Cross Cultural Non-verbal Communications Video</li> <li>• Non-Verbal Communication Across Cultures. When Our Gestures Speak Louder than Our Words Article</li> <li>• Non-verbal Communication in Different Cultures Article</li> <li>• Use of Technology in Cross-Cultural Communications</li> <li>• Technology in Cross-cultural Communications</li> <li>• Strategies for Effective Cross-Cultural Communication within the Workplace Article</li> <li>• Technologies Effects on Intercultural Communication and Education Article</li> </ul>

<p>Section 6: Teamwork in a Diverse, Multi-cultural Workplace Environment</p>	<ul style="list-style-type: none"> <li>• The Nature of Teams and Teamwork in Today’s Workplace</li> <li>• Teams and Teamwork Video</li> <li>• Working with A Diverse Team</li> <li>• Working with a Diverse Team Video</li> <li>• Working with A Multi-Cultural Team</li> <li>• Working with a Multi-Cultural Team Video</li> <li>• How to Build a Successful Multicultural Team Article</li> <li>• Team Collaboration and Inclusion</li> <li>• Team Collaboration and Inclusion Video</li> <li>• Diversity, Inclusion and Culture: How to Build Great Teams Article</li> <li>• Fostering Collaboration and Innovation in Today’s Modern Work Environment by Embracing Diversity and Inclusion Article</li> </ul>
<p>Section 7: Developing Your Multicultural Fluency Skills</p>	<ul style="list-style-type: none"> <li>• Cross-Cultural Skills</li> <li>• Cross-Cultural Skills Video</li> <li>• Diversity and Inclusion Skills</li> <li>• Diversity and Inclusion Skills Video</li> <li>• The 5 Things All Inclusive Leaders Do Every Single Day Article</li> <li>• Respect Skills</li> <li>• Respect Skills Video</li> <li>• How to Develop Our Workplace Respect Skill Article</li> <li>• Communications Skills</li> <li>• Communication Skills Video</li> <li>• Communication Skills for Workplace Success Article</li> <li>• 14 Proven Ways to Improve Your Communication Skills Article</li> <li>• Teamwork Skills</li> <li>• Teamwork Skills Video</li> <li>• Organizational Skills</li> <li>• Organizational Skills Video</li> <li>• Organizational Skills List: The Guide to Being Truly Organized Article</li> <li>• 11 Organizational Skills That Every Smart Leader Needs Article</li> </ul>
<p>Section 8: Leveraging Diversity and Multicultural Workplaces</p>	<ul style="list-style-type: none"> <li>• Leveraging Cultural Diversity to Drive Innovation</li> <li>• Leveraging Diversity Video</li> </ul>

	<ul style="list-style-type: none"> <li>• How To Leverage Cultural Diversity to Drive Innovation Article</li> <li>• Diversity &amp; Inclusion as a Competitive Advantage</li> <li>• How to Build, Manage and Promote Workplace Diversity Article</li> <li>• Improving Intercultural Communication Skills</li> <li>• Seven Reasons Why We Need Multicultural Employees in the Workplace Article</li> </ul>
Section 9: Cultural Intelligence	<ul style="list-style-type: none"> <li>• Definitions of Cultural Intelligence</li> <li>• Cultural Intelligence Video</li> <li>• Cultural Intelligence: What Is It and What Is My Score? Article</li> <li>• Making Cultural Intelligence One of Your Signature Skills</li> <li>• Importance of Cultural Intelligence</li> <li>• Why You Need Cultural Intelligence (And How to Develop It) Article</li> <li>• Cultural Intelligence Skills: The Key to Your Organization's Success Article</li> <li>• Improving Cultural Intelligence</li> <li>• What is Cultural Fluency? And Why Is It Important? Article</li> </ul>
Section 10: Summary and Assessment	<ul style="list-style-type: none"> <li>• Summary</li> <li>• Assessment</li> </ul>

### **Delivery**

The module is delivered using Peregrine's Learning Management System (LMS) known as CMAD. Course instruction is with asynchronous online learning activities.

### **References & Resources**

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**SECTION 9: CULTURAL INTELLIGENCE****TOPIC 1: DEFINITIONS OF CULTURAL INTELLIGENCE**

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### **Assessment**

Throughout the module, there are in-progress quizzes and short exercises to ensure understanding of the instructional content. A completion certificate is issued when the learner obtains at least 80% on the final exam.

### **Hours and Articulation**

Learner hours are shown in the following table. The hours are based on both the time within the module and time away from the module conducting application activities.

<b><u>Section</u></b>	<b><u>Hours</u></b>
Section 1: Diversity and Inclusion	2
Section 2: Diversity's Impact	2
Section 3: Workplace Cultures	3
Section 4: Individual and Organizational Values	3
Section 5: Cross-cultural Communications	3
Section 6: Teamwork in a Diverse, Multi-cultural Workplace Environment	3
Section 7: Developing Your Multicultural Fluency Skills	3
Section 8: Leveraging Diversity and Multicultural Workplaces	2
Section 9: Cultural Intelligence	2
Section 10: Summary and Assessment	1
<b>Total Hours</b>	<b>24</b>