**Thriving in Diverse Environments**

Communication is an essential tool for bridging different cultures. It can increase the level of comfort and belonging one feels among people who are different from themselves. However, miscommunication resulting from unconscious bias can lead to strained relations and unmet goals in the workplace.

**Who Should Attend:** Anyone who is interested in exploring the link between communication and cultural competence and in engaging in various facilitated exercises and discussions intended to enable increased self awareness and a more inclusive mentality. A pre-work assignment is required for this class.

**Course Objectives:** By the end of the class, participants should feel encouraged in their efforts to manage cross cultural interactions.

* Examine personal and social barriers to effectively communicate cross culturally.
* Use appropriate observation and listening skills to receive messages more accurately.
* Discuss techniques for initiating contact with people who are different.
* Recognize one’s discomfort and ignorance around cultural differences.
* Describe formal and informal rules of one’s own group to others.
* Identify ways to live and work more productively among people of various cultures.

**Course Content:**

Pre-Work – Transcultural Communication Skills Audit

Class Topics

1. Simulation Game
2. Effective Listening
3. Blocks to Listening
4. Blocks to Listening II (Diversity)
5. Social Identity Mapping
6. Unearned Privilege
7. Communication Challenge
8. The Brain on Diversity

**Delivery Format:**

* Pre Work
* Game
* Mini Lecture
* Participant handouts
* Video clip
* Small group activities
* Independent exercises
* Small and large group discussion