

Working Together: Succeeding in a Multicultural Organization (3rd Edition)

Course Specifications

Course Number: CCT-030_rev4.0

Course Length: Self-study or classroom training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

Today's workplace brings together a variety of people with very diverse backgrounds and behaviors. Discover how culture and politics impact your organization, and learn to reverse prejudicial thinking and understand how gestures and body language can differ between cultures. This book will guide you through mastering how you think about yourself and others, how to speak and listen effectively to people with different backgrounds, and how to pay attention to the non-verbal language of "where, when, and how" you do things.

Course Objective: The learning objectives for Working Together are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The Objectives of this book are:

- To help you explore your thoughts, feelings, and attitudes about people different from yourself
- To explain techniques for improving how you communicate and use language in a diverse setting
- To increase your awareness of how you behave and interact with diverse colleagues and customers

Course Content

Part 1: Manage Your Mind

- Which Side Is Up?
- What Makes People Different?
- Who Influences You?
- Is It One or Many?
- Prejudice Others' Everybody Does It
- The Good vs. the Bad
- Turning Fear into Curiosity

Part 2: Manage Your Words

- Name-Calling
- Use Humor Appropriately
- The Ouch! Technique
- How to Bridge the Language Barrier
- When Common Sense Isn't Common
- How Words Work
- Cultural Double Binds
- Culture and Politics Add Value to the Workplace

Part 3: Manage the Unspoken

- Gestures and Body Language
- Marking Time
- Making Space
- Touching Moments
- Match Your Partner's Unspoken Behavior
- Talk Sense
- Sexual Orientation
- Americans with Disabilities
- Beauty in the Workplace

Part 4: Taking Action

- Two Sides of Diversity
- Culture--Living, Growing, Changing
- How to Deal with the Prevailing Culture

Part 5: Diversity and Globalization

- What Is Globalization?
- Managing Your Words
- People on the Move
- Managing Your Actions in the Face of Global Stress