

# Professional Certificate in Cultural Competence

The **FIT/ICCM Professional Certificate in Cultural Competence** enables professionals to develop essential knowledge and skills for cultural competency, change and development, and leadership in our diverse world. From global boardrooms to local communities, the demand for cultural competence can be observed in government, health care, human services, business, tourism and hospitality, education, and the military. Professionals in our global community need to interact with people from different cultures, regardless of local or international contexts. Participants will learn to recognize, respect, reconcile, and realize different cultural values. They will learn to use their new knowledge to work in diverse workplaces, create culturally-appropriate change and development initiatives, and work internationally.

Delivered completely online by Continuing Education at Florida Institute of Technology, the Institute for Cross Cultural Management, and the Institute for Culture and Adaptive Leadership, the **Professional Certificate in Cultural Competence** includes five, three-week on-line courses.



## What is Cultural Competency?

Cultural competency is a learned skill set enabling professionals to adapt to diverse socio-cultural settings, and in some cases, without prior knowledge of the specific cultures involved. The skilled culturally competent leader, operates effectively in diverse workplaces, on global teams or international assignments. Our approach to cultural competency includes a fundamental knowledge of cultural dynamics, using a framework to understand and analyze cultural differences, and an approach to reconcile cultural dilemmas.

## Why is Cultural Competency So Important?

Culture influences everything we do, from the food we eat to how we interact with others. Whether in a board meeting, customer service interface, or working with persons from different countries for business development, when two or more people from different cultures interact, the chances for misunderstandings, increases significantly. Viewing situations through a cultural lens helps people to interpret and validate the beliefs and values of others. People who are equipped with cultural competency skills are more effective leaders, team members, service providers, and colleagues. New and reconciled solutions to common workplace issues are developed through the recognition and respect for seemingly opposing cultural values. These approaches enable people with different cultural orientations to work together in cooperation rather than conflict.

## What are the advantages of the Certificate in Cultural Competency?

The Certificate provides advantages to anyone who wishes to improve how they operate in culturally diverse settings. The courses may be delivered to cohorts of individual professionals, or as in-house continuing education in corporations, communities, and governments

### *The Certificate Advantages...*

- Based on work of Trompenaars, Hampden-Turner, and Glover- widely recognized authorities in the field of cultural differences and developing cultural competence.
- Content designed to develop more than basic knowledge of one or more specific cultures, providing the learners with cultural competence to apply in a variety of cultural contexts.
- Learners master concepts of culture, a framework and method, then an operational and applied way to understand and work with culture and different cultural settings.
- Course sites have user-friendly designs, with engaging content and interface.
- Stories, cases, simulations, and examples based on actual situations used to illustrate learning.
- Flexible schedules to fit work and family demands.
- Threaded discussions, video calls, and interactive formats
- Three week courses in which the learners progressively learn to be more culturally competent.
- Culture, change and development, and leadership are linked.

### *Individual Benefits...*

- Individuals may use the learning from the certificate to enhance their professional development and daily leadership skills and practices.
- Our Certificate and its courses are approved for continuing education credit by SHRM, HRCI, and FIT Continuing Education.
- Easy to use online format for course sites.
- No previous experience or credentials needed.
- Low tuition cost.

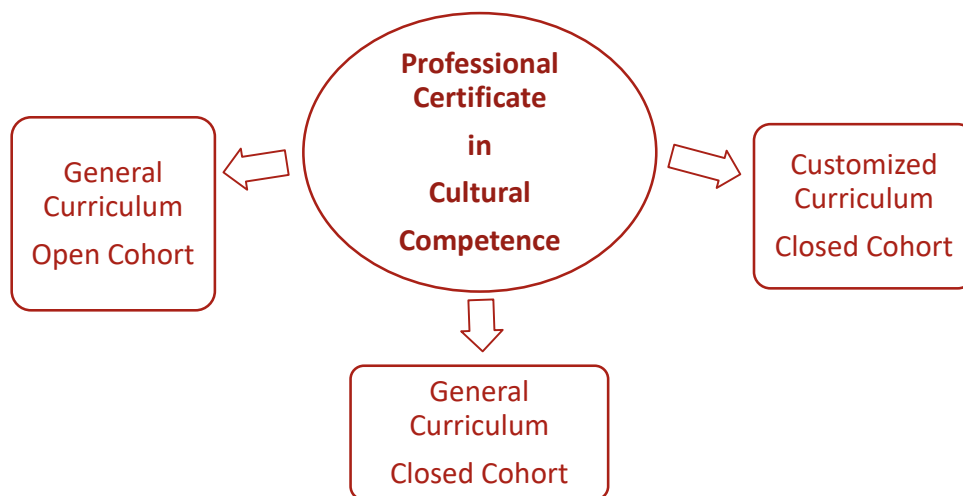
### *In-House Organizational Training Benefits...*

- Group rates.
- Custom designed cases, dilemmas to make the learning relevant to organization.
- Applications to cultural dilemmas in the organization
- Projects to resolve workplace issues.
- Professional associations may use the Certificate to provide professional development opportunities for their members. One or all five courses may be custom designed for association members' learning needs.

*"This program is great for anyone looking to add to their skill set. The instructors bring with them a wealth of knowledge and practical experiences that really create a dynamic learning environment with exceptional content that takes theory and applies it effectively to real-life cultural dilemmas."*

*Leah Taylor-Best, MA  
Chief Executive Officer  
The Bridging Principles*

## Join us in three different ways



Our **general curriculum open cohort** is designed for anyone looking to increase their cultural competency skills. This program may be delivered to any size of group from a variety of workplaces around the world.

Our **general curriculum closed cohort** is for those organizations or corporations wanting to increase the cultural competency of their membership including employees, volunteers, professional sections, etc.

Our **customized curriculum closed cohort** meets the specific needs of organizations or corporations. The content of each of the courses reflects situations frequently encountered by the organization. The customized curriculum closed group sessions may be integrated into a corporate employee orientation or professional development training program.

### Requirements for the Cultural Competence Certificate Program

There are five courses in the Professional Certificate in Cultural Competence. Each course lasts three weeks and is facilitated and mentored by our highly qualified professional faculty. All work is completed online via the course website. We also hold weekly web video calls. Our courses use videos, cases, threaded discussions, readings, simulations, and other methods to create an engaging and active learning environment.

*"Although I have been doing cultural competence work for several years, the FIT/ICCM certificate is teaching me a framework I did not know. I am being taught by seasoned professionals with solid academic experience and credentials, AND by highly experienced professionals active in the field."*

*Regina McClinton, Ph.D.  
Chief Diversity, Equity, and Inclusion officer  
University of Michigan*



### **Navigating Cultural Differences - ICCM 1005**

Participants explore how culture influences professional practices by applying a proven framework and process for understanding, assessing, and reconciling cultural differences. Cases and applied examples are used. Recommended for all following courses.

*Reading: Transcultural Competence: Navigating Cultural Differences in the Global Community. By Glover and Friedman. 2015. American Psychology Association. This book continues as a resource for the other four courses in the Certificate.*

### **Culture, Change and Development - ICCM 1006**

Change initiatives are examined as cultural designs and learners discuss common challenges facing both local and global leaders. Issues include identifying cultural dilemmas in change and development projects, opposing stakeholder values, overcoming resistance to change initiatives, and measuring organizational change.

### **Managing, Measuring and Changing Organizational Culture - ICCM 1007**

Different models and methods for understanding, measuring, and managing organizational culture are provided as background for course participants. Cultural dilemmas are used as a method to assess and ultimately change organizational culture.

### **Leading Teams and Collaboration - ICCM 1008**

Participants will discuss dynamics of teams and collaboration and their importance in the global community. Cases from virtual and on-site global settings will be used to illustrate models and methods for creative problem solving and decision-making appropriate for teams and collaboration.

### **Reconciling Cultural Diversity - ICCM 1009**

Participants work with common socio-cultural encounters, such as meetings, negotiations, teams, decision-making, and performance management. Cultural competency skills are enhanced through self-assessment, analysis, executive coaching, and reconciliation.

**Continuing Education Credits are awarded by SHRM, HRCI, and FIT.**

(Two credits for each course completed).



**Institute for Cross Cultural Management**

*Florida Institute of Technology*



### **A Program Designed for Professional Learners**

Guided by over 30 years of experience, informed by top cultural experts, and tested on the job, our approach has a track record of producing desired results. As lead designer and faculty member Gerald Glover, PhD shares his work as a consultant and coach in over 30 countries on 150 change projects. Using cases, simulations, and experiences, participants actively engage in the learning process while being mentored by experienced faculty.

Program participants learn methods and their practical application to create new ways of dealing with culture, change, and leadership dilemmas based on concepts developed by Gerald Glover, Fons Trompenaars, Charles Hampden-Turner, and other cultural authorities.

Dr. Glover has developed many cultural competence training programs for governments and companies. He is an experienced online learning designer and educator with a recognised ability to create engaging and thought-provoking courses.

This certificate is designed for the working professional and accommodates demanding schedules.

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For more information and questions, contact Suzanne Sterling at [Suzanne.sterling2018@gmail.com](mailto:Suzanne.sterling2018@gmail.com).

Registration fee for each course is \$175 USD. Certificate fee is \$875 USD for all five courses. Group rates may be available.

*The ICAL/FIT cultural competency program is an outstanding learning experiences for taking coaches, consultants, and leaders to the next level of professional development. Those brave enough to delve into their own cultural biases will find this program to be insightful; and therein begin to truly become global citizens and practitioners. I believe cross cultural competency is the next step for the world and especially for leaders and practitioners to support "real" change.*

*Herb Stevenson, CEO, Cleveland Consulting Group  
M.A., Organizational Psychology (Diversity Specialization)*