

Professional Certificate in Cultural Competence

The **Professional Certificate in Cultural Competence** enables professionals to develop essential knowledge and skills for cultural competence, change and development, and leadership in our diverse world. From global boardrooms to local communities, the demand for cultural competence is needed today more than ever 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 the Institute for Culture and Adaptive Leadership, the **Professional Certificate in Cultural Competence** includes two engaging four-week on-line courses.



What is Cultural Competence?

Cultural competence is a learned skill set enabling professionals to lead and adapt in any setting, 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 competence 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 Competence 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.
- Engaging threaded discussions, video calls, and interactive formats.
- Four-week courses in which the learners progressively learn to be more culturally competent.
- Culture, change, 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.
- Easy to use online format for course sites.
- No previous experience or credentials needed.

In-House Organizational Training Benefits...

- 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 both 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

Requirements for the Cultural Competence Certificate Program

There are two courses in the Professional Certificate in Cultural Competence. Each course lasts four weeks and 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.

Navigating and Reconciling Cultural Differences – Course 1000

Participants explore how culture influences professional practices by applying a proven framework and process for understanding, assessing, and reconciling cultural differences. Participants work with common socio-cultural encounters, such as meetings, teaching, counseling, negotiations, teams, decision-making, and performance management. Cultural competence skills are enhanced through self-assessment, analysis, executive coaching, and reconciliation.

Recommended reading: Transcultural Competence: Navigating Cultural Differences in the Global Community, by Glover and Friedman. 2015. American Psychology Association.

Leading Culture, Change and Development Initiatives – Course 1001

Change initiatives in education and community development are examined as cultural designs and learners discuss common challenges facing leaders. Issues include identifying cultural dilemmas in educational development projects, overcoming resistance to community change initiatives, and measuring organizational change. Different models and methods for understanding, measuring, and leading organizational culture are provided as background for course participants. In addition, 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.

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

For more information and questions, contact Kimberley Barker at kimjbarker@gmail.com.

Registration fee course one is \$350. Registration fee for course two is \$525.

Refresher courses can be taken at a discounted rate.

“Although I have been doing cultural competence work for several years, the 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