Cultural Competency in the Workplace

Course Overview:

Cultural Competency in the Workplace examines the concept of culture, emphasizes the importance of cultural self-awareness and cultural awareness, and provides participants with practical strategies to improve communication when speaking with someone from another culture.

Who Should Take the Course?

It is important that everyone within the workplace has an awareness of and better understanding of one's own culture and other cultures. When we are culturally aware, we are less likely to judge the values and actions of someone from another culture by comparing them to the standards of our own culture.

Course Objectives:

Upon completion of the course, participants will be able to:

- Understand the concept of culture and identify the four basic components of culture: symbols, values, norms, and material culture.
- Recognize how cultural differences can complicate communication
- Define ethnocentrism, stereotyping, prejudice, and discrimination
- Know the 11 prohibited grounds for harassment, as specified in the Canada Human Rights Act
- Identify types of workplace behaviours that could be considered discriminatory
- Understand the concept of systemic discrimination
- Define cultural awareness and identify the four steps to follow to develop cultural awareness
- Define cultural competency and recognize the four basic components of cultural competency
- Describe basic rules to follow to improve communication when speaking with someone from another culture
- Define rapport and know why it is important

Evaluation Process:

At the end of the module, there is a test. Participants that do not achieve 100% can review the module content and try as many times as necessary to complete the course. Test questions are randomly selected from a test bank, making each test unique.

Upon successfully completing the module, there is a printable certificate for your records.

Course Duration:

This online course is self-paced. Participants may leave the course at anytime and can resume where they left off. The duration will depend on the individual participant and their prior knowledge of the subject matter. On average, the course will take between 1.5 - 3 hours to complete.