Course Title: Communication Skills in a Culturally Diverse Workplace

Course web page: [www.collin.edu/ce/courses/communication-diversity.html](http://www.collin.edu/ce/courses/communication-diversity.html)

Course Description: Learn about the impact of diverse cultures on the workplace. We will explore cultural and generational diversity and the level of awareness that exists. We will present ideas to enhance understanding how one may work more effective in the diverse workplace of our times.

Suggested Course Prerequisite(s): None

Materials Needed: None

Course Objectives: 1. Identify the four stages of diversity awareness (understand, assess, respect and evaluate). 2. Recognize diversity in all of its varied forms. 3. Learn some personal skills and behaviors that might assist in developing one’s ability to appreciate diversity and improve working among individuals from diverse cultures.

Instructor Notes: The class will be interactive involving short assessments, group activities and mini presentations/demonstrations. We will have handouts as needed.

Textbook(s): None

Lesson Plan – by week or session

Session 1:
**Working through the four stages of diversity awareness:**
1) **Understand** the meaning and concepts of cultural diversity and differences.
2) **Assess** how we perceive the actions or behaviors of others on a relative basis.
3) **Respect** and accepts the different ways others choose to think or act.
4) **Evaluate** how you act now and make substantial and ongoing adjustments that will improve your ability to deal with or manage other people more effectively in the future.

Identify factors that have shaped your thoughts on diversity. Recognize what characterizes diversity or cultural differences in others. Assess any unhelpful personal biases, prejudices or stereotypes and make necessary adjustments. Apply a range of personal skills and behaviors that will assist your effectiveness in respecting and valuing different behaviors in others.

Session 2:
**Efforts to increase and understand workforce and generational diversity:** Focus on the positive contributions of human diversity and cultural variety. When our workforce doesn’t reflect the melting-pot society we live, work, and do business in, it’s not just a morality issue — it’s a business issue. To be profitable in a diverse world, you need a diverse team to incorporate the insights, experiences, and worldviews of your customer base.

**Understanding Generational differences:** Heighten awareness and understanding of the generalized differences among generations to decrease misunderstanding, conflicts, stress, discomfort and miscommunication. Increase effectiveness in the workplace without reinforcing
stereotypes. Ensuring efforts to increase workplace diversity; expand the increasingly shrinking talent pool and give your team the competitive edge you need to compete in a global market. Increasing workforce diversity isn’t just the right thing to do; it’s the smart thing to do.

Session 3:
**Unconscious Bias and Attitudes:** What it is and why it is dangerous. Unconscious bias refers to a bias that affects our decision making without our being aware of it. These biases can wreak havoc on even the most genuine attempts to hire fairly. Since it happens involuntarily, bias is a particularly insidious enemy of diversity and equality. We will examine a few ways that gender and racial biases affect hiring decisions. In addition to understanding how to come to terms with unfair or misguided biases by simply understanding the views of others and asking the question why!

Session 4:
**Working through the Six Diversity and Awareness Categories:**
1) **Awareness and climate** – building a strong awareness as a base to diversity in understanding differences in others.
2) **Levels of Inclusion** – ensuring all individuals and groups are given an equal voice, ensuring opinions are genuinely valued and considered to be worthy of equal consideration.
3) **Levels of Tolerance and understanding** – Raising awareness and including people in organizational decision-making; bringing about a better understanding of the depth and breadth of people’s diversity of beliefs, stated views, actions and reactions.
4) **Degree of Empathy** – empathy represents the highest level of understanding of another person’s belief or viewpoint, in addition to understanding the unique underlying feeling and belief that may underpin one’s action or words by showing genuine interest in the opinion of others.
5) **Adaptation and change** – while it is easy to accept some levels of cultural and general diversity in relation to one’s own perspective; it is of little sustained value until cultural awareness fundamentally and permanently adapts and changes individuals and organizations as a whole.
6) **Persistence and commitment** – Individuals and organizations have to maintain their commitment and persistent and become entirely genuine to foster change in the midst of the growing diverse workforce.

**Course Sessions:** listed are guidelines to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, assignments, and days.

**Method of Evaluation:** Unless otherwise stated, course completion is evaluated on the basis of attendance. Students must be in attendance 90% of the class time in order to be considered a successful completer of the course.

Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.

Students must complete all courses (core and no. of elective courses needed) to complete a certificate series within two years from start date of the first course taken.

**Americans with Disabilities Act:** Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student’s responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information. [http://www.collin.edu/studentresources/personal/studenthandbook.aspx](http://www.collin.edu/studentresources/personal/studenthandbook.aspx)