

LEADERSHIP & MANAGEMENT

QNET presents:

Navigating a World of Differences[®] – Building Cultural Competence

Wednesday, June 11, 2014 – 8:15 a.m. to 4:15 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

With labour pool shortages looming in almost every industry sector, employer's are increasingly reliant on recruiting and retaining immigrants and internationally trained professionals.

This necessary influx of diversity in our workplaces creates an opportunity to embrace and build on the wealth of experiences, histories, customs and perspectives of others. But, to reap all those benefits, we need to be able to set aside our fears and biases and embrace change. To effectively retain diverse employee pools, organizations must reach beyond cultural awareness and consciously choose to build cultural competence.

With assistance from civility and culture expert Lew Bayer, participants in this workshop will engage in compelling self-assessments, interactive exercises and lively discussions, and learn to do just that.

Topics covered include:

- Recognizing how the current immigration demographics impact your organization
- Differentiating between cultural awareness and cultural competence
- Identifying your personal biases, values, and assumptions and learning how these hinder your cultural competence
- Choosing respectful language that shows you value others
- Being attentive to culture-based differences in work style and motivation
- Having a stronger comfort and knowledge level in communicating and interacting with people of multiple cultures

Facilitator: Lew Bayer is nationally recognized as Canada's leading expert on civility in the workplace, with focus on Social Intelligence and culturally-competent communication. She is founder of the Center for Cultural Competence and President of civilityexperts.com. Lew is a 6-time published author, national columnist and faculty member at Georgetown University. Recently, she won the 2008 Manitoba Woman Entrepreneur of the Year award in the International Business category.

Fee:

- \$329.00 + GST for Members of QNET and APICS
- \$399.00 + GST for Non-Members

This session is presented by QNET in partnership with APICS Winnipeg Chapter and Industry Workforce Development, Manitoba Entrepreneurship Training & Trade

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QNET
Suite 660, 175 Hargrave Street
Winnipeg, MB, R3C 3R8
Phone: (204) 949-4999
Fax: (204) 949-4990
mail@qnet.ca
www.qnet.ca