

# LEADERSHIP & MANAGEMENT

**QNET presents:**

## **Navigating a World of Differences® – Building Cultural Competence**

**Tuesday, December 16, 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, employers 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 these benefits, we need 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, workshop participants will engage in compelling self-assessments, interactive exercises and lively discussions, and learn to do just that.

### **After attending this interactive and practical workshop, you will be better able to:**

- Recognize how the current immigration demographics impact your organization.
- Differentiate between cultural awareness and cultural competence.
- Identify your personal biases, values, and assumptions and learn how these hinder your cultural competence.
- Choose respectful language that shows you value others.
- Be attentive to culture-based differences in work style and motivation.
- Have 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](http://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.

### **This workshop is:**

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Presented by QNET in partnership with Industry Services, Jobs and the Economy, Province of Manitoba.

### **Fee: (includes a light lunch)**

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

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



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