

# LEADERSHIP & MANAGEMENT

QNET presents:

## Building Cultural Competence

Wednesday, May 9, 2018 – 8:15 a.m. to 4:15 p.m.

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

The range of cultures represented in Manitoba workplaces is increasing, bringing with it real and perceived differences, along with challenges that can impact our relationships, productivity, communication and the bottom line. When understood and effectively harnessed, this diversity enables us to work toward common goals and contributes to growth and innovation.

By building our cultural competence, we can bridge cultural challenges and learn to better understand ourselves and others, to prevent and rectify misunderstandings, to communicate effectively across cultural boundaries, and to successfully cross over to the new cultural frontier at work.

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.

### 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.
- Examine 4 keys to creating a workplace where cultural competence grows.
- 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.
- Build specific knowledge related to the top four cultural groups frequently represented in Manitoba workplaces.

**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 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 APICS Winnipeg Chapter, CPHR Manitoba, Manitoba Aerospace, and Manitoba Education and Training.
- This program has been approved for 8 CPHR Continued Professional Development Hours by CPHR Manitoba.

### Fee: (includes a light lunch)

- \$369.00 + GST for Members of QNET or CPHR Manitoba, APICS or Manitoba Aerospace
- \$439.00 + GST for Non-Members

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



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