

Monthly Program, July 28, 2010

Bridging Differences in the Workplace

"I know the statistics and believe diversity and inclusion are important, but what can I do about it?"

Speaker: Dianne Hofner Saphiere, Cultural Detective, Mexico
Time / Location: 2 – 5:30 pm, Reed College, Portland, Oregon
Cost: \$25 chapter members, \$40 others (increases July 20)

ASTD - Cascadia Chapter
Serving Oregon and SW Washington



Concrete, innovative tools for understanding and using diversity and inclusion to enhance workplace productivity, satisfaction, and engagement.

Intended Audience

Anyone in workplace learning, especially those involved with differences of opinion, expectation, or approach and for anyone tasked with enhancing diversity and inclusion in an organization, client and vendor services, or the larger community.

Overview

We have all read the statistics on the changing demographics of our population. Now more than ever, our workplaces and the communities we serve are filled with individuals with differing generational views, ethnic backgrounds, educational levels, and professional knowledge.

As L & D professionals, we are committed to bridging those differences in our organizations. Our intentions are in the right place, but we can't be experts in every culture. How can we have the impact we desire?

This very practical and highly participatory session includes such topics as:

- How cultural differences impact learning and development
- How diversity and inclusion affects one's ability to lead
- How personal style affects one's ability to be inclusive in training and instructional design
- Useful processes, experiential activities, and tools for bridging differences
- Definitions of culture, intercultural communication, and intercultural competence to help build respect and navigate differences
- Effectively engaging individuals from different generations, professions, and ethnic backgrounds

Outcomes

- A better understanding of yourself and others as unique individuals (an amalgam of influences including age, ethnicity, gender, nationality, organizational culture, professional training, and spiritual tradition).
- An enhanced ability to decipher others' intentions in an interaction, including the gap between intention and perception and the link between values and behavior in a given context.
- An improved ability to bridge similarities and differences, reaping the assets at both interpersonal and organizational/systemic levels.
- Practical steps to implement the above successfully in an organization.

Areas of Expertise

(based on National ASTD Workplace Learning Competency Model)

1. Designing Learning
2. Improving Human Performance
3. Delivering Training
5. Facilitating Organizational Change
7. Coaching
9. Career Planning & Talent Management

To Register

Visit www.astdcascadia.org, click on Events (top left corner), click on specific event.

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Dianne Hofner Saphiere, MA
Cultural Detective
Mexico City, Mexico

Dianne has been active in the field of intercultural training and consulting since 1979. She is USA-born, lives in Mexico, spent twelve years in Japan, and also lived in Spain. Dianne has worked with people from over 100 nations. Her client list includes ABB, Continental Airlines, Hyundai-Kia, Microsoft, Mitsui, Royal Dutch Shell, and Texas Instruments, among many others.

Dianne is a frequent author and created the *Cultural Detective*[®], a dynamic series of intercultural effectiveness tools. She co-authored *Communication Highway: Leveraging the Power of Diverse Communication Styles*. Other works include the seminal *Ecotonos: A Simulation of Multicultural Collaboration*; *Redundancia: A Foreign Language Simulation*; and contributions to *International Journal of Intercultural Relations*, *Global Competence: 50 Training Activities for Succeeding in International Business*, *The Training and Performance Sourcebook*. A frequent presenter and keynote speaker, Dianne is also on the faculty of the Summer Institute of Intercultural Communication. Dianne holds an MS in Organization and Human Resource Development and a BA in Intl Studies.



The Intercultural Communication Institute
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A special thanks to the Intercultural Communication Institute for providing the venue for this event. For more information, visit our website at intercultural.org or talk with Angela Kremer, ICI staff, at today's event.