

# *Building Cultural Competence*



*An Experience in Effective  
Interaction Across Cultures*



**\*MCOLES Registered\***

## **Other MDCR Training Topics**

**Hate Crime 101  
Diversity  
Sexual Harassment  
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Fair Housing Laws**

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**Michigan Department of Civil Rights  
Capital Tower Building  
110 W. Michigan Ave, Suite 900  
Lansing, MI 48933**



**For more information:  
1-800-482-3604 or <http://www.mi.gov/mdcr>  
TTY: (877) 878-8464**

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[www.mi.gov/crimevictim](http://www.mi.gov/crimevictim) 517-334-9944

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First  
Class  
Postage  
Required

## Building Cultural Competence

To thrive in today's increasingly diverse world, organizations must be able to effectively interact with a variety of ethnic / cultural groups.

This four-hour participatory workshop enhances understanding of five major cultural groups: *African American, American Indian, Arab American, Asian American, and Latino American*. The workshop will also help participants to recognize, understand and control their personal biases, and interact more effectively with colleagues and customers across cultural boundaries.

## Training Agenda

- ✓ Opening/ Introductions
- ✓ Demographics
- ✓ Thinking Styles
- ✓ Ethnic Protocols / Communication Styles
- ✓ Stereotypes & Debunking Myths
- ✓ Biases
- ✓ Religion
- ✓ Cultural Competencies
- ✓ Wrap-Up and Evaluation

## Training Objectives

**As a result of attending this training, participants will:**

- ✓ Learn about demographics of the ethnic groups in Michigan
- ✓ Recognize and analyze personal assessments of thinking style
- ✓ Recognize stereotypes that lead to bias and discrimination
- ✓ Consider cultural protocols and communication styles
- ✓ Understand bias and hidden discrimination
- ✓ Recognize and examine how preexisting biases can limit work performance as an individual, team and organization
- ✓ Understand the benefits of cultural competency
- ✓ Recognize cultures through religion
- ✓ Assess their understanding of cultural competency

**For more information on the Building Cultural Competence Training, please mail or fax this form to the Michigan Department of Civil Rights - Community Relations Division. Fax 517-241-7520**

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Full Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please specify any reasonable accommodations: \_\_\_\_\_

What workshop topics would you like to address at a hate crime conference? \_\_\_\_\_