Cultural Intelligence Overview Virtual Course

Description

This virtual course provides an overview of essential concepts in diversity, inclusivity and unconscious bias. It guides participants to discover culture as an integral part of a sustainable organization. This course encourages participants to become more open to diverse workplaces and have unconditional positive acceptance of colleagues where everyone is unique and as teams, can become stronger and more productive when integrating diverse ideas. Micro-inequities, micro-affirmations, and micro-advantages all fall within the broader category of micro-messaging. All represent the three ways we send subtle messages negatively, or positively. Micro-inequities are subtle, often unconscious, messages that devalue, discourage and impair workplace performance.

We define diversity to be inclusive not only of race, ethnicity, gender, lifestyle, and religion, but also include job, department, geography differences and diverse ways of thinking and being, shaped by our life and work experiences.   An elegant definition of cultural intelligence is "the willingness and ability to interact respectfully and effectively with individuals and groups, acknowledging the common and different elements of our cultural identities." The result is words and actions that recognize, affirm and value the worth of individuals and communities and protect and preserve the dignity of each. "Cultural competence" is another term for cultural intelligence or CQ, for short.

Learning Outcomes

At the end of the course, participants will be able to:

- Define cultural competence also known as cultural IQ (CQ).
- Identify four elements of cultural competence in the workplace.
- List seven behaviors of culturally competent people.
- Increase your *Awareness of Self* with your own cultural background and how it affects your perceptions and interpretations of other cultures by outlining your three social identities.
- Recognize the three dimensions of cultural awareness when interacting with other cultures.
- Understand how values differ among cultures.
- Define Conscious and Unconscious Bias and Micro-inequities. Learn ways to recognize and avoid these biases by developing Respectful Behaviors.

Course Format

- Live, Virtual Course
- No pre-course assignment
- Interactive learning experience
- Activities Handout
- Companion Course: Developing Culturally Intelligent Leaders:
- GTA's Virtual Performance Learning Lab Series

Course Length

- 90-Minutes

Course Capacity – Recommended for optimal learning experience

- 8 to 10 participants

Facilitator Profile

Pam Sammarco, CEO, founded Green Training Associates LLC in 2009. Our Purpose-Driven Mission Statement: We develop people's capabilities to solve the world's challenges and build sustainable organizations. We accelerate business growth through Training, Talent, Coaching and Career Solutions. We prepare leaders and workforce to be capable, competent, and skilled. We identify, assess, develop, coach and mentor your talent pipeline. Business confidence and exceptional performance are outcomes of developing the right capabilities.

Pam is a trusted advisor for our clients' talent development priorities to drive sustainable performance. She has proven success as a strategic leader in complex training and talent strategies, sustainability curriculum, leadership and workforce capabilities, organizational effectiveness, culture shift and transformation. Pam collaborates with clients as partners to architect talent solutions that identify and close performance gaps. We engage your leadership to design, facilitate and coach new capabilities.

Pam serves client needs for globally-connected and geographically-dispersed workforce by utilizing experience in working with global clients across diverse industries. She designs and delivers interactive virtual learning courses on many different platforms – live two-way video, satellite, virtual classroom. Her expertise is especially effective to develop leaders and associates in progressive, innovative cultures. Pam excels in Life Sciences, Sustainability and Technology industries for STEM professional development.

Our GTA Performance Learning Ecosystem™ is a proprietary methodology combining selected elements for each solution, custom-designed for your organization, based on a thorough needs analysis. We partner with corporate leaders to deliver our solutions increase readiness, along with your committed executive sponsorship, create proven impact for effective transfer of experiences close to the job action, to improve performance.

Pam is a lifelong yoga practitioner, enjoys a sustainable lifestyle, engages in sustainable investing, is an avid recycler, a nature photographer, donates to charitable organizations, and cooks farm to table with our NJ fruits and vegetables. For many years, she mentors young professionals on careers and other professional endeavors to enable their career future and life success. She is an active Rutgers-Douglass alumnus. Pam is also passionate about women in leadership and gender parity remediation.

Career, Education & Credentials

- Pam's corporate career spans 24 years in three industries for four progressive and innovative corporations to advance performance for employees of Citicorp, American Express, Alcatel-Lucent and Medco Health Solutions.
- Certified in Hogan Predictive Leadership Assessment Systems
- Certified Professional in Talent Development, National ATD
- Master of Science, Applied Industrial/Organizational Psychology, concentration in Human Resources Management, Stevens Institute of Technology, Hoboken, NJ
- Bachelor of Arts, General Psychology, concentration in math and statistics, Douglass College, Rutgers University, New Brunswick, NJ. Magna Cum Laude, Phi Beta Kappa, Psi Chi Psychology National Honor Society.
- Non-profit Board Officer: Professional Association for Talent Development, Northern NJ ATD (1999 - present) Leadership & Talent Development Vice President (2006-Present), Chapter President (2004)
- Volunteer for BioNJ, Life Sciences Trade Association on the Inspiring Women in STEM, Human Resources Conference committees.

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