

# 4

## Live, work and lead for success



FICS Learning Capsules are practical sessions that give you what you need to get great jobs, keep great jobs and lead and grow in the workplace. We've been doing this in Canada and internationally for a long time, and we know what works when it comes to work. Now we want to share it with you! There are six capsules in total. Sign up for as many or as few as you like, depending what you're looking for.

### **Learning Capsule 4: Connect Across Cultures**

Increase your opportunities for success by developing your ability to work effectively with everyone in the workplace. Develop your skills to connect across cultures and unlock the secrets to entering and succeeding in Canadian workplaces.

**Session 1:** During the first session of Capsule 4, participants will learn about the differences across cultures and how they create potential communication challenges that result in miscommunication at work.

**Outcome:** Identify potential communication challenges that can occur across cultures

**Session 2:** During the second session, participants will consider specific communication practices in the workplace that can cause confusion and how to anticipate and decipher them to avoid negative consequences.

**Outcome:** Determine nuances and intricacies of the Canadian workplace culture

**Session 3:** During the third session, participants will have the opportunity to determine communication skills that will enhance relationships across cultures with the purpose of increasing success in the workplace and community.

**Outcome:** Develop strategies to communicate effectively across cultures in the Canadian workplace

### **Resources and References:**

- Kealey, D. Cross-Cultural Effectiveness
- Khols, L.R. Training Know-How for Cross Cultural and Diversity Trainers
- Seelye, N. (ed) Experiential Activities for Intercultural Learning

**Facilitators:** Kathrina Loeffler and Christian Vulpe are professional educators and certified professional facilitators. They are both dynamic speakers and hold Ontario Teaching Certificates, Master of Education degrees and training in adult education from St. Francis Xavier University. They have been delivering quality education programs that engage participants and strengthen the skills of people to succeed in the workplace since 2011.

**When: Thursday evenings 6:00 – 8:00 PM**

**Where: Downtown Toronto**

**How long: 3 weeks**

**How much: \$199.00**