



## **Development on Demand...PROGRAMS DELIVERED WHEN YOU NEED THEM.**

### **BUILDING A HIGH PERFORMANCE CULTURE THROUGH INCLUSION**

Inclusion is much more than diversity. Inclusion incorporates behaviors and concepts such as adaptability, flexibility, considering the individual as a whole, and modeling the organization as a completely accepting unit. Inclusive organizations have associates that are engaged, committed, passionate, and bring their entire selves to work. The outcome is an environment of creativity, fun, employee contentment, lower turnover and lower dollars spent on retention and satisfaction programs—in essence a high performing organization.

*“...inclusion means moving beyond tolerating or just putting up with diversity. People feel validation and genuine appreciation...”*

*-Richard D. Bucher, author*

*Building Cultural Intelligence (CQ)*

**Time: 6 hours**

**Audience:** Leaders

**Purpose:** Develop a high performing culture by:

- Discovering the 5 Principles of Leadership Effectiveness Behaviors
  - Emotional Intelligence
  - Social Intelligence
  - Practical Intelligence
  - Moral Intelligence
  - Cultural Intelligence
- Exploring Cultural Competence
  - Ladder of Inference
  - Mental Models
  - Cultural Intelligence
- Leveraging diversity
  - Action Planning

**Outcome:** Utilizing small and large group exercises, role-plays and reflection, participants will:

- Understand the behaviors needed for effective leadership
- Discover their mental models and biases
- Learn how cultural intelligence can be used to drive a high performance culture in the business
- Discover how to use the behaviors of cultural competence in everyday interactions
- Understand the impact of cultural intelligence on business performance

**Approach:**

Small and large group discussion, role-plays, reflection exercises.