



Intercultural Competency Training Program

First intercultural development program based entirely on scientific research

ICT Program is a
Social Enterprise:

You directly support
newcomers and settlement
services in London, Ontario
when you purchase CCLC's
training program and
materials.

For over 25 years, London Cross Cultural Learner Centre (CCLC) has worked with newcomers and other vulnerable populations and has first-hand knowledge and practice of using intercultural competency skills.

Our unique training approach starts with you, the individual.

Through world-class research and comprehensive learning tools you will develop your ability to identify and respect difference, withhold judgement and search for common ground with colleagues. Our training will help you develop an appreciation for multiple perspectives and achieve the ability to behave appropriately and effectively in a cultural context. We give you the skills and the confidence to apply your intercultural awareness and understanding in the workplace and beyond.

Intercultural competency is no longer an elective strategy but an essential skill and leading companies that are using diversity to meet their corporate goals see tangible benefits: increase productivity, recruitment and retention of skilled workers, and higher overall corporate performance.



**CCLC will help you achieve your
personal and corporate goals!**

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Four-Module Training Program:

FUNDAMENTALS OF INTERCULTURAL COMPETENCIES MODULE

1

- An introduction and foundation to begin your intercultural competence development
- Understand the effects of social, historical, economic, geographic and cultural contexts on individual experiences

SYSTEMIC DISCRIMINATION: HIRING AND PROMOTION IN THE WORKPLACE MODULE

2

- Identify the culture and values of your workplace and analyze how these aspects of the organization influence intercultural competency at individual, group and organizational levels
- Gain an understanding of biases concerning gender, religious identity and how varying degrees of discrimination affect hiring and promotional practices in the workplace

POWER DYNAMICS: RACISM AND VULNERABLE GROUPS MODULE

3

- Examine experiences of racism, prejudice, bias and exclusion of immigrants, First Nations peoples and other less visible minorities such as LGBTQ2 communities
- Continue development and application of intercultural competency skills by examining your own biases and assumptions

INTERCULTURAL COMMUNICATION AND BEST PRACTICES MODULE

4

- Identify and analyze how the organizational culture and values of your workplace influence communication at the individual, group and organizational level
- Use learned alternative viewpoints and review best practices to confirm your ability to apply your intercultural competencies skills at work and in life

Awareness. Understanding. Excellence.

Receive a certificate upon completion of our four-module training program.

Sign up to become a qualified Cultural Diversity Trainer certified by London Cross Cultural Learner Centre.