



Intercultural Intelligence and Employee Retention

- 90 minutes - 2 hours: Participatory and collaborative, with local examples and case studies
- 3-4 hours: Combined with Implicit Bias and Newcomer Recruitment workshop
- longer sessions can look at policy development and implementation

Workshop Objectives

- To introduce employers to Intercultural Intelligence
- To share local research and best practices in newcomer inclusion
- To facilitate collaboration between newcomers and employers
- To enhance employers' access to relevant tools and resources
- To empower employers to build resilient intercultural workplaces

Learning Outcomes

- Increased cultural, organizational, and self-awareness
- Enhanced recognition of the benefits of intercultural diversity
- Broader understanding of other cultures as they pertain to the workplace
- Improved ability to access Intercultural EDI tools and resources
- Enhanced skills for intercultural retention

Activities

- **4 Pillars of Intercultural Intelligence**
- **Equity, Diversity and Inclusion**
 - Definitions - Benefits of Diversity - Business Case for Diversity
- **Culture**
 - Cultural self-awareness - different cultural dimensions - cultural humility & empathy
- **Intercultural Retention Tools**
 - Overview of group dynamics and best practices of employee retention
 - Implicit Bias
 - Onboarding/Orientation
 - Communication
 - Empathy and Trust
- **Commitments and evaluation**



Intercultural Intelligence in your Teams

- *90 minutes - 2 hours: Participatory and collaborative, with local examples and case studies*
- *3-5 hours: Greater depth for personality traits, conflict and communication*

Workshop Objectives

- To introduce employers to Intercultural Intelligence
- To share local research and best practices in newcomer inclusion
- To facilitate collaboration between newcomers and employers
- To enhance employees access to intercultural intelligence tools
- To empower employees to work together in an interculturally inclusive team

Learning Outcomes

- Increased cultural, organizational, and self-awareness
- Enhanced recognition of the benefits of intercultural diversity
- Broader understanding of other cultures as they pertain to the workplace
- Enhanced skills for intercultural interaction

Agenda

- **4 Pillars of Intercultural Intelligence**
- Benefits of diversity
- **Culture**
 - Cultural self-awareness - different cultural dimensions - cultural humility & empathy
- **Communication and Conflict**
 - Implicit Bias
 - Individual cultural/personality orientations
 - Communication and conflict resolution
 - Empathy and Trust
- **Commitments and evaluation**



Implicit bias and Newcomer Recruitment

- *90 minutes-2 hrs: Participatory and collaborative, with local examples and case studies*
- *3-4 hours: Combined with Intercultural Intelligence and Employee Retention*
- *longer sessions can explore policy development and implementation*

Workshop Objectives

- To introduce employers to Intercultural Intelligence
- To share local research and best practices in newcomer inclusion
- To teach strategies to counter implicit bias
- To enhance recognition of international experience and skills
- To empower employers to develop successful recruitment practices for newcomers

Learning Outcomes

- Increased cultural, organizational, and self-awareness
- Enhanced recognition of the benefits of intercultural diversity
- Deeper understanding of implicit bias and effective counter-strategies
- Improved ability to understand and assess international education and experience
- Improved ability to design interculturally responsive job postings and hiring practices

Activities

- **4 Pillars of Intercultural Intelligence**
- **Equity, Diversity and Inclusion**
 - Definitions - Benefits of Diversity - Business Case for Diversity
- **Culture**
 - Cultural self-awareness - different cultural dimensions - cultural humility & empathy
- **Implicit Bias**
- **Intercultural Recruitment Tools**
 - Job postings
 - Setting and assessing qualifications, requirements and assets
 - Anti-bias selection strategies
 - Intercultural awareness and the interview process
- **Commitments and evaluation**



Becoming an Intercultural Inclusion Champion

- 20 - 45 minutes: PowerPoint presentation
- 90 minutes - 3 hours: Interactive PowerPoint with mixed lecture and activities
- 3 hours +: Participatory and collaborative with development of practice

Workshop Objectives

- To provide an introduction to concepts of Intercultural Intelligence
- To share local and international evidence of the benefits of intercultural equity, diversity and inclusion (EDI)
- To facilitate participant skills and confidence to advocate for EDI workplace practices
- To empower participants to become intercultural EDI champions

Learning Outcomes

- Increased cultural awareness
- Deeper understanding of benefits of diversity, inclusion and equity in local contexts
- Improved ability to access and draw upon best practices and tools for EDI
- Develop skills and confidence to advocate for intercultural inclusion

Activities

- **4 Pillars of Intercultural Intelligence**
- **Equity, Diversity and Inclusion Definitions**
- **Business Case for Diversity**
 - Diverse markets--Improved creativity--increased profitability--new perspectives
- **Becoming a champion**
 - Meeting people where they're at
 - Knowledge and Empathy
 - Sharing success stories
 - Making it easy to say Yes
- **Best Practices**
 - Recruitment
 - Retention
 - Policy
 - Workplace culture
- **Scenarios (for 3+ hours)**
 - Developing your pitch
 - Interventions and difficult conversations
 - Where to find more information and support
- **Commitments and evaluation**