Design Document: Cultural Understanding in the Workplace

Business Purpose	Over the last several years the business has hired many skilled employees who come from a wide variety of cultures. Although having so much diversity at a company can be amazing, it has become clear that the differences in how employees address various tasks must be examined. It has been reported, in a recent survey of employees, that over 45% feel their managers don't consider where they came from or what they were taught about BEST practices in the workplace. Workers report that their bosses don't show much understanding of other cultures when it comes to a variety of issues including, dress code, etiquette at the start of a meeting, deadlines, and how a person's belief system could impact how they carry out their duties. It is essential that any company in today's world takes time to learn about the cultures of their workers so that everyone feels respected and understood. Creating a workspace that is inclusive creates better work outcomes for the company. ***At Our World, Our Family*** we promote the idea that the best way to create a safe and productive work environment is to be conscious of the cultural similarities and differences among our workers and encourage everyone to be flexible with how tasks are being approached. Being more open to learning about different cultures will allow your managers to better understand how to support all your employees to do the best work possible for your company.
Target Audience	This training is intended to help educate the leadership members of a company. The information in this course will also be disseminated down to all employees to encourage more understanding and acceptance among workers.

Training Time	Every current employee in the company needs to take this training, one time, starting with people in leadership positions. As new members join the leadership team the course will be part of their onboarding requirements. Future employees, not in leadership roles, will be provided this training during their first two months as part of their professional development. This course is an introduction to Cultural Awareness in the Workplace and should take about 30 minutes to finish. Each section will have a limited amount of targeted information. The learner should be able to read and listen to the content with ease. It may take longer if the learner takes breaks or goes back to review information before the final assessment.
Training Recommendation	This course is meant to be interactive for the learner. It will have a variety of activities that they will be able to work through. It will also have some real-life scenario-based learning. It is recommended that the course is given as an **e-learning**, **asynchronous professional development**. Your company has well over 100 different workers in leadership positions. It would be difficult for you to have mandatory training for all manager positions on the same day. It may halt productivity for a portion of the day. In addition, cultural awareness can be a sensitive topic for some people. It will be best to allow your leadership team to work through this course on their own so that they can really think and reflect on the content and ideas being presented. It can be intimidating or uncomfortable to confront our own knowledge, or lack of knowledge, about different cultures, along with any underlying biases, with a large group of people. ***Note***: If your leadership team is interested in additional training it would be beneficial to continue the learning in small groups with an instructor to oversee various discussions and to assist your leaders with any questions they have

Deliverables	**<u>Materials needed for e-learning:</u>** 1. Storyboard- Script will be included in the storyboard. 2. E- Learning- Storyline 360 (If a company can do instructor-led additional real-world scenarios and discussion questions would need to be created.) 3. Voice over narration included in the course -Use of *Wellsaid Labs* **<u>Materials for additional small group, instructor led training:</u>** 1. Review materials- handouts with the essential information on them. 2. A slide show that goes over the objectives for the follow up training. 3. Discussion questions 4. Pre -written, real world scenarios that will require individuals to put their understanding of cultural awareness to the test. 5. Course Evaluation
Learning Objectives	By the end of this course the learner should be able to: 1. **Define** the term Cultural Awareness 2. **List** four aspects of life that influence culture. 3. **Describe** how being culturally aware benefits a company.

	4. Identify ways to increase cultural awareness among employees

Training Outline	**<u>Introduction:</u>** · Give the learner reasons for why the topic of the course is important and relevant. The rationale that has been used in the Business Purpose above should help. · Outline the objectives for the course **<u>Objective Numbers 1 and 2:</u>** · Break down the definition of **Cultural awareness** for the learner. *a. The ability to understand, recognize, and observe both similarities and differences between multiple cultures.* b. *A way to see how a person's behavior is impacted by their culture.* · Review what C**ulture** means and the aspects that influence culture. a. **Culture**: *A group's shared norms of behavior and attitudes.* b. Influential Aspects of culture 1. **Geography**- Where you live can impact how people live. 2. **Religion**- Beliefs we were raised with will have an impact on values. 3. **Art**- A group's music, literature, painting, dance… 4. **Family**- How a person is brought up. **<u>First Knowledge Check:</u>** · Ask the learner to identify the two parts of **Cultural Awareness.**

Objective Number 3:

· Outline the four main reasons why being Culturally Aware is beneficial to a company.

1. Build stronger relationships between workers

2. Create a climate of empathy, respect and appreciation for each other's differences.

3. Build trust between workers.

4. Helps people communicate in more effective ways.

*Each of the four reasons need some real world examples of cultural differences.

Second Knowledge Check:

· Ask the learner to select multiple ways that being culturally aware is helpful for the company and its employees.

Objective Number 4:

· Now that the learner understands what Cultural Awareness is and why it is important we need to provide ways to create an environment that promotes Cultural Awareness.

· First, give a variety of easy ways to help workers understand each other. Methods can include:

a. **Putting up a map** for workers to identify where they/their family are from.

b. **Asking questions** to learn more about your employees.

c. **Create policies** that explain how all workers should be treated.

d. **Learn about other faiths** and recognize when important days should be observed.

e. **Meals together** can be a great way to learn about each other. A neat way to do a lunch or dinner would be to have people bring dishes that are part of their culture.

f. **Encourage story telling** among employees.

· Include a real-world scenario where an employee is having a hard time adjusting to a new work culture. This could be a way to lead into having the learner review what to do to make their workplace more culturally aware and accepting.

Third Knowledge Check:

· Allow the learner to sort through some ways that would help and not help bring more cultural acceptance to their company. This should be more interactive than just a multiple-choice question.

Introduce Final Assessment and Assessment Questions:

· The learner will be given directions about the final assessment. They will find out how many questions they need to answer along with how many chances they get to pass and what percentage constitutes a passing grade.

· The assessment questions (5 of them) are a combination or multiple choice and True/False. Just like in the knowledge checks there are questions where the learner has to identify more than one correct answer. All questions are tied to the learning objectives and should remind the learner of some of the content they reviewed in their knowledge checks.

Summary of the Course and Closure

	· The learner, after taking their final assessment, will review one more time the objectives/content that was included in this course. · The learner will have the ability to click out of the course at the end.
Assessment Plan	· There will be **three different knowledge checks** used throughout the course to help the learner check their understanding of the big objectives as they progress through the sections. The knowledge checks will have questions that require the learner to identify more than one correct response. The learner will have **two attempts per knowledge check to get the right answer.** · **The final assessment is made up of five questions**. Some of the questions will be **multiple choice** and some will be True/False. All assessment questions will be connected to the learning objectives (Learners will demonstrate that they can define cultural awareness. Second, they will be identifying the correct list of aspects that can influence someone's culture. They will be able to give reasons for why it is important for companies to be culturally aware and how it helps productivity. Lastly, the learner will indicate that they can identify the ways to incorporate learning about different cultures in the workplace.) and require the learner **to earn an 80%** to achieve proficiency. The learner has **unlimited chances** on the final assessment and they will find out their score once they have answered all the questions.