

CULTURAL COMPETENCE

WHAT IT IS AND HOW TO DEVELOP IT

GATHERED FROM A GLOBAL NETWORK OF LEARNING LEADERS JUST LIKE YOU

The rise of remote work has brought with it expanded access to a **global workforce**.

As workforces become more globally dispersed, **cultural competence training** is no longer a “nice-to-have,” it’s a “must-have.”

This ensures that employees from all cultural backgrounds and experiences feel...



seen

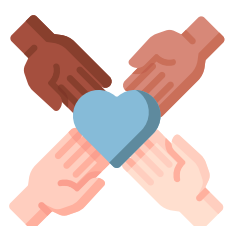


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valued

WHAT IS CULTURAL COMPETENCE?



Cultural competence is the ability to understand and interact with people from different backgrounds effectively and inclusively.

Leveraging your workforce’s diversity of thought and experiences can increase innovation and creativity.



HOW TO DEVELOP IT

Consider these best practices for developing a culturally competent workforce:



ROOT OUT BIAS

Unconscious bias training can help learners become aware of biases that can prevent them from working inclusively with colleagues from different backgrounds.



ADDRESS CULTURAL DIFFERENCES

Training should address cultural differences and norms that impact how we work and learn.



ENCOURAGE ACTIVE LISTENING

Cultural competence requires actively listening to others’ points of view.



INCORPORATE TEAM-BUILDING ACTIVITIES

Build collaboration and connection with team-building activities such as virtual coffee chats and games.



As globalization continues to impact organizations across industries, cultural competence training can set your people — and the business — up for future success.

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