



Pull Them In A Different Direction

Cultural Conflict - Dealing with Diversity

Canada is a culturally diverse country – Toronto has been named the most multi-cultural city in the world recently by the United Nations. People tend to view each other through their unique culturally-shaped lenses, and this can lead to misguided perceptions and expectations. Leaders will enrich their work environments by learning how to manage their culturally diverse workforce.

This workshop introduces tools to guide participants toward recognizing and addressing the culturally-based causes of conflict as it appears in the workplace. Wherever there are differences between people, there is potential for misunderstanding and conflict. Participants learn to become aware of their own cultural biases, as well as those of the many cultural identities around them. The relevance of cultural differences and their manifestations in interpersonal relationships is addressed, and this workshop offers a conceptual framework of how to work through them.

Participants will learn to:

- An understanding of their individual cultural biases and how those biases affect their relationships
- An ability to recognize and respect divergent viewpoints as they relate to cultural undertones
- The capacity to explore and deepen relationships
- A roadmap of how to behave during conflict and options for dealing with it
- The ability to shift conflicting relationships to transformative relationships
- Confidence and sensitivity in relating to people of diverse cultures and background

This course is designed for:

- Leaders working with culturally diverse individuals or teams
- Professionals responsible for handling conflict in their organization
- High-Potential/Young Leaders to increase awareness and confidence in dealing with culturally diverse employees.

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We build people systems that are resilient and sustainable – perfectly prepared to survive, thrive and outperform.

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