



**Communicating Effectively Across Cultural Differences
Workshop Overview
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Because the workforce is the most diverse in light of such forces as an aging population and immigration, we must be able to understand each other across ethnic, racial and cultural lines in order to carry out the mission of our agencies.

In this workshop, we examine cultural frameworks and how they shape our thinking as well as our communication norms.

According to UNESCO, culture is defined as a set of distinctive spiritual, material, intellectual and emotional features of society or a social group. It encompasses, in addition to art and literature, lifestyles, ways of living together, values systems, traditions and beliefs.

Culture forms when people come together. There is not only ethnic culture but there is also organizational culture. There is non-profit, corporate and government agency culture. Within government, there is local, state and federal as well as different cultures within each federal agency.

We explore what happens when people with differing frameworks come together in the workplace.

Another important concept is worldview. It is an important factor in all human dealings. Worldview is the view we each have, the way we see and interpret the world around us. When people with different worldviews come together, we have more work to do to understand each other effectively.

We also explore the different communication norms at play including differences in eye contact, expression and gestures.

This workshop will give you practical ways to improve effectiveness across different worldviews and communication norms.