



Welcome Workplace

**Intercultural Competency
Assessments and Interventions**

**Organization-Wide Diversity
and Inclusion Programming**

**Employee Professional
Development**

Offered by

Pearl S. Buck International

Founded by Pearl S. Buck, Champion of Cross Cultural Dialogue Since 1931



The Many Challenges

In today's changing world, society includes an increasingly diverse mix of people domestically and internationally.

- Some people:
- Embrace the new mosaic of cultural differences
 - Lack intercultural familiarity and knowledge
 - Engage in conflict with others who are not of their group

Misunderstanding, fear, and division can drain the resources, cohesion, and productivity of any organization. This can also adversely affect risk and compliance with Affirmative Action, Equal Employment Opportunity, and sexual harassment laws.

The Vast Opportunities and Benefits

Based on research done by The Intercultural Communication Institute, Welcome Workplace applies a supportive approach to training that fosters intercultural communication and competency. Customized content is created and facilitated by professionals who have completed over 400 hours of combined training from The Intercultural Communication Institute and earned certification after successfully completing course work that includes state-of-the-art theory and practice, and a demonstrated knowledge of intercultural practices.

These certified professionals:

- Administer and interpret intercultural assessments of individuals and organizations
- Facilitate interactive workshops to develop skills, attitudes, knowledge, and critical thinking
- Introduce ways to enhance cultural awareness, and effective professional and interpersonal relationships

Opportunities translate to benefits. Welcome Workplace professionals help develop the unique talents of your staff, promote positive relationships, minimize inter-staff conflict, and maintain a productive work and learning environment.

“This day was illuminating—excellent tools, videos, experiences, and discussion. Laura was inviting, appreciative, and challenging in positive ways. Thank you!”

Patty



The Guided Development Process

Phase I. Foundational Assessment and Core Concepts

The Intercultural Development Inventory (IDI) is a proven, objective assessment tool for individual, group, and organizational assessment. Administered online in 20 to 30 minutes, it measures the intercultural competency of individuals and groups. The group results are shared in a workshop that offers a foundation in essential concepts such as culture, diversity, inclusion, equity, and intercultural competency. This is a starting point on the pathway to competency and the basis for a development plan.

Phase II. Putting Knowledge into Action

Based on the assessment findings, respondents are provided with a customized Individual Development Plan (IDP) to build intercultural skills. One to one coaching is also available with seasoned professionals who use the IDI as the blueprint for development.

In addition to individual guided development, this phase includes the formation of an interdepartmental steering committee comprised of champions from throughout the organization to address systemic issues, including policies, procedures, and best practices. The committee will shepherd the process, serving as the implementation and accountability team to guide organizational changes. Their examination of case studies and online group exercises keep the team moving forward and progressing along the intercultural development continuum.

Phase III. Measuring Progress

The next step is to arrange focus groups of key stakeholders and personnel in your organization to gather their independent feedback about concerns and progress. Data is tracked, reviewed, and shared with stakeholders. Welcome Workplace professionals work with the steering committee to guide them through the implementation of a customized group action plan.

Finally, a post assessment is done to measure development quantitatively.

Phase IV. Advancing Diversity and Inclusion

Through the steering committee, diversity and inclusion initiatives will continue in four areas:

- a. Professional Development
- b. Culture Development
- c. Group Involvement
- d. Public Relations



Sustain Personal and Professional Development with Welcome Workshops

Topics Include

- Cultural Awareness 101 and 102
- Leadership in the 21st Century: Values and Vision
- Compliance and Risk Management
- Changing Demographics: Community to Classroom
- Building Intercultural Competence with Humility
- Developing Intercultural Competency: Navigating Differences Effectively
- Organizational Culture and Shared Language
- Emotional Intelligence and Diversity
- Cross Cultural Communication
- Navigating Difficult Dialogue
- Generation XYZ
- Identity and Orientation
- Biases: Conscious and Implicit

The Best Outcomes

- Improved skills to navigate diverse teams and communities
- Decreased turnover
- Increased innovation, problem solving, and productivity
- Balanced communication and stakeholder connection
- Elevated respect and appreciation of differences at all levels within the organization
- Reduced risk of litigation through management tools that address issues of disrespect and discrimination fairly and promptly
- Enhanced procedural fairness, equity, equal opportunity, and compliance with legal regulations

“I loved how interactive it was. I feel you can learn and take more from the information when it’s interactive.”

Jamie



The Right Choice

Pearl S. Buck International

For decades, Pearl S. Buck International has continued the legacy of its founder to promote human dignity and understanding of all people through a wide variety of programs and services domestically and internationally. By investing in ongoing research and resources, Pearl S. Buck International grows its capacity to build bridges of cultural understanding in a rapidly changing world.

Pearl S. Buck was a Nobel and Pulitzer Prize-winning author, an advocate for marginalized children, and an activist who spoke out against discrimination and injustice. Her ground-breaking novel, *The Good Earth*, provided many in the west their first glimpse of life and culture of China. Growing up in China, Buck experienced prejudice as a child and at 40 when she returned to the United States she was shocked by the racial discrimination and disparities she witnessed. Pearl S. Buck channeled her concern into subsequent work with organizations such as the NAACP, the Urban League, the American Friends Service Committee, and many other social justice organizations.

Remaining true to Pearl Buck's vision, Welcome Workplace has been created to establish an environment that embraces diversity and inclusion resulting in improved workforce performance and achievement of organizational goals.

“I feel they were very knowledgeable and also had good real-life situations to better explain their concepts.”

Claire



Mission

Pearl S. Buck International provides opportunities to explore and appreciate other cultures, builds better lives for children around the globe, and promotes the legacy of our founder by preserving and interpreting her National Historic Landmark home.

Vision

The legacy of Pearl S. Buck unites nations, societies, communities and individuals with an appreciation for cultural differences and a commitment to service.

We Believe

- All children should receive education, nutrition and preventive health care to become self-sufficient.
- All children should grow up with cultural competence to be successful in a global environment.
- All individuals can improve conditions and resolve problems if they understand and appreciate cultural differences, establish relationships with people from other cultures and build strong alliances with different cultural groups.
- The Pearl S. Buck House should inspire visitors to embrace and engage in continuing her legacy by making meaningful, lifelong contributions within the community



Pearl S. Buck International
BRIDGING CULTURES | CHANGING LIVES

520 Dublin Road
Perkasie, PA 18944
215-249-0100, X 128
www.pearlsbuck.org
email: lkauffman@pearlsbuck.org