



Session II B, July 16-18, 2018

20. Maintaining Our Mission in an Era of Upheaval and Uncertainty

The world is marinating in viral anger, volatility is the new normal, tribalism and fear dominate social media, and the toxic side effects impact everyone. In certain places, the word diversity has been banned at the same time organizations are struggling to achieve equity and inclusion. The daily erosion of social norms causes a lack of inclusion, and employees report incivility in the workplace. This course will focus on strategies to develop the wisdom, flexibility, and empathy to adapt, thrive, and be agents of change.

Designed for: Those who seek to improve their intercultural effectiveness; educators, trainers, and practitioners who want to better integrate cultural agility into their practice or address systematic inequities and disparities.

Workshop Objectives:

You will have the opportunity to:

- Assess the impact of the current political and media climate
- Examine the neuroscience of bias and inclusion
- Define cultural identity, unconscious bias, power, privilege, micro-aggressions, racism and other isms
- Recognize self-awareness, curiosity, and empathy as the foundation for intercultural agility
- Define strategies to engage humbly as a skillful advocate of inclusion and equity in turbulent times
- Add skills for holding difficult conversations and responding to incivility and hostility
- Explore the impact of intercultural agility on authentic leadership and team development

Learning Activities:

- Personal needs assessment: Why assess, why now?
- Cultural agility activities: Deepening cultural self-awareness, cultural curiosity, and cultural empathy
- Yes, I'm biased, isn't everyone? Reacting from your lower brain but responding from your higher brain
- Fog lights needed: Peering through the cultural smog
- Continuum of incivility: When incivility strikes, will you be a thermometer or a thermostat?
- The level playing field seen from the sidelines
- Creating a speak-up culture: Barriers to bridges
- Stepping into someone else's shoes
- Strategies and Tools: Responding with cultural humility



Carol French of *Figure 8 Consulting, LLC*, has a background in education, as a counselor, teacher, curriculum developer, and cultural trainer. Her interactive style was refined in classrooms and on ropes courses where she operates with humor, guided by the philosophy that learning is best when it is experiential.

April Lewis, also of *Figure 8 Consulting, LLC*, has more than 20 year of experience in cultural agility, equity, inclusion, and intercultural organizational development. In her own dynamic style, she inspires learners with her knowledge, experience, and passion for creating cultural connections by combining humor and learning.

Figure 8 Consulting was founded on the principle that cultural humility is the key to cultural proficiency, and that the best intercultural work comes from the connections between the head, the heart, and the hand: what we know, how we feel, and what we do. The Figure 8 knot is a metaphor for one of our foundational principles: by creating connections with others, we are able to do together what we could not do alone.

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