

Make It Plain Consulting Training Courses

CROSS CULTURAL COMMUNICATION

Cross-cultural communication is the process of identifying both differences and similarities among cultural groups in order to successfully engage within a given environment. This course helps organizations gain an understanding of the communication patterns of employees, customers, investors, and other audiences. It focuses on awareness and the willingness to adjust to allow for the exchange of information regardless of cultural values, norms, and behaviors that may vary between audiences.

Key Learning:

- Understand how culture influences communications
- Explore ways cultural communications impact organizational processes
- Learn new methods or techniques to embrace communication agility

CULTURAL COMPETENCE

Developing an understanding of cross-cultural values, behaviors, attitudes and practices within an organization or program. This workshop will help to create an overall organizational understanding of attitudes and values and how to work appropriately in cross-cultural situations.

Key Learning:

- Be informed about policy making and infrastructure building
- Learn about the impact of program administration and evaluation
- Learn about the delivery of services and enabling supports

DIVERSITY, EQUITY AND INCLUSION

This workshop helps to identify the differences between diversity, equity and inclusion. It helps to understand how they are valued and utilized within an organization's people, processes, and culture.

Key Learning:

- Understand how diversity has evolved and what it represents
- Understand what culture, knowledge, and experience play significant part
- Learn to recognize that people aren't a set of attributes in a database
- Learn to have a deeper understanding of every person
- Learn how diversity leads into inclusion

CHANGE MANAGEMENT & INNOVATION

During routine operations, leaders of organizations must find ways to balance the demands of their industries, complying with complex regulations or aggressively managing risks while also driving change and innovation in order to create more value for their customers. This course will guide organizations on how to be purposeful in adopting behaviors and changing their culture so they can operate efficiently while also finding ways to transform and evolve.

Key Learning:

- Leaders will be able to define what innovation means to their organization
- Understand how to track inputs as well as outcomes
- Learn how to show gratitude for the ideas and contributions, even if they aren't implemented

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EMOTIONAL INTELLIGENCE & DIVERSITY

Emotional Intelligence is the key to having a positive impact on your team and organization. It is the foundation to the development of people, teams, and cultures that can adapt and engage, no matter what challenges are encountered. This workshop will help to build a workforce that is resilient at all levels.

Key Learning:

- Understand that organizations need to invest in emotional intelligence skills like collaboration, decision-making, conflict management, and motivating
- Explore how emotional intelligence leads to an organization built on trust, communication, and engagement that will allow people to perform at their best, in any circumstance
- Learn how to practice self-awareness of personal hot button triggers
- Increase your ability to build relationships with those who are different
- Develop ways to cope with ambiguity and uncertainty
- Learn how intercultural competency aligns with building a positive workplace culture

IMPLICIT BIAS & MICROAGGRESSIONS

The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Microaggressions are verbal, behavioral or environmental slights that are the results of an individual's implicit bias. This course looks at the mental process that stimulates negative attitudes about people who are not members of one's own "in group." It addresses the bias that leads to discrimination against people who are not members of one's own racial group.

Key Learning:

- Understand how to expose people to their implicit bias
- Learn how to adjust one's pattern of thinking: individual interventions and institutional interventions
- Identify susceptibility to unwanted bias

REBUILDING TRUST, RESPECT & MORALE

Trust can be a company's greatest attribute and can help build employee motivation, morale, and loyalty. Trust also decreases stress, a huge benefit during these challenging times. Quite simply, trust makes for a better workplace. In this course, you learn how to preserve a positive company culture that withstands economic turmoil or even pandemics. There will be recommendations for how to maintain and rebuild lost trust.

Key Learning:

- Understand the need to be transparent – no surprises within organization
- Learn to embrace vulnerability
- Learn how to be a good teacher
- Don't lose faith