



Learning Cluster on Cultural competence training for the governance of intercultural cities

Bucharest, 8th April 2016

Building culturally competent organizations within our system: a working model

This first cultural competence learning cluster targets a small number of Intercultural Cities reference persons, and will then be extended to all professional levels within public administration agencies, companies, council administrations, and service organizations, as well as to relevant associations. It is oriented toward a practical rather than a theoretical approach to intercultural competence development and application.

Lead expert: Prof. Bruno Ciancio

8.45 – 9.00 Registration at the meeting venue.

9.00 – 9.10 Opening and Introduction

Course content: 5 component units, 4 moments of group work

Objectives of the training :

- What do we understand is a culturally competent organization
- Is it important to be a culturally competent organization today ?
- How can you go about creating a culturally competent organization
- Developing your strategic plan and work process action model
- Preparing your organization and its personnel
- Maintaining the level of culturally competent commitment within the organization

Possibilities have been offered to you:

- You are asked to prepare for the C-C strategy building process in your organization
- You want to convince your directors and staff to work towards the C-C strategy

1st. session: 9.10 – 10.00

1. *Moving towards becoming a culturally competent organization; The possibilities*

- ✓ Why are we wanting to become Culturally competent?
- ✓ Global changes are upon us all
- ✓ People around the world are on the move
- ✓ New people (minorities) are now within the local area



2nd. session: 10.00 – 11.00

2. Know your agency - How can you tell if your agency already has elements of C-C & or wants to be a C-C agency, council

* 30. min - (group work – how do you acquire this understanding..... ?)

- ✓ Feedback
- ✓ Checklists
- ✓ What should I be able to see in a C-C agency



Coffee break 11.00 – 11.30

3rd. session: 11.30 – 13.00

3. Creating a C-C organization : preparing the groundwork and strategy :

Data / info

Benefits

Barriers

* group work 40 >min. feedback

LUNCH 13.00 - 14.00

4th. session: 14.00 – 15.30

Get moving with others – How do I develop and design the whole program, with who?

- ✓ You need a strategic plan : work with who and why
- ✓ You need a conceptual model to guide the process : which one
- ✓ You need a work process model : design the action plan now
- ✓ Identify and develop your indicators
- ✓ How to win - who do you involve and why; hub and spoke
- ✓ Who guides / leads

* group work 45 min.; feedback

5th. Session: 15.30 – 17.00

The educational strategy

Questions to ask yourself as you prepare the educational package contained within your strategic plan and work process action model

- ✓ What questions should I be asking myself
- ✓ What are the real needs and at what levels
- ✓ Who should I be looking at ; Who should be the recipients
- ✓ What content to select for who and why
- ✓ content to include in the educational packages...The organizational strategy
- ✓ educational methodologies useful on diversity and C-C development

* group work 30 min >; feedback

Next steps 17.00 – 17.30

Towards the development of online CC courses

- ✓ The model of the city of Botkyrka (by Ms Helena Rojas)
- ✓ The intercity Italian model (By Bruno Ciancio)

Closure