



## **Professional Certificate in Cross Cultural Intelligence and Competence**

This course is conducted in collaboration with the Global Institute of Social Work.

### **1. COURSE DESCRIPTION**

Singapore is a multi-cultural society and immigrants, residents and citizens have to develop sensitivity to cultural differences, awareness of self and respect for others. This course deals with the practical aspects of cross cultural intelligence and competence. The focus on understanding concepts and assessment of self in cross cultural contexts as well as active adjustment to differences in the relationship is vital for social and business relationships and form essential component of life skills

### **2. CONDUCT OF WORKSHOP**

Workshop style with presentations, collaborative approach to discussion and application of concepts and skills. Videos and role plays with case discussions and applications will be utilized.

### **3. STUDENT LEARNING OBJECTIVES/ OUTCOMES**

- a. Understanding concept of cultural intelligence and cultural competence
- b. Identify Emotion, Cognition, Cultural Understanding and Action
- c. Facilitate Intercultural communication
- d. Assessment of self in cross cultural contexts awareness of one's culture one's behaviours
- e. Ability to adjustments to differences in the relationship, strengthening life skills.
- f. Contribute to building effective cross cultural relations.

#### 4. TARGET AUDIENCE

Learners that may find the course useful include:

- Civil service personnel in touch with new immigrants
- Professionals, Managers and Executives working in the Hospitality, Retail and Food & Beverage industry
- Professionals, Managers, Executive and HR employing multi-cultural and new immigrant staff
- Companies dealing with international clients.
- Childcare Principals and Administrators having multi-cultural and new immigrant teaching and non-teaching staff or clients.
- Those interested in improving their knowledge and understanding of multi-cultural differences.

#### 5. CONTENT OUTLINE

##### Day 1

Session	Topics	Remarks
AM	a. Introduction b. What is Cultural Intelligence? c. Define Culture d. What is Cross Cultural Intelligence? e. Is Cross Cultural Intelligence important and relevant? f. Concept of Cross Cultural Intelligence g. Operational Definition of Cross Cultural intelligence	
PM	a. Dimensions of Cultural Intelligence: <ul style="list-style-type: none"> <li>i. Emotion</li> <li>ii. Cognition</li> <li>iii. Cultural Understanding</li> <li>iv. Action</li> </ul> b. Small Group Practice on Cross cultural Skills. c. Discussion/ Role Plays on Case Examples for cross culture understanding	

**Day 2**

<b>Session</b>	<b>Topics</b>	<b>Remarks</b>
<b>AM</b>	<ul style="list-style-type: none"><li>a. Intercultural communication</li><li>b. Cross-cultural competence</li><li>c. Gestures and Body Movements across cultures (illustrations)</li><li>d. Greetings Across Cultures</li><li>e. Communication Matters – How to relate in social/business contexts in different cultures</li><li>f. Cross Cultural Competence and Collaboration Framework</li><li>g. Context of Singapore and Asia</li><li>h. Asian Values</li><li>i. Being Asian – Do's and Don'ts</li><li>j. Western Culture – Relating on Values and Skills</li><li>k. Case studies and practice on communication repertoires. Small Group discussions on effects on one's culture on individuals' behaviours</li></ul>	
<b>PM</b>	<ul style="list-style-type: none"><li>a. Way of Life – Individualism vs Collectivism</li><li>b. Comparisons between Asian vs American Culture on different aspects</li><li>c. Is there a Clash of Civilizations?</li><li>d. Cultural Adjustment, Four Stages:<ul style="list-style-type: none"><li>i. Honeymoon</li><li>ii. Crisis: Hostility/Stereotypes.</li><li>iii. Recovery:</li><li>iv. Adjustment</li></ul></li><li>e. Navigating Culture Shock - Life in a new culture</li><li>f. Cross Cultural Adjustment. Small Group Case Discussions – personal stories</li><li>g. Course Assessment of Cross cultural Intelligence and Competence</li><li>h. Summary, Conclusion &amp; Evaluation</li></ul>	

Total duration: 16 hours