DIVERSITY TRAINING

FACULTY GUIDE

Synchronous Training

Modular structure with one-hour interactive workshops via WebEx that allows knowledge and skills building on Intercultural Competence, and Gender and Sexual Diversity Awareness.

Available Pre-Workshop and Post-Workshop Learning Activities.

Asynchronous Training

LEARN courses on Cultural Diversity, Gender and Sexual Diversity, and Disability Awareness, with stand-alone modules featuring video lectures and guest speakers, with closed captioning and transcripts.

Courses include assignments, reflections and assessment tools.

Hybrid Training

Self-directed intercultural competence tutorial housed in LEARN that faculty can import into their own LEARN academic courses.

Available 1-hour live session via WebEx for active learning experience, with facilitated discussion and activities.

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Synchronous Training

SUITE OF WORKSHOPS
To support students’ development of their diversity awareness and intercultural competence as well as their understanding of gender and sexual diversity, Academic Success Centre offers modular Diversity Training with one-hour interactive workshops that allows knowledge and skills building as students advance from module to module.

Faculty can request workshops based on the amount of class time they allocate to Diversity Training. The suite of Intercultural Competence Training currently offers four modules, while the Gender and Sexual Diversity Awareness Training has two modules.

The Intercultural Competence training series include:
- Module 1: Uncovering our Cultural Lens
- Module 2: Navigating Cultural Differences
- Module 3: Communicating across Cultures
- Module 4: Challenging Cultural Assumptions and Bias

The Gender and Sexual Diversity training series include:
- Module 1: Understanding Gender and Sexual Diversity
- Module 2: Uncovering Assumptions and Barriers

WORKSHOPS CONTENT
The Diversity Training workshops aim to support students in academic programs to meet diversity and intercultural learning outcomes embedded in their various academic courses. The workshops provide foundational knowledge around diversity awareness, intercultural competence, and gender and sexual diversity, and instructors can apply this content to their own professional fields and programs.

The workshop modules include key diversity concepts and frameworks, reflection activities for skills building and discussion, and a variety of relevant videos from LinkedIn Learning and community projects. Each workshop concludes with suggested strategies for developing and applying an intercultural and diversity approach to respect and inclusion, and working effectively in our diverse and global environments.

DELIVERY FORMAT
Diversity trainers from Academic Success Centre deliver the workshops in the classrooms at the request of instructors.

In response to COVID 19, workshops are delivered via WebEx, and also recorded for later screening. Recording of the workshops will be available online for a week after the date of the actual workshops.

PRE AND POST WORKSHOP ACTIVITIES
Each workshop module includes a Pre-Workshop Preparation Activity to introduce the topics and map out new vocabulary. This resource can be especially helpful with students in English language training programs.

The modules also provide Post-Workshop Learning Activities to apply the intercultural skills to the professional field and continue the learning journey. This activity includes reflection questions about the workshop content and the potential application to the professional field. The activity also provides suggestions for additional online resources (LinkedIn Learning, the Intercultural Competence & Diversity library guide, and the Diversity Awareness Online Courses in LEARN).

DIVERSITY AWARENESS ONLINE COURSES
Access to the Diversity Awareness Online Courses is provided to students that will be participating in Diversity Training workshops, as an additional educational resource. These are self-paced courses available online 24/7, and completion of course content is dependent on instructors’ schedules and specific instructions to their students.
WORKSHOPS DESCRIPTION
Intercultural Competence

The Intercultural Competence Training aims to increase students’ awareness of diversity and intercultural competence as they communicate, learn and work in the local diverse community, and the global environment.

<table>
<thead>
<tr>
<th>Module</th>
<th>Learning Outcome</th>
<th>Workshop Content (1 hour)</th>
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</table>
| Module 1. Uncovering our Cultural Lens | Students will gain a foundational understanding about the different layers of cultural identities and the concept of culture, and strategies for an intercultural mindset. | ▪ Intercultural competence  
▪ Cultural Identities (Diversity Wheel)  
▪ Shared Cultural Experiences (Objective and Subjective Culture)  
▪ Strategies for an Intercultural Mindset |
| Module 2. Navigating Cultural Differences | Students will learn how different cultural values and misperceptions may impact cross-cultural relationships, and strategies to manage unexpected situations and develop an intercultural skillset. | ▪ Cultural Frameworks (Individualism and Collectivism; Task/Time and Relationship; Equality and Hierarchy; Risk & Change Tolerant and Risk & Chance Averse)  
▪ Cultural Misperceptions (Intention vs Perception)  
▪ Responding to unexpected intercultural situations (Reflective Intercultural Learning Cycle)  
▪ Strategies for an Intercultural Skillset |
| Module 3. Communicating across Cultures | Students will learn how different communication styles and misperceptions may impact cross-cultural relationships, and strategies for an intercultural communication skillset. | ▪ Role of Culture in Communication  
▪ Verbal and non-verbal communication  
▪ Communication Styles (Direct and Indirect; Circular and Linear; Detached and Attached; Idea-Oriented and Relationship-Oriented)  
▪ Cultural Misperceptions (Intention vs Perception)  
▪ Assertiveness  
▪ Calibrating Communication Styles (Clarity, Conciseness, Coherence, Consensus)  
▪ Strategies for Intercultural Communication |
| Module 4. Challenging Cultural Assumptions and Bias | Students will learn about the impact of microaggressions and privilege, how they can guard against cultural assumptions and bias, proposed actions to stand out against oppression, and strategies to develop their intercultural sensitivity. | ▪ Bias and Microaggressions  
▪ Privilege and Oppression  
▪ Intersectionality  
▪ Intercultural Sensitivity Journey  
▪ Strategies for avoiding biases |
Gender and Sexual Diversity Awareness

The Gender and Sexual Diversity Awareness Training aims to increase students’ awareness about gender and sexual diversity, and strategies for respectful and affirming communication and inclusion.

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<thead>
<tr>
<th>Module</th>
<th>Learning Outcome</th>
<th>Workshop Content (1 hour)</th>
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| Module 1. Understanding Gender and Sexual Diversity | Students will gain a foundational understanding about the complexity of the gender and sexual diversity spectrum, the different elements of human sexuality, and respectful and current gender and sexual key terminology, strategies for affirming communication and understanding of gender and sexual diversity. | ▪ Basics of Human Sexuality (Anatomical Sex; Gender Identity; Gender Expression; Sexual Attraction/Orientation)  
▪ Inclusive and Respectful Terminology  
▪ Complex and Fluid Identities  
▪ Strategies for understanding the complexity of gender and sexual diversity |
| Module 2. Uncovering Assumptions and Barriers | Students will how they can guard against assumptions, work towards breaking down barriers and discrimination, respond to disclosure with respectful an affirming communication, and strategies for inclusion and support. | ▪ Assumptions and Barriers (Intersectionality, Privilege and Oppression)  
▪ Heterosexism, Homophobia, Biphobia and Transphobia.  
▪ Discrimination and Harassment  
▪ Legal Rights in Canada and around the World  
▪ Responding to Disclosure  
▪ Strategies for inclusion and support |
Asynchronous Training

SUITE OF COURSES
To support students’ development of their diversity awareness and intercultural competence as well as their understanding of gender and sexual diversity, Academic Success Centre currently offers three Diversity Awareness Online Courses, housed in the LEARN (D2L Brightspace) learning management system, as follows:

- Cultural Diversity Awareness Course
- Gender and Sexual Diversity Awareness Course
- Disability Awareness Course

COURSES CONTENT
The Diversity Awareness Online Courses aim to support students in academic programs to meet diversity and intercultural learning outcomes embedded in their various academic courses. The courses provide foundational knowledge around diversity awareness, intercultural competence, gender and sexual diversity, and disability awareness, and instructors can apply this content to their own professional fields and programs.

Each course has 4-6 modules that include a variety of lessons with video lectures and guest speakers sharing their perspectives on how to create diverse and inclusive environments for all. Videos feature closed captioning and transcripts. The courses also provide a Resources section with links to community resources.

ASSESSMENTS AND LEARNING ACTIVITIES
Each course provides a Course Pre-Assessment Tool and a Course Post-Assessment Tool to track students’ self-assessment of diversity and intercultural learning outcomes.

In addition, each module provides two learning activity options: a Module Assignment and a Personal Reflection. A customized diversity rubric for the Personal Reflections is also available as part of the online courses.

OPTIONS FOR USE
Faculty can use the Diversity Awareness Online Courses in various ways, including:

- **As Faculty Resource**
  Instructors access the content of the Diversity Awareness Online Courses as an additional resource when planning their classes.

- **Available Student Resource**
  Instructors provide access to the Diversity Awareness Online Courses to their students as additional learning resource that students may visit and complete based on their own learning needs.

- **Recommended Student Coursework**
  Instructors provide access to the Diversity Awareness Online Courses to their students and request they complete part or all content of the courses, based on specific learning outcomes for their academic courses.

- **For Graded Assignment**
  Instructors provide access to the Diversity Awareness Online Courses to their students and require students to complete module assignments or personal reflections, which will be graded by the instructors.

ENROLMENT TO COURSES
In order to enroll their students in these shells, faculty need to submit their student class roster, including student names, student ID numbers, and student academic emails. Faculty is granted Instructor rights to the LEARN courses so they can oversee their students’ work and have direct access to track their progress through the courses content.

SCHEDULE
The Diversity Awareness Online Courses are self-paced courses available online 24/7, and completion of course content is dependent on instructors’ specific instructions to their students during their academic courses.
## COURSES DESCRIPTION

### Cultural Diversity Awareness Course

The **Cultural Diversity Awareness Course** aims to increase students' awareness of diversity and intercultural competence as they communicate, learn and work in the local diverse community, and the global environment.

<table>
<thead>
<tr>
<th>Module</th>
<th>Learning Outcomes</th>
<th>Course Content</th>
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| Module 1. Diversity and Cultural Awareness | - Identify the multiple dimensions of our cultural identities  
- Explain how culture, personality and human nature interact with each other  
- Describe how our underlying beliefs and values make up for different cultural perspectives and experiences  
- Describe how our own assumptions and prejudices influence interactions with individuals from other cultural backgrounds or within different cultural contexts | - Intercultural Competence  
- Dimensions of Diversity  
- Defining Culture  
- Culture, Personality and Human Nature  
- Cultural Values  
- Stereotypes, Generalizations and Personality  
- What is Canadian Culture?  
- Indigenous History and Culture in Canada |
| Module 2. Intercultural Self | - Identify our own core cultural values and how they may differ from other people's values  
- Explain how the multiple dimensions of our cultural identities intersect with each other to create unique individual experiences  
- Describe the mindset, skills and sensitivity needed to develop intercultural competence  
- Describe the impact of microaggressions and discrimination, and identify strategies to interrupt disrespectful and discriminatory behaviours | - Intercultural Toolkit  
- Becoming Self Aware  
- Intersectionality and Personal Identity  
- Microaggressions  
- Interrupting Discrimination |
| Module 3. Your Intercultural Journey | - Describe how enhancing our intercultural competence is a lifelong learning development process, and identify strategies to move through the different stages of intercultural competence to reach adaptation and integration within different cultural contexts  
- Explain how individuals move through the different stages of the cultural adjustment cycle, and identify strategies to navigate this cultural process  
- Identify effective strategies to uncover unwritten cultural rules encountered in intercultural situations, recognize cultural differences, and manage unexpected intercultural situations  
- Describe the impact of global citizenship and identify strategies to share our knowledge and experience | - Journey Towards Intercultural Competence  
- Stage of Intercultural Competence  
- How to Achieve Intercultural Competence: Mindsets for Success  
- Strategies for Cultural Adjustment  
- Cultural Adjustment Cycle  
- Cultural Rules  
- How to Deal with Unexpected Situations  
- Setting Expectations  
- Cultural Fluency  
- Global Citizenship |
| Module 4. Intercultural Communication | - Describe how individual personalities and cultural backgrounds frame and influence our communication styles  
- Identify strategies to prevent communication misunderstandings and conflicts, and effectively manage gaps between intention and perception in intercultural communication  
- Describe the impact of both verbal and non-verbal communication in an intercultural context, and identify different communication styles across different cultural backgrounds | - Culture & Communication  
- Communication Styles  
- Managing the Gap  
- Non-verbal Communication  
- Sharing Feedback in Canada  
- Working Effectively in Intercultural Teams  
- Managing Conflict Cross-Culturally |
Gender and Sexual Diversity Awareness Course

The **Gender and Sexual Diversity Awareness Course** aims to increase students’ awareness about gender and sexual diversity, and strategies for respectful and affirming communication.

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<tr>
<th>Module</th>
<th>Learning Outcomes</th>
<th>Course Content</th>
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| Module 1. LGBT* Terminology | ▪ Define concepts of biological sex, gender identity, gender expression, and sexual orientation  
▪ Identify affirming and respectful terminology  
▪ Describe the diversity and complexity in human sexuality specific to LGBT* communities | ▪ Introduction and Framework  
▪ Four Basics of Human Sexuality  
▪ Understanding the Acronym (Sexual Orientation)  
▪ Understanding the Acronym (Gender Identity)  
▪ Landscapes of Experience |
| Module 2. Cultural Considerations | ▪ Describe the role of culture related to gender and sexual diversity  
▪ Discuss social and cultural considerations related to gender and sexual diversity | ▪ Cultural Context of Gender and Sexual Diversity  
▪ Defining Culture  
▪ Normal and Normative  
▪ Unique, Complex and Evolving Stories  
▪ Construction of Families  
▪ An Elder Perspective |
| Module 3. Manifestations of Homophobia, Biphobia, Transphobia and Heterosexism | ▪ Describe concepts and manifestations of homophobia, biphobia, transphobia, heterosexism, and other forms of systemic oppression or ‘othering’  
▪ Identify ways to bridge cultural gaps and create affirming spaces inclusive of gender and sexual diversity | ▪ Privilege and Oppression  
▪ Homophobia, Biphobia, and Transphobia  
▪ Interrupting Oppression  
▪ Heterosexism  
▪ Dealing with Manifestations of Phobias |
| Module 4. Strategies for Inclusiveness | ▪ Identify ways to deal with problematic language or incompatible values in educational spaces  
▪ Identify ways to respond to disclosure and supportive best practices | ▪ Organizational Values  
▪ Creating Inclusive Environments  
▪ Responding to Problematic Language and “Incompatible” Values  
▪ Responding to Disclosure  
▪ A Faculty Perspective |
| Module 5. History of Pride and LGBT* Rights | ▪ Summarize the history and key moments of the Pride movement in North America  
▪ Describe LGBT* rights in the world today | ▪ Historical Background  
▪ Gay Liberation Movement  
▪ History of Pride in Canada  
▪ LGBT* Rights in the World |
| Module 6. College, Local and National Resources | ▪ Identify initiatives and resources for awareness and support around gender and sexual diversity in the College, the local community, and at the national level | ▪ College Resources  
▪ Resources in Manitoba  
▪ National Resources |
| Additional Module: Becoming an Ally | ▪ Describe the role of Ally for LGBT* communities  
▪ Identify Ally strategies and resources | ▪ What is an Ally?  
▪ Becoming an Ally - It is a process  
▪ Ally Tips  
▪ Challenging Homophobia and Heterosexism  
▪ Red River College's Ally Code of Conduct |
Disability Awareness Course

The **Disability Awareness Course** aims to enhance students' awareness about individuals with disabilities, and provide strategies for inclusiveness and social responsibility.

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<tr>
<th>Module</th>
<th>Learning Outcomes</th>
<th>Course Content</th>
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</table>
| Module 1. Exploring Disabilities | - Describe the complexity of perspectives surrounding the discussions and definitions around disability and inclusion  
- Identify current and inclusive language related to the field of disability  
- Describe different approaches to disability  
- Describe types of disabilities | - Key Terminology  
- Models of Disability  
- Types of Disabilities |
| Module 2. Cultural Considerations | - Explain how different cultural values influence the perceptions and attitudes around disability  
- Identify different cultural aspects that can intersect and impact the identity of people with disabilities  
- Describe the cultural perspective of the Indigenous community as it relates to their understanding of disability | - Defining Culture  
- Cultural Values  
- Cultural Identity  
- Intersectionality  
- Oppression  
- Human Nature, Culture and Personality  
- Lived Experiences of People with Disabilities  
- An Indigenous Perspective on Disability  
- The Impact of European Contact  
- A Vision for the Future |
| Module 3. Strategies for Inclusion | - Describe how key concepts of stigma, prejudice and discrimination impact people with disabilities  
- Describe the concepts of accessibility and accommodation  
- Identify strategies for inclusion when interacting with people with disabilities, including group work and use of inclusive language | - Stigma, Prejudice and Discrimination  
- Accessibility  
- Accommodation  
- Inclusive Language  
- Strategies for Group Work  
- Communicating with Deaf People |
| Module 4. A Deaf Perspective | - Describe the cultural perspective of the Deaf community as it relates to their understanding of disability  
- Explain concepts of culture, identity, oppression, and inclusion from a Deaf community’s perspective. | - History of Education  
- Experience at School  
- Deaf Culture  
- Deaf Gain  
- Audism  
- Deaf Community Perspective on Disability |
Hybrid Training

OVERVIEW
Intercultural Competence is the ability to interact effectively and appropriately with people from diverse cultural backgrounds. It is the ability to recognize, acknowledge, respect and incorporate an understanding of world views and the impact on relationships.

The Intercultural Competence hybrid training includes:

- A self-directed module housed in LEARN that can be imported by faculty into their own LEARN academic courses
- A facilitated live session via WebEx for applied learning and discussion

Faculty can use the Intercultural Competence hybrid training in a number of ways. They can use the complete self-directed module as an asynchronous independent learning activity, where students progress through all sections at their own pace, or select one or more sections, according to the needs of the students. Alternatively, faculty can choose to share the videos of each section in a synchronous classroom setting and lead discussions about the presented topics.

Additionally, faculty can request a facilitated live session via WebEx led by a member of the Academic Success Centre to complement the self-directed LEARN module with applied learning and discussion.

SELF-DIRECTED LEARN MODULE
The 2-3 hour self-directed module (featuring curated LinkedIn Learning videos) introduces key concepts for understanding our cultural lens and unconscious bias, mapping out the intercultural development journey, and identifying cultural differences, as well as strategies for developing intercultural competence.

<table>
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<tr>
<th>Module</th>
<th>Learning Outcomes</th>
<th>Course Content</th>
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| Intercultural Competence| ▪ Describe how our cultural identity, assumptions and biases impact our understanding of the world and our personal and professional relationships  
▪ Identify the different stages, challenges and opportunities in the intercultural development journey  
▪ Identify various cultural orientations and describe how they can impact personal and professional relationships  
▪ Analyze cross-cultural situations through self-awareness and reflective action. | ▪ Understanding Cultural Lens and Unconscious Bias  
▪ Mapping Out the Intercultural Development Journey  
▪ Identifying Cultural Differences |

FACILITATED LIVE SESSION
A 1-hour live session led by a member of the Academic Success Centre can complement the online self-directed tutorial. This session will be an active learning experience, with facilitated discussion and activities that can help them further understand the content from the self-directed tutorials.

In response to COVID 19, the live sessions are delivered via WebEx, and also recorded for later screening. The live session recording will be available online for a week after the date of the actual sessions.

The live session includes:

- Review of key concepts
- Discussion with guiding questions
- Sharing of additional resources
- Application to a case study
Additional Resources

RED RIVER COLLEGE LIBRARY GUIDE

The **Intercultural Competence & Diversity Library Guide** offers a starting point in an understanding of our cultural identities and builds on the skills needed to bridge cross-cultural differences. The guide also features resources on Intercultural Communication, Gender & Sexual Diversity, Disability Awareness, and Anti-Black Racism.

The guide is available at [https://rrclibrary.libguides.com/Intercultural_Competence_Diversity](https://rrclibrary.libguides.com/Intercultural_Competence_Diversity) and includes the following recommended resources:

- Print Books and EBooks
- Journals and Databases
- Streaming Videos from LinkedIn Learning and National Film Board
- Web-based Videos
- Community Websites

LINKEDIN LEARNING CURATED COURSES

A selection of curated LinkedIn Learning courses relevant to the Canadian and College environment follows. These resources focus on how to develop our intercultural competence to engage and adapt across cultural differences, communicate more effectively with people from different backgrounds, and enhance our self-awareness about our own beliefs and worldviews and how these impact our social interactions.

**Course:** [Confronting Bias: Thriving Across Our Differences](https://www.linkedin.com/learning/confronting-bias-thriving-across-our-differences) with Arianna Huffington

Learn how to create inclusive environments where everyone can thrive. This course discusses the impact of our cultural lens on our daily relations and how to counter bias in our words and actions.

Duration: 40m 2s

**Course:** [Cultivating Cultural Competence and Inclusion](https://www.linkedin.com/learning/cultivating-cultural-competence-and-inclusion) with Mary-Frances Winters

Cultural competence is the ability to engage and adapt across cultural differences. This course shares scenarios and techniques that can help you grasp how your worldview impacts your behavior, as well as how to more effectively engage and adapt across cultural differences.

Duration: 47m 36s

**Course:** [Developing Cross-Cultural Intelligence](https://www.linkedin.com/learning/developing-cross-cultural-intelligence) with Tatiana Kolovou

Learn how to develop the cross-cultural intelligence to navigate cultural differences. Discover the difference between high- and low-context cultures and how to effectively work across them.

Duration: 1h 14m

**Course:** [Communicating Across Cultures](https://www.linkedin.com/learning/communicating-across-cultures) with Tatiana Kolovou

Develop your cross-cultural communications skills to communicate and collaborate better with managers, colleagues, and employees around the globe.

Duration: 32m 48s

**Course:** [Developing Self-Awareness](https://www.linkedin.com/learning/developing-self-awareness) with Gemma Roberts

Learn how to identify beliefs to enhance self-awareness, step outside of yourself to gain a different perspective, and leverage a self-awareness action plan.

Duration: 1h 0m