



## Cultural Diplomacy Training™

People are an important part of sustainability and the triple bottom line. 'Diversity' is the word most commonly used when referring to people of different origins, ages, and lifestyles. Planet Partnership® thinks of this as 'culture'. Culture refers to norms and practices of a particular group that are learned and shared. These norms can guide thinking, decisions, and actions. This is true if you lived in a specific time - like the depression. It's true if you were born to a specific heritage - Aboriginal, Native American, African, and so on. It might also indicate a lifestyle - gay or lesbian. Or a deep religious sect - Buddhist or Baptist.

Although cultural beliefs and attitudes can account for differences, it is important to remember that sometimes generalizations can ignore the individual, and the fact that we all have many things in common. Our commonalities bring us strength, unity, success and prosperity.

To understand what makes us similar sometimes requires us to understand the fabric of these 'cultures'. There are several meaningful ways in which to do this. Mentoring is one - through projects like our Sustainable Student Leadership Club® and the Global Garden Project™, working in schools with culturally and linguistically diverse students or those that may have been under-served by the community.

Cultural immersion is another. While most of us don't have the opportunity and time to totally immerse ourselves and explore the rich cultures or experiences of others, we can experience moments, key events and situations to gain a broader perspective.

Using the Cultural Diplomacy Training™ program provides meaningful glimpses into the history, lives, and experiences of others that can enrich our own. The program will assist your managers and employees in understanding how others approach problems, decision making and life in general - and how their lives and decisions have been shaped by personal experiences. The training also enhances the awareness of one's own personal biases and reminds participants not to stereotype, but to realize that people are individuals who should be respected and valued as such.

Our programs provide rich, experiential learning opportunities, then relates them to relevant applications in the workplace. The components can be customized to meet your needs and corporate culture. We may visit an old slave plantation or the site of the burning of a church by the Klu Klux Klan, explore the sweat shop factories of the North or cigar factories of Tampa, spend time at Ellis Island or the Holocaust Museum, visit the monument to Harvey Milk in San Francisco, or watch a movie about Elizabeth Cady Stanton and the suffragette movement.

These kinds of experiences lead to meaningful discussions and applicable lessons for the workplace environment. Sustainability, diversity and community are essential elements for managers working with employees. As managers model inclusive behaviors and provide instruction in the workplace, they set a standard for the interaction of employees with your customers.

Each training module addresses a particular culture, religion or lifestyle. It contains the curriculum needed to implement all phases of the events and activities for the managerial experience and the training that the managers will need to take back to the employees and community. This is a partial sample of the three key components of a module:

**Manager experiential learning:** Visit to the Holocaust Museum in Washington, DC

Visit museum, with 2-3 particular points of interest that will be used in later training \*

Dinner with appropriate keynote speaker

Discussion forum and role play on personal experience gained and how to apply it in the workplace

Preparation for the next phase - Employee training exercise

\* A point of interest activity will be for managers to record their reactions to the Tower of Faces.

This is a display of the faces of the Holocaust - people celebrating birthdays, going to the beach, spending time with the family - everyday things that *all* people would do in their lives. It is a very powerful example of how we are all alike. There will be various activities for the managers that focus on this concept.

**Employee learning** - Managers will be given detailed activities and role play scenarios to perform with their employees that revolve around the Tower of Faces experiences. The employees will be encouraged to participate in building their own Wall of Faces in their workplace, complete with pictures and narratives about this learning experience.

**Customer (Community) experience** - The Wall of Faces can be shared with the community, and the employees will be encouraged to converse about it in various ways to your customers. Possibilities for holding additional appropriate community events can be made available.