

Becoming an Effective Intercultural Trainer

This course focuses on ways to design, develop, and deliver effective intercultural training and workplace orientation and learning sessions for a diverse workforce. You will self-score a Learning Styles Inventory to find out your own preferred learning style. Then, you will focus on developing a workplace training session that includes an intercultural perspective. The workbook Finding Common Understanding will provide helpful hints and valuable fact sheets on specific cultures in Minnesota. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12083 (1 class)** **Mar 3**
 Sat, 9:00 am – 12:00 pm East Rm 2313
 Ellingboe, Brenda \$59

NEW! Understanding Family Dynamics and Cross Cultures in Elder Abuse

Learn how race, culture, socio-economic class, gender, family structure, and sexual preference may impact dynamics when dealing with elder abuse situations. You will learn how to assess and engage families in elder abuse stages, and how cultural issues may affect the detection and reporting of elder abuse. *The Board of Social*



Work has approved this training for three hours of continuing education.

> **12087 (1 class)** **Mar 7**
 Wed, 9:00 am – 12:00 pm East Rm 2561
 Kaur, Harbir \$55

Managing Conflict in a Diverse Workplace

Workplace conflict has an impact on more than the individuals involved. It usually creates a ripple effect and repercussions are felt throughout the organization. Recent studies show that managers and supervisors spend on average 25-42 percent of their time dealing with conflict including discord, hostility, competition,

incompatibility, clashes, opposition, and struggles. Although there is no appropriate or inappropriate strategy to deal with conflict, detecting initial symptoms and adopting the most effective behavior to resolution is essential in resolving it easily and effectively. This session is intended for anyone who is interested in learning effective ways of dealing with tensions, problems, and conflict in the workplace. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12113 (1 class)** **Jun 15**
 Fri, 9:00 am – 12:00 pm East Rm 2561
 Lynn, Lisa \$55

Intercultural Competency Certificate Program

Please fill out all information completely. Date of birth or social security number is required. This data is for student tracking purposes only, and will not be released or used for any other purpose.

Name _____ Date of Birth ____/____/____ Home Phone (____) _____

Home Address _____ City _____ State _____ Zip _____

Social Security # _____ - _____ - _____ Male ___ Female

Business Name _____ Business Phone (____) _____

Business Address _____ City _____ State _____ Zip _____

E-mail address _____

Course Number	Course Name	Course Fee
1. _____	_____	\$ _____
2. _____	_____	\$ _____
3. _____	_____	\$ _____
4. _____	_____	\$ _____
Total Course Fees: \$		_____

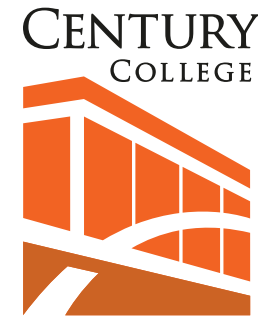
PAYMENT INFORMATION

Check(s) Enclosed (Please write a separate check for the exact amount of each course, payable to Century College).

Business purchase order attached

Please charge to my: ___ VISA ___ MasterCard ___ Discover Account # _____ - _____ - _____

Cardholder's Name _____ Exp. Date ____/____/____



Five Easy Registration Options

• **Online:** century.augusoft.net

• **Phone:** 651.779.3341

• **Fax:** 651.779.5802

• **Mail to:** Century College, CECT Dept.
 3300 Century Avenue North
 White Bear Lake, MN 55110

• **In Person:** East Campus, Rm E2420
 Mon–Thu 8:00 am–7:00 pm
 Fri 8:00 am–4:00 pm

Questions?

Contact **Anne Turnbull, MSW**,
 at anne.turnbull@century.edu
 or **651.773.1785**.

Century College is a member of the Minnesota State Colleges and Universities system. We are an affirmative action, equal opportunity employer and educator. This document can be available in alternative formats to individuals with disabilities by calling 651.779.3354 or 1.800.228.1978 x 3354 or Minnesota Relay Service at 1.800.627.3775 (voice/TTY).

Intercultural Competency Certificate

Continuing Education & Customized Training



Our world is a melting pot as more and more culturally diverse populations merge and live together. Cultural norms, traditions and viewpoints can vary greatly providing unique challenges to the helping professional or social worker. Century College's Intercultural Competency Certificate (ICC) is designed to increase and raise cultural self-awareness through understanding cultural factors that influence communication, cognition and behavior.

The certificate includes the completion of 30 hours total: 12 hours of required courses and 18 hours of electives. With 18 courses to choose from, you will have ample opportunity to customize the certificate to meet your individual needs.

Required Courses:

- Intercultural Communication Strategies
- Intercultural Communication Tools and Skills
- Developing Intercultural Competence at the Individual Level
- Intercultural Conflict Style Assessment

Electives (choose at least six):

- Cultural Diversity and Substance Use Issues
- Working with the Hmong Community
- Working with the African American Community
- Working with the American Indian Community
- Working with the Homeless Population
- Working with the Somali Community
- Working with the Latino Community
- Leading Diverse Teams
- Generational Diversity in the Workplace
- Break the Cultural Barrier
- Developing Intercultural competence at the Organizational Level
- Becoming an Effective Intercultural Trainer
- Understanding Family Dynamics and Cross Cultures in Elder Abuse
- Managing Conflict in a Diverse Workplace

For more information about the Century College Intercultural Competency Certificate, contact Anne Turnbull at 651.773.1785.

REQUIRED COURSES

Intercultural Communication Strategies

Learn the concept of culture through self-awareness activities, the iceberg theory, the communication style framework, and high and low context video clips. The focus will be on recognizing different communication patterns. Culturally sensitive strategies will be introduced, along with a knowledge base, mindset, and skill set for intercultural competence. *The Board of Social Work has approved this training for four hours of continuing education.*

> **12039 (1 class)** **Dec 3**
Sat, 8:30 am – 12:30 pm East Rm 2313
Ellingboe, Brenda \$69

> **12040 (1 class)** **Apr 28**
Sat, 8:30 am – 12:30 pm East Rm 2561
Ellingboe, Brenda \$69

Intercultural Communication Tools and Skills

This course includes several interactive skill-building activities and tools designed to increase one’s level of intercultural competence. Individual, pair, and small group work will focus on practicing such skills as deep listening, staying in description, perspective taking, and understanding universal and cultural and personal values. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12054 (1 class)** **Jan 21**
Sat, 9:00 am- 12:00 pm East Rm 2561
Ellingboe, Brenda \$59

Developing Intercultural Competence at the Individual Level

This course focuses on understanding Dr. Milton Bennett’s Developmental Model of Intercultural Sensitivity. There are many ways to improve one’s own intercultural competence through skill building activities and intercultural conversations. The focus of the course is being accepting and respectful of cultural differences as opposed to minimizing those differences. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12070 (1 class)** **Feb 4**
Sat, 9:00 am- 12:00 pm East Rm 2561
Ellingboe, Brenda \$59

Intercultural Conflict Style Assessment

The Intercultural Conflict Style Inventory by Dr. Mitch Hammer is the main focus of this course. You will take and self-score this assessment tool and will learn about your own conflict style and correlate cultural factors that influence a person’s conflict style. The two main dimensions are directness and emotional attachment or detachment. Several video clips will demonstrate differences in conflict style. Course fee includes the assessment tool. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12099 (1 class)** **Apr 14**
Sat, 9:00 am – 12:00 pm East Rm 2561
Ellingboe, Brenda \$65

ELECTIVES (choose at least six)

NEW! Cultural Diversity and Substance Use Issues

Learn how substance use disorders can be impacted by cultural diversity. We will discuss how identity and culture may impact your clients as well as the work of the helping profession. You will also get a chance to explore your own cultural biases and how this might influence your practice. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12009 (1 class)** **Oct 20**
Thur, 6:00 pm-9 pm East Rm 3603
Neuman, Margaret \$59

> **12010 (1 class)** **Jan 26**
Thur, 6:00 pm – 9:00 pm East Rm 2312
Neuman, Margaret \$59

> **12011 (1 class)** **Mar 22**
Thur, 9:00 am – 12:00 pm East Rm 2311
Neuman, Margaret \$59

> **12012 (1 class)** **Jun 21**
Thur, 6:00 pm – 9:00 pm East Rm 2312
Neuman, Margaret \$59

NEW! Working with the Hmong Community

Culturally competent practice with members of the Hmong community requires a broad knowledge base on the part of helping professionals. This session will augment your cross cultural expertise of a community with strategic and global importance. You will leave with an overview of Hmong culture and society including information on Hmong history, Hmong cosmology and belief, and Hmong issues that

impact their daily lives. *The Board of Social Work has approved this training for three hours of continuing education.*

> **11997 (1 class)** **Nov 5**
Sat, 9:00 am- 12:00 pm East Rm 2271
Xiong, Lee Pao \$59

> **12020 (1 class)** **Jan 28**
Sat, 9:00 am- 12:00 pm East Rm 2561
Xiong, Lee Pao \$59

> **12021 (1 class)** **Apr 7**
Sat, 9:00 am- 12:00 pm East Rm 2561
Xiong, Lee Pao \$59

NEW! Working with the African American Community

This session focuses on cultural development through the lens of the African American cultural experience. You will learn models, theories, and skills that increase effective interpersonal working relationships and insights for successful community engagement. You will identify direct transfer of learning content to apply to their work and practice settings. *The Board of Social Work has approved this training for three and a half hours of continuing education.*

> **11998 (1 class)** **Nov 7**
Mon, 1 pm – 4:30 pm East Rm 2561
O’Connor, Robert \$65

> **12022 (1 class)** **Feb 22**
Wed, 1:00 pm – 4:30 pm East Rm 2561
O’Connor, Robert \$65

> **12023 (1 class)** **Apr 24**
Tues, 1:00 pm – 4:30 pm East Rm 2561
O’Connor, Robert \$65



NEW! Working with the American Indian Community

This session focuses on cultural competence development through the lens of the American Indian cultural experience. You will learn about: Indian lands and people in Minnesota; health and social issues in the American Indian community; and cultural and contemporary issues. *The Board of Social Work has approved this training for three hours of continuing education.*

> **11999 (1 class)** **Nov 8**
Tue, 6:00 pm – 9:00 pm East Rm 2312
Danforth, Pauline \$59

> **12024 (1 class)** **Feb 6**
Mon, 1:00 pm – 4:00 pm East Rm 2561
Danforth, Pauline \$59

> **12025 (1 class)** **May 24**
Thur, 6:00 pm – 9:00 pm East Rm 2561
Danforth, Pauline \$59

NEW! Working with the Homeless Population

Gain a better understanding about the homeless population, including demographics, the history of the therapeutic philosophies, and strength-based interventions for homeless clients. You will also get a chance to explore how perceptions of homelessness can influence policy as well as your own practice. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12002 (1 class)** **Nov 17**
Thur, 6:00 pm-9:00 pm West Rm 1170
Neuman, Margaret \$59

NEW! Working with the Somali Community

This course is an interactive session for professionals who work with Somali individuals and families. Professionals will get an overview of Somali cultural values and communication style, along with a brief history of events and issues that impacts the Somali community in Minnesota. You will receive practical recommendations to work more effectively and have better outcomes when working with Somali individuals, families and the community at large. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12084 (1 class)** **Nov 17**
Thur, 9:00 am – 12:00 pm East Rm 2312
Farah, Huda \$59

> **12085 (1 class)** **Mar 3**
Sat, 9:00 am – 12:00 pm East Rm 2312
Farah, Huda \$59

> **12086 (1 class)** **May 7**
Mon, 5:30 pm – 8:30 pm East Rm 2312
Farah, Huda \$59

Working with the Latino Community

This session focuses on cultural competence development through the lens of the Latino experience. You will learn how to better work with the Latino Community to strengthen your skills that increase effective interpersonal working relationships and insights for successful outcomes. You will also learn about factors that determine success or failure in working with Latinos, and how to engage your clients, students, and families. *The Board of Social Work has approved this for three hours of continuing education.*

> **12031 (1 class)** **Nov 19**
Sat, 9:00 am – 12:00 pm East Rm 2561
Castillo-Knuti, Marina \$59

> **12032 (1 class)** **Feb 25**
Sat, 9:00 am – 12:00 pm East Rm 2561
Castillo-Knuti, Marina \$59

> **12033 (1 class)** **Apr 21**
Sat, 9:00 am – 12:00 pm East Rm 2561
Castillo-Knuti, Marina \$59

Leading Diverse Teams

Facilitating productive, effective, and successful teams in a diverse environment requires a skillful and knowledgeable team leader. You will practice several leadership skills and interactive team activities aiming to build both awareness and skills on maximizing the benefits of differences within teams. The leadership framework for this session is from The Leadership Challenge by James Kouzes and Barry Posner. The cross-cultural frameworks come from anthropologists, intercultural leadership and management researchers, organizational theorists, and intercultural communication researchers. Team leaders, team members and interested others are welcome. *The Board of Social Work has approved this training for four hours of continuing education.*

> **12046 (1 class)** **Dec 10**
Sat, 8:30 am- 12:30 pm East Rm 2561
Ellingboe, Brenda \$69
Lynn, Lisa

Generational Diversity in the Workplace

Our workplace has become a playing field of competing viewpoints and values as five generations share the same space. In today’s fast paced and ever-changing environment, it has never been more vital to an organization’s

success to find ways to maximize the performance of every person. Understanding and appreciating one another’s perspective has always been the key to effectiveness and productivity at work and in today’s multi-generational workplace, an organization’s success depends on it. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12049 (1 class)** **Jan 10**
Tues, 8:30 am- 12:30 pm East Rm 2561
Lynn, Lisa \$69

> **12050 (1 class)** **Jul 13**
Fri, 8:30 am – 12:30 pm East Rm 2561
Lynn, Lisa \$69

NEW! Break the Cultural Barrier

Gain an understanding of socioeconomic, cultural and ethnic differences that may impact the victim of various kinds of abuse and violence. Through video clips and scenarios, you will be able to learn the specific engagement skills when encountering different cultural contexts. You will be able to identify and address the strengths, needs and cultural considerations of families, and describe the reasons why these skills are effective for abuse and violence intervention and prevention. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12078 (1 class)** **Feb 10**
Fri, 9:00 am – 12:00 pm East Rm 2561
Kaur, Harbir \$55

Developing Intercultural Competence at the Organizational Level

This course uses an organizational model for assessing organizational-level intercultural competence from the book The Inclusion Breakthrough. Then, it highlights research from Joel Barker’s DVD: “Wealth, Innovation, and Diversity,” as well as other activities that demonstrate the need for a more inclusive organization that leverages diversity as a strength. *The Board of Social Work has approved this training for three hours of continuing education.*

> **12079 (1 class)** **Feb 11**
Sat, 9:00 am – 12:00 pm East Rm 2313
Ellingboe, Brenda \$59