

City Council Workshop

Agenda Item #3

July 27, 2016

Diversity Training

At the request of Councilor Fox, the City Council will hold a diversity training session on Monday evening. I have reached out to the Maine Intercultural Communication Consultants to conduct the training.

Monday's workshop will address the following:

- What is culture? What are the ripple effects of it?
- What are the steps of cultural competency?
- Stereotypes vs. Generalizations
- Diversity vs. Inclusion
- #1 Tool for Communicating Effectively Cross-Culturally
- Possible case studies drawn from local examples

Maine Intercultural feels that this is a big topic and one that can't be fully covered in one night. They recommend having another session in late August or September that builds on the topics above.

  
City Manager



# Maine Intercultural Communication Consultants

**...specializing in cultural competency training and consulting to attract and retain culturally diverse individuals**

In the conversation on June 18<sup>th</sup> between Maine Intercultural Communication Consultants (MICC) and the City of South Portland, MICC heard from the City the desire for the integration of the multicultural community into the fabric of the city. Further, we heard that misunderstandings that may have been rooted in culture have occurred, and that the City would like to develop the tools and understanding to handle these conflicts skillfully. The City suggested a training that focused on structural racism, while MICC recommended beginning with the fundamentals of cultural competency and intercultural communication, as best practice indicates that beginning a conversation about privilege or structural racism without a grounding in these fundamentals can be counterproductive.

To that end, MICC proposes a 2.5 hour workshop to take place on June 27<sup>th</sup> from 6:30 p.m. to 9:00 p.m.

This workshop will address:

- What is culture? What are the ripple effects of it?
- What are the steps of cultural competency?
- Stereotypes vs. Generalizations
- Diversity vs. Inclusion
- #1 Tool for Communicating Effectively Cross-Culturally
- Possible case studies drawn from local examples

Further, MICC proposes a second workshop to take place in August, date to be determined, that builds on these skills, and continues to explore the steps of cultural competency. Though this workshop can be modified in response to feedback from the June 27<sup>th</sup> workshop, we believe addressing the following topics would be beneficial and would lay the groundwork for full inclusion of diverse populations:

- How culture influences how people deal with conflict: Intercultural Conflict Style Inventory (ICS)
- Cultural influences on communication
- Culture specific information: possibly focused on Islam or other culture(s) of the group's choosing
- Steps to engage multicultural community members in municipal life

Depending upon participants' understanding of the above concepts, we may be able to introduce ideas of privilege and structural racism in this second session. Otherwise, we would suggest a third session.

The price for a 2 - 2 ½ hour session at our municipal rate is: \$500, bringing the pricing for two trainings to \$1,000.