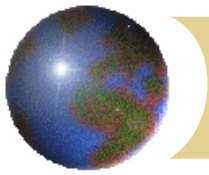


**We begin today's T&D experience
with a learning activity...**

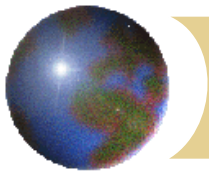
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Cathy Cherrstrom | Foojun Farnia | Memo Trevino | Marie Valentin



Activity #1: Cultural assimilator-foreign bureaucracy





How do you interpret the official's action? Why?

A

- The official is not being discriminatory as everybody is obliged to pay such bribes. Robert should not take it so personally.

B

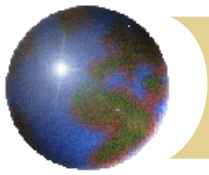
- The payment could be regarded as equivalent to a tip for services such as that given to a waiter or porter.

C

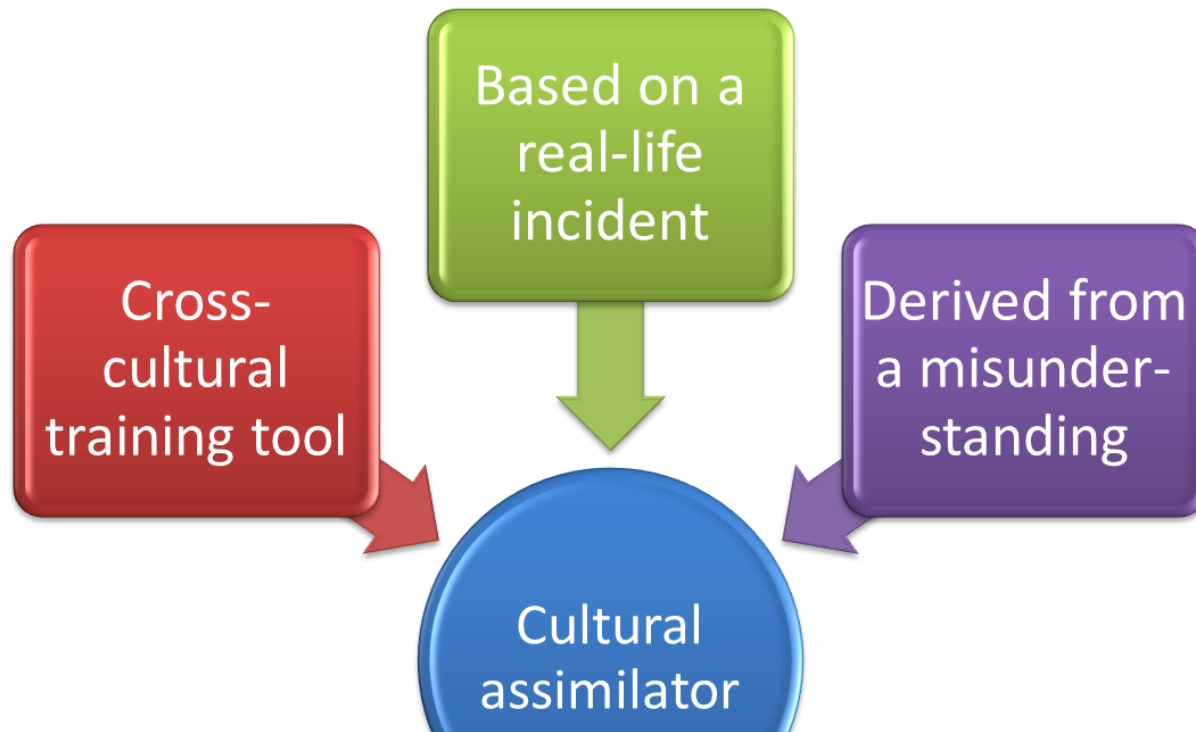
- Such behavior is probably not seen as unethical by the official, so Robert should not try to impose his culturally influenced values upon someone from another culture.

D

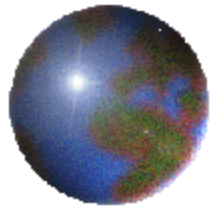
- He does not demand any large sums of money, so he is not really doing anything seriously wrong.



What is a cultural assimilator?



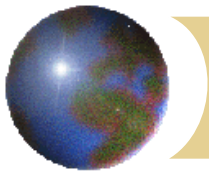
Promotes cultural awareness and openness to different norms/values



T&D: A multicultural competence application

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By the end of this session, participants will be able to...

Training and Development (T&D)

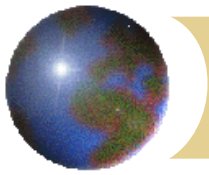
Describe the ADDIE training model

Apply ADDIE within a T&D opportunity

Define multicultural competence

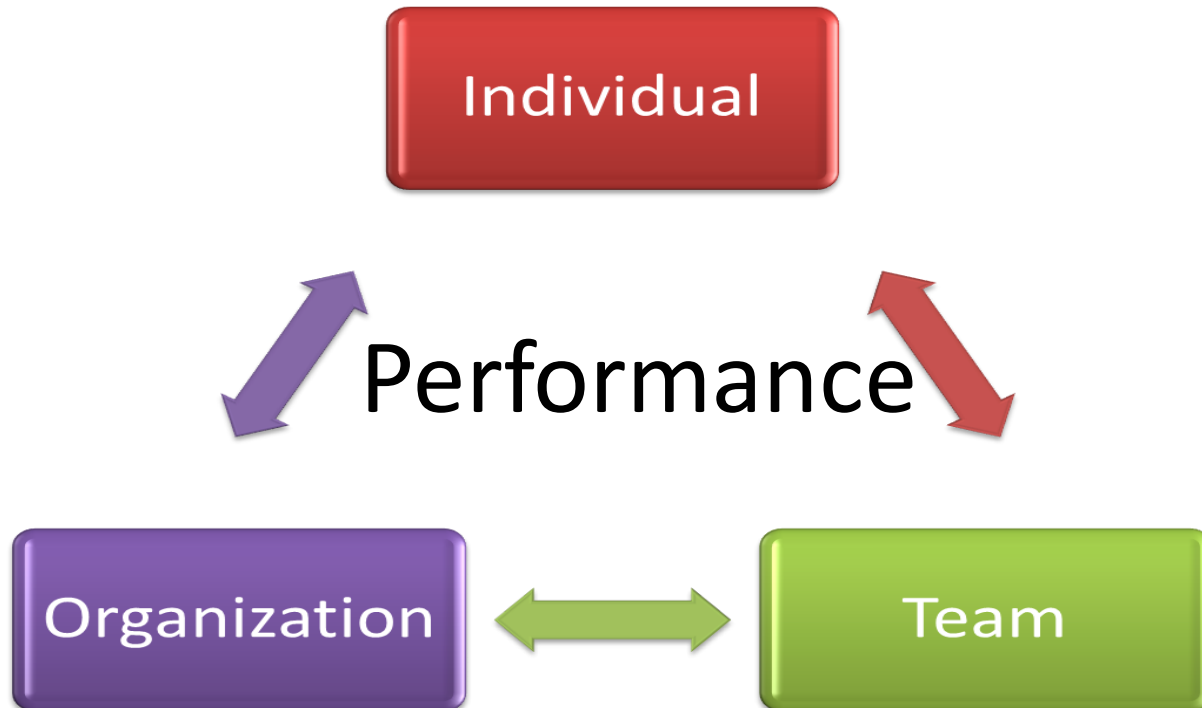
Compare & contrast multicultural characteristics

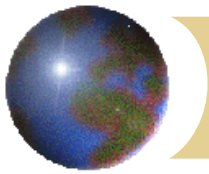
Multicultural competence



T&D is one HRD intervention

T&D = HRD intervention used to improve performance by acquiring a skill set





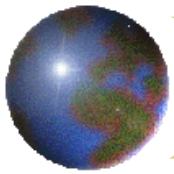
Multicultural competence

Multicultural competence

- The ability to understand and constructively relate to the uniqueness of each client in light of the diverse cultures that influence each person's perspectives.

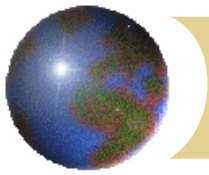
To achieve this competence

- Avoid stereotypes and identify the multiple cultural influences that often operate unconsciously in the mixed identities of most clients



ADDIE





Phase 1: Analysis

Determine goals & learning objectives

Process

- Task requiring training
- Job/task performance standards
- Skills and knowledge required
- Employee qualifications

Task

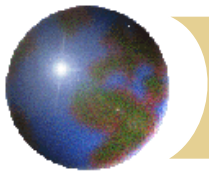
- Needs assessments
- Audience analysis
- Content analysis

Roles

- Project manager
- Instructional designer(s)
- Subject matter experts

Estimated Time

- 20-40 %

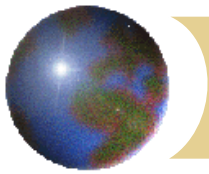


Activity #2: Analysis

Determine goals & learning objectives

You are HRD professional





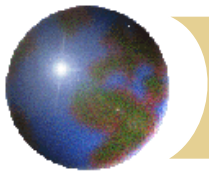
Activity #2: Analyze your U.S.-headquartered multinational client

Groups' survey questions

- ⊕ Group A: Q 1, 2, 7
- ⊕ Group B: Q 3, 4, 8
- ⊕ Group C: Q 5, 6, 9
- ⊕ Group D: Q 10, 11
- ⊕ Group E: Q 12

Small group question

As a HRD professional, how can you use your client's recent employee survey data during the ADDIE training model's Analysis phase?



Phase #2: Design

Plan a strategy for achieving the goals & learning objectives

Process

- Training settings
- Test items
- Objectives
- Job aids
- Translate/localize

Task

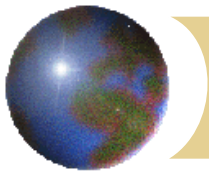
- Design interactions
- Create storyboards
- Develop assessments

Roles

- Project manager
- Instructional designer(s)
- Writers
- Subject matter experts

Estimated Time

- 20-40 %



Activity #3: Design

Plan a strategy for achieving the goals & learning objectives

**You are HRD
professional**

Linda

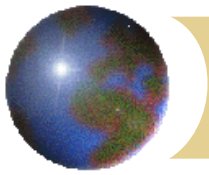


- Your client's employee
- U.S. born & raised

Assignment in Mexico

- Does not want to return
- Challenges

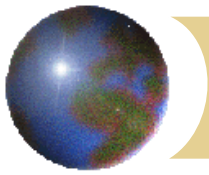




Activity #3: Design for your U.S.-headquartered multinational client

1. After reading the case study scenario, share your ideas about the possible root causes of the “quite a few issues in international interactions.”

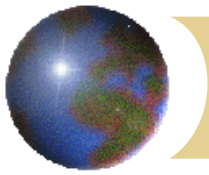




Activity #3: Design for your U.S. headquartered multinational client

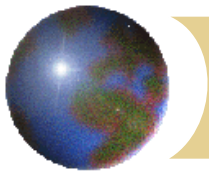
2. In small groups, based on the survey and case study data, brainstorm ideas to design a multicultural training intervention for your client.





Mexico—cultural tidbits

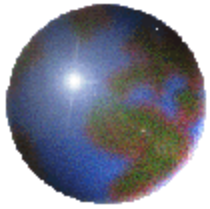




Mini-evaluation & conclusion



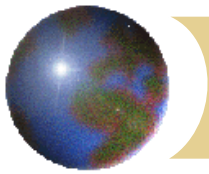
Thank you!



Training & Development: A multicultural competence application

***"None of us is as smart as all of us."
(Japanese proverb)***

Cathy Cherrstrom | Foojun Farnia | Memo Trevino | Maria Valentin



HRD background & context

