

**DIVERSE BY  
DESIGN™**

# **BUILDING CULTURAL COMPETENCE: A Program For Leaders**

Our changing workforce and expanding markets require that we possess the ability to bridge across difference and communicate across cultures. In just six sessions, this program delivers measurable improvement on an international standard of cultural competence.

**Who should be on your team of leaders to participate?**

**Diverse by Design.™**  
Inclusive by Intention.

  
Cincinnati USA  
**Regional Chamber**

## SHIFTING OUR VIEW

Our world is complex. To succeed and grow—individually and as a region—we need to embrace difference and diversity as a competitive advantage. We need to be able to broaden our cultural perspective and adapt our behavior and communication style to meet others where they are, whether that’s right next door or on the other side of the globe.



“As a direct result of my participation in the program, I have been better equipped to change my organization’s approach to attracting and retaining diverse talent. The program taught me that there can be barriers to organizational progress that lie deep beneath the surface. Proposing meaningful solutions could positively impact our bottom line.”

—SHELBY THOMPSON, CHIEF PEOPLE OFFICER, GRAYDON

## CULTURAL COMPETENCE CAN BE TAUGHT

Cultural competence is a skill that can be learned and developed with awareness and practice. No matter what our identity, background or occupation, we can benefit from increasing our capacity to work successfully across cultures, backgrounds and beliefs. Culturally competent people lean in to tough conversations and are comfortable being uncomfortable as a path to understanding.

“It’s not often that we have the opportunity to participate in a program that is transformative to both our professional careers and our personal lives. Building Cultural Competence was simply that—transformative.”

—EUGENE PARTRIDGE, DIRECTOR OF PROCUREMENT, PAYCOR



## THE TIME IS RIGHT

The stakes are high. We know that in healthcare alone, disparities in the quality of care—and health outcomes—vary across populations. In corporate and professional services settings, we consistently lose talent of color because they don’t see representation across all levels of an organization. We need workplaces and a community where everyone feels welcome. Increasing our cultural competence is part of the solution.



“We have great talent here today—but we lose them. We lose them to other markets where they feel more at home. Cultural competence makes us attractive—for talent and for business.”

—JIM REYNOLDS, VICE PRESIDENT, CUSTOMER EXPERIENCE, US BANK

## WHY WE FOCUS ON LEADERS

By increasing the cultural competence of leaders, we can leverage their wide circles of influence to more effectively catalyze change in our region. We define “leader” broadly: business executives; healthcare providers; elected officials; clergy members; educators; community activists; journalists; and more. Through Building Cultural Competence, we are creating a growing network of leaders who serve as champions for change in our community.

## PROGRAM CONTENT

- The case for cultural competence.
- The neuroscience of bias and strategies for identifying and reducing bias.
- The role of emotional intelligence in bridging differences.
- Building rapport across difference.
- Adapting communication in unfamiliar situations.
- Listening and learning in conflict.
- Understanding the worldview of others.
- The role of leaders in raising cultural competence of employees, constituents, stakeholders and others.

## PROGRAM DETAILS

The program is open to business, non-profit and community leaders from all sectors. Tuition includes two intercultural competence assessments and two individual coaching sessions as well as all materials, meals and related program costs. The program is delivered in six sessions over two months.

For more info, visit [cincinnati-chamber.com/culturalcompetence](https://cincinnati-chamber.com/culturalcompetence)



“The Me Too movement, immigration issues, gentrification challenges . . . all have touched my real estate practice. Thanks to Building Cultural Competence, I feel able to navigate these areas with a clearer vision and greater sensitivity and therefore have increased my productivity and client base. Embracing our differences to find our similarities is a powerful business opportunity!”

–**ELLIE REISER, SENIOR SALES VP, COMEY & SHEPHERD**

“I came away with an understanding of how we are shaped by the many cultures we have been a part of. I found a diverse group that I had more in common with than I ever thought I would. I learned to appreciate the views of others and how they had been formed.”

–**STEVE LINDER, DIRECTOR OF HUMAN RESOURCES, JOHNSON INVESTMENT COUNSEL**



“What I found through the program is that I was assimilating and becoming part of other people’s cultures, without truly celebrating my own.”

–**RAMONA CHEEK, CHIEF NURSING OFFICER, MERCY FAIRFIELD**

## PARTICIPATING ORGANIZATIONS (PILOT CLASSES)

Enquirer Media  
 Cincinnati Police Department  
 Cincinnati Board of Realtors Inc.  
 Cincinnati Association for the Blind  
 & Visually Impaired  
 Ohio National Financial Services  
 TriHealth  
 Cincinnati Public Schools  
 Mercy Health  
 The Business Courier  
 Miami University  
 Great Parks of Hamilton County  
 Journey to Hope  
 Morriscal Realty  
 U.S. Bank  
 Cincinnati Museum Center  
 American Modern Insurance Group  
 Graydon

St. Elizabeth Healthcare  
 Comey & Shepherd Inc.  
 Katz Teller  
 The Christ Hospital Health Network  
 Procter & Gamble  
 American Red Cross  
 Cincinnati Area Board of Realtors  
 Johnson Investment Counsel  
 Great Oaks Career Campuses  
 St. Xavier High School  
 Dinsmore & Shohl LLP  
 Cincinnati Zoo & Botanical Garden  
 OwnerLand Realty  
 Council on Aging of Southwestern Ohio  
 Cincinnati Children’s Hospital Medical Center  
 Northern Kentucky Chamber of Commerce  
 City of Hamilton, Ohio

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