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Welcome to this session:

Open Session:

Developing Cultural

The session will start shortly...

Any Questions?
Drop them in the questions section.

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Safeguarding & Welfare

We are committed to all our students and staff feeling safe and happy; we want to make sure there is always someone you can turn to if you are worried about anything.

If you are feeling upset or unsafe, are worried about a friend, student or family member, or you feel like something isn't right, speak to our safeguarding team:

Ian Wyles
Designated Safeguarding Lead

Simone Botes

Nurhaan Snyman

Rafiq Manan

Ronald Munodawafa

Tevin Pitts

Scan to report a safeguarding concern

or email the Designated Safeguarding Lead:
Ian Wyles
safeguarding@hyperiondev.com

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HOUSEKEEPING

Leadership & Management Live Lectures – Housekeeping

- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.

    - *(Fundamental British Values: Mutual Respect and Tolerance)*

- No question is daft or silly - **ask them!**

- Should you have a question during the lecture, please feel free to **post in the Questions section** and I will respond throughout.

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- Activating **live captions** in your browser's accessibility settings is a helpful option for better understanding, especially for those with hearing impairments or challenges with accents.

- For all **non-academic questions**, please submit a query: **www.hyperiondev.com/support**

- Report a safeguarding incident: **www.hyperiondev.com/safeguardreporting**

- Should you have any further questions or want to provide us with feedback, please feel free to post them **here.**

- **GitHub Link to access L&M Presentation Slides.**

PLEASE NOTE...

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LEARNING OBJECTIVE

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Learn cultural competence, recognize the importance of cultural awareness and sensitivity, apply effective cross-cultural communication, identify and avoid cultural pitfalls in leadership, and promote cultural competence within teams.

What is Cultural Competence?

Cultural competence means having the ability to interact effectively with people from different cultures. It's not just a skill, it's an ongoing learning process.

Why does it matter?

In our increasingly globalized world, being culturally competent is essential for both personal and professional success. It helps us connect better, avoid misunderstandings, and create inclusive environments.

Cultural Awareness and Sensitivity

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Cultural Awareness

Being aware of cultural differences means understanding that people have different values, behaviors, and ways of thinking depending on their backgrounds.

Cultural Sensitivity

Sensitivity goes beyond awareness. It's about responding appropriately to those differences without judgment. It's learning to adapt.

How can we develop these skills?

We can start by asking open-ended questions, listening more than we speak, and showing curiosity rather than assuming.

Take a moment to think about a time you've encountered a cultural difference.

How did you respond?

How could you have handled it differently with more awareness or sensitivity?

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Cross-Cultural Communication

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What is Cross-Cultural Communication?

It's the exchange of ideas, information, and feelings between people from different cultural backgrounds.

Verbal vs. Non-Verbal Communication

Words matter, but so do gestures, body language, tone, and even the pauses between words. In some cultures, silence is a form of communication.

Tips for Effective Cross-Cultural Communication

Be mindful of tone, make sure your message is clear, and give space for different communication styles. Always check for understanding.

How do you usually ensure you are understood in conversations with people from different backgrounds?

Can you think of a time when cultural differences affected your communication?

Avoiding Cultural Pitfalls in Leadership

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Leadership Styles and Culture

Leadership styles vary significantly across cultures. For example, in some cultures, leaders are expected to be authoritative, while in others, a more collaborative approach is preferred.

Cultural Pitfalls

A common pitfall is assuming that people will respond to you the same way, no matter their cultural background.

Strategies for Inclusive Leadership

Leaders should be aware of different expectations, be flexible in their approach, and always try to make people feel heard and valued.

What are some leadership challenges you've faced when working with culturally diverse teams?

How did you navigate them?

Promoting Cultural Competence Among Teams

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Cultural competence isn't just about the individual—teams need to create an environment where cultural differences are embraced, not avoided.

Offer regular training on cultural awareness and create opportunities for team members to share their cultural backgrounds. This builds empathy and understanding.

Encouraging Open Conversations

It's crucial to create a safe space where team members feel comfortable discussing their cultural experiences and challenges.

What would an ideal, culturally competent team look like for you?

What actions can you take today to promote this within your own team?

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Conclusion

CONCLUSION

Key Points

- We've discussed how cultural awareness and sensitivity, cross-cultural communication, leadership, and team dynamics all play a role in cultural competence.

- What's one action you're excited to take after today's session to improve your cultural competence?

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Thank you
for attending

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