

The Evergreen State College
Masters Program in Public Administration
Diversity in the Workplace: Understanding Cultural Competence
Summer Draft Syllabus 3/28/2011

Instructor: Pam Peters
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Location: SEM 2 D2109
Course Dates: *Fri. - Sun. June 24-26, and July 8-10*
Fridays 5-9pm Saturdays and Sundays 9am-5pm
4 credits

Managing in today's workplace can be challenging and creating a respectful workplace where all employees feel valued is one of those challenges. Diversity in the workplace is as real today as it ever was. It impacts the way employees interact and communicate with one another and when that communication fails or is misunderstood the result can undermine morale, teamwork, and productivity. To gain a better understanding of cultural competence, students will engage in active learning experiences designed to improve awareness and knowledge their own cultural worldview, cultural differences, and gain cross-cultural skills. This course is designed to introduce ways to increase cultural competency in the workplace leading to a more inclusive work environment where every employee feels valued.

In this course students will be introduced to basic concepts that can be used by managers in creating respectful workplaces. Concepts covered will include those that affect employment issues in the workplace and employer policies and programs in managing a diverse workforce. Interactive and group exercises will be used to learn and practice new skills.

Learning Objectives. In this course, students will gain:

1. An understanding of intercultural communication skills that enhance workplace values.
2. Knowledge of diversity consciousness and managing conflict in the workplace.
3. An understanding of ways to increase cultural competency.
4. Improved analytical and writing skills.

Students will have the opportunity to share their own cultural backgrounds and experience communicating cross culturally. Students will engage in interactive and group exercises in class. This is a highly interactive class requiring students to attend all sessions of class in order to receive full credit.

Credit and Evaluation: Students will receive 4 credits at the completion of the course if all course requirements have been successfully completed. Plagiarism (e.g., using other peoples' work as your own), failing to complete one or more assignments, completing assignments late (without having made arrangements before the due date), or absences may be grounds for denial of credit. ***Students are expected to attend all days of class as this is a two-weekend intensive format.***

Consistent with MPA program requirements, a self evaluation will be required for credit.

Summer 2011 Schedule DRAFT (faculty reserves the right to alter the schedule)

Weekend 1 of 2

Friday – June 24th

Time	Activity	Deliverable
5:00pm	Introductions and Course Overview	
6:00pm	Group Discussion – Diversity in the Workplace, why is this important?	Be prepared to discuss why this is important to you as an individual and as a member of a team in the workplace.
6:30pm	Break	
6:45pm	Getting to Know You Group Activities	Cultural Matrix
8:30pm	Wrap-up	

Saturday – June 25th

Time	Activity	Deliverable
9:00am	First Impressions	Handout
10:30	Break	
10:45	Dimensions of Diversity	Handout
Noon	Lunch	On your own
1:00pm	Diversity Consciousness	Handout
2:30pm	Break	
2:45pm	Group Discussion on Bucher Readings	Assignment #1
3:15pm	Break	
3:30pm	Continue Group Discussion Bucher Readings	Assignment #1
4:30pm	Wrap-up	

Sunday – June 26th

Time	Activity	Deliverable
9:00am	Personal and Social Barriers	Group Discussion
10:30	Break	
10:45am	Seminar	Bucher Readings Chapters 5-8
Noon	Lunch	On your own
1:00pm	Generational Differences	Guest Speaker
3:00pm	Break	
4:30pm	Wrap-up	

Winter 2010 Schedule (faculty reserves the right to alter the schedule)

Weekend 2 of 2

Friday – July 8th

Time	Activity	Deliverable
5:00pm	Course Overview	
6:00pm	Group Discussion – Bucher Reading	Assignment #2
6:30pm	Break	
6:45pm	Continue Group Discussion on Bucher Reading	Assignment #2
8:30pm	Wrap-up	

Saturday – July 9th

Time	Activity	Deliverable
9:00am	Dimensions of Diversity	Group Discussion
10:30	Break	
10:45	Group Activity	Handouts given in class
Noon	Lunch	On your own
1:00pm	Group Activity	Presentations
2:30pm	Break	
2:45pm	Introduction to Cultural Competence	Handouts given in class
3:15pm	Break	
3:30pm	Communication Skills Discussion	Group Activity
4:30pm	Wrap-up	

Sunday – July 10th

Time	Activity	Deliverable
9:00am	Morning Icebreaker	Group Activity
10:30	Break	
10:45am	When organizations get stuck in their diversity efforts	Lecture and handouts given in class
Noon	Lunch	On your own
1:00pm	Strategic Diversity Management	Lecture and group discussion
2:30pm	Break	
2:45pm	Group Discussion	Group Discussion Assignment #3
3:15pm	Break	
3:30pm	Group Discussion Continued	Group Discussion – Assignment #3
4:30pm	Wrap-up	

Text (Available in Bookstore and online)

Required Reading

Bucher, Richard D. *Diversity Consciousness: Opening Our Minds to People, Cultures, and Opportunities*. Columbus, OH: Prentice Hall. ISBN: 0-13-501463-8.

Assignments

1. Read Chapters 1-4 of Richard Bucher's *Diversity Consciousness* and write a paper in response to the following questions: a) When you find yourself in a cultural environment outside of your own, how do you know when to adjust and when to resist? b) What forms of discrimination have you encountered and how have you dealt with them? c) Look back on your education. Did readings, lectures, and discussions reflect the contributions of many cultures? Explain. Be prepared to discuss this assignment in class on Saturday, June 25th. Paper also due June 25th.
2. Read Chapters 5-8 of Bucher's book and write a 3-5 page paper about a current or former workplace you are familiar with. Your paper should address the following:
 - a. What are the company's vision, mission and principal objectives?
 - b. Discuss current approaches to diversity training in this workplace (if any) and your thoughts or suggestions on how it might be improved or expanded upon (what worked, what didn't and why?).

Be prepared to discuss this assignment in class on Saturday, July 8th. Paper also due July 8th.

3. Write a 3-5 page paper about the readings for this course. What did you learn that was new and surprising to you? Given your plans for the future, how will developing cultural competence and diversity consciousness skills benefit you as a) a team member of a work group, and b) a supervisor or manager?

Be prepared to discuss this assignment in class on Sunday, July 10th. Paper also due July 10th.

Format: Papers should be typed double spaced, 12 point font and follow APA format. All written work will be of high quality, grammatically correct, clear and without spelling errors. If you require it, please request resource writing assistance from faculty. **Late assignments:** Turning in assignments late is unacceptable. However, if there is a need to turn in an assignment late, the student must contact their faculty no later than the original assignment due date to discuss options. Parameters are left to the discretion of the faculty on a situation-by-situation basis. Late assignments must be completed by the end of the quarter the assignment was originally due to ensure full receipt of course credit.

Evaluation: Written self-evaluations and faculty evaluations are required for credit. Evaluation conferences can be made by appointment. Please let your faculty know if you wish to have an evaluation conference. (Students may elect to submit faculty evaluations to Program Secretaries.)

Credit: Students will receive 4 graduate credits at the completion of the quarter if all course requirements have been satisfactorily completed to meet course objectives. No partial credit will be awarded. Incompletes will not be offered. Credit denial decisions will be made by the faculty. Plagiarism (i.e., using other peoples' work as your own), failing to complete one or more assignments, completing one or more assignments late (without having made arrangements *before* the due date), or multiple absences may constitute denial of total credit. Unexcused absences or lack of academic work may result in no credit at the discretion of the faculty. Students will also be evaluated based upon their progress towards the learning goals that will be assessed from classroom, seminar, and assignment performance. The faculty makes decisions for no credit when necessary, based on absence or failure to meet academic course requirements.

Multiculturalism & Diversity: Faculty and students will actively work towards contextually weaving multiculturalism and diversity throughout our learning as related to readings, lectures, seminar and group projects. In a learning community students and faculty share the responsibility for the teaching and learning environment. We are all encouraged to add to the existing format and content by incorporating relevant professional experiences in dialogue and by presenting current events regarding public service. Multiculturalism and diversity is to be understood as: aiming to promote constructive community discourse about issues of culture, power and life-style differences including but not limited to race, ethnicity, color, nationality, sex, gender, gender identity, gender expression, class, sexual orientation, age, religion, disability, and veteran status.

Accommodations will be provided for any student who desires them through a working relationship with Access Services, the Writing Center and the Quantitative and Symbolic Reasoning Center. To request academic accommodations due to a disability, please contact the office of Access Services for Students with Disabilities (867-6348 or 6364). If the student is already working with the office of Access Services the faculty should have received a letter clearly indicating the student has a disability that requires academic accommodations. If any student has a health condition or disability that may require accommodations in order to effectively participate in this class, please do the following: Contact faculty after class and/or Contact Access Services in Library 1407-D, 867-6348. Information about a disability or health condition will be regarded as confidential. Please refer to TESC's Students With Disabilities Policy. <http://www.evergreen.edu/policies/g-studentada.htm>

Expectations of Students and faculty to promote a cooperative, supportive atmosphere within the community; give everyone opportunity for self-reflection and expression; Use high standards in reading the text and preparing our papers, lectures, and comments in seminar; Handle all disputes in a spirit of goodwill. Discuss any problems involving others in the learning community directly with the individuals involved (so long as the concerned party feels safe doing so), with the right to support from other program members during those discussions, if that seems helpful. **We will abide by the social contract:** WAC 174-121-010 College philosophy.

<http://apps.leg.wa.gov/WAC/default.aspx?cite=174-121-010>

We will abide by the student conduct code: Chapter 174-120 WAC
Student Conduct Code & Grievance/Appeals Process

<http://search.leg.wa.gov/wslwac/WAC%20174%20%20TITLE/WAC%20174%20-120%20%20CHAPTER/WAC%20174%20-120%20%20CHAPTER.htm>

We will abide by the non-discrimination policies and procedures at TESC:

<http://www.evergreen.edu/policies/g-nondiscr.htm>

Participation & Attendance: Students are required to attend each class meeting. Participation includes speaking in class, listening to others, taking notes, completing class interactive exercises, and listening to and dialoging with the guest speakers. If an absence is unavoidable, seminar faculty must be notified prior to a class and/or seminar absence. After one absence per quarter, make-up work may be assigned at faculty discretion, case-by-case. Makeup work must be completed by the end of the quarter in question to ensure full receipt of course credit.

Guest Policy: Guests are welcome to visit our learning community during class time and seminar meetings with discretionary approval from course faculty in advance of the requested visit. It is the host student's responsibility to contact the faculty with details about the requested guest visit and await approval. Guests must abide by all social contract conduct code, and nondiscrimination policy guidelines as aforementioned in this syllabus.