



# DiversiPro

## **Developing Intercultural Competence: Accomplishing Diversity and Inclusion Goals**

Hamlin Grange  
Oct 28 and 29, 2015





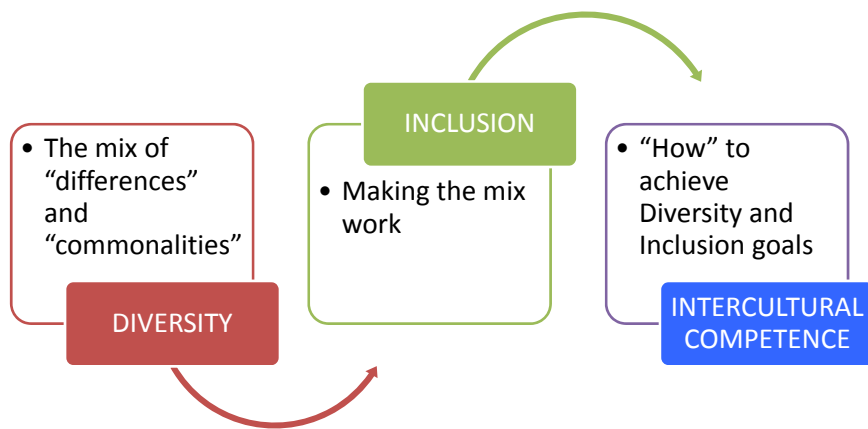
 @InterActSummit #InterActSummit



 @InterActSummit #InterActSummit



### Diversity is just the beginning..



@InterActSummit #InterActSummit  
(c) DiversiPro 2015



## A Core Competency



### Cross-Cultural Competency

Ranked #4 of the top 10 work skills needed for the future




@InterActSummit #InterActSummit



How Interculturally Competent Do You Think Most People Are?




1      2      3      4      5      6



<p>Little Intercultural Competence: <u>Limited</u> concepts, experience &amp; ability to shift perspective &amp; behavior</p>	<p>Substantial Intercultural Competence: <u>Extensive</u> concepts, experience &amp; ability to shift perspective &amp; behavior</p>
---	--

**Do you know that:**




- ✓ Most people receive no formal education or training to be more interculturally competent?
- ✓ Most people tend to **over-estimate** their intercultural capability?
- ✓ About **15%** of people have deep cultural self & other understanding and at times, are able to adapt behaviour to cultural differences—that is, are interculturally competent


 @InterActSummit #InterActSummit
 

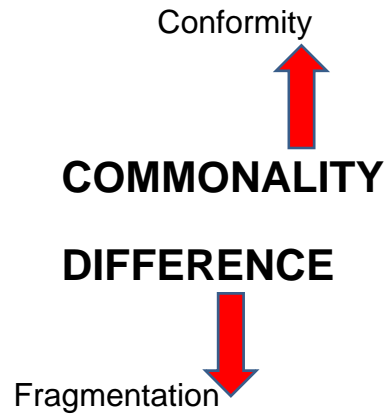
## Intercultural Competence

The capability to shift cultural perspectives and change behaviours when encountering cultural differences and commonalities

### IDI Protocol


 @InterActSummit #InterActSummit
 

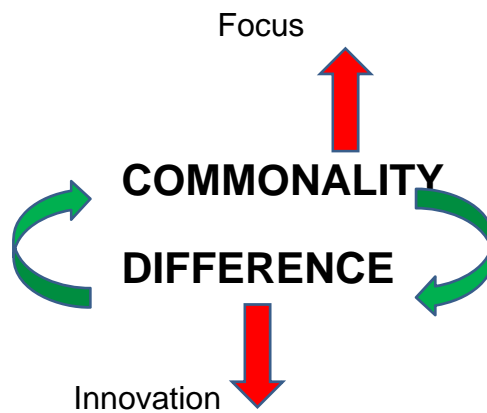
## Integrating Commonality and Difference



[@InterActSummit](#) [#InterActSummit](#)  
(c) DiversiPro 2015

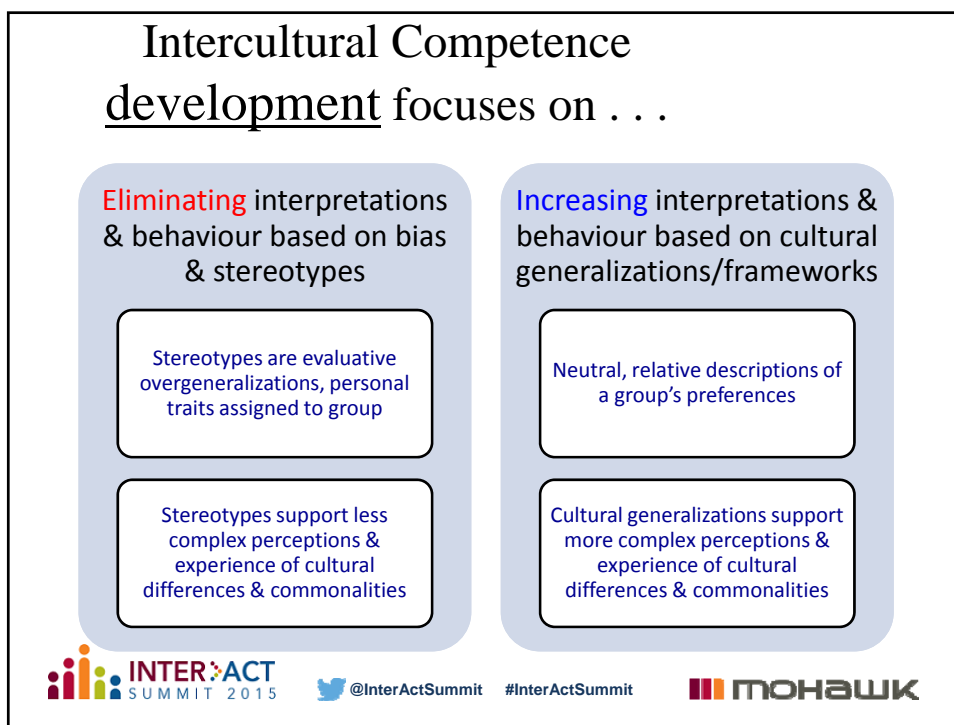
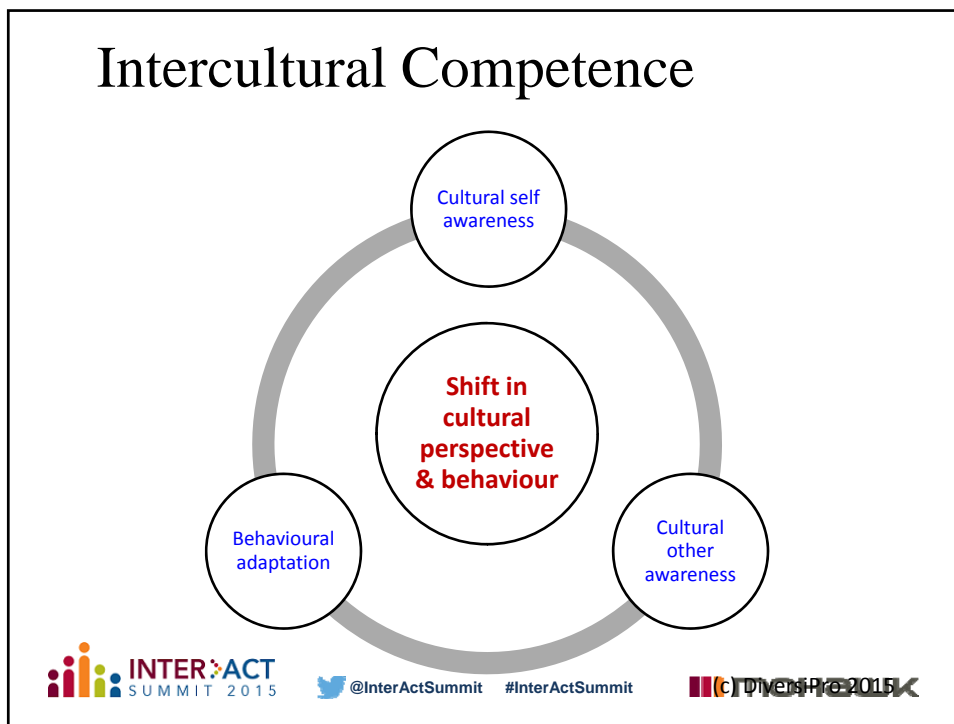


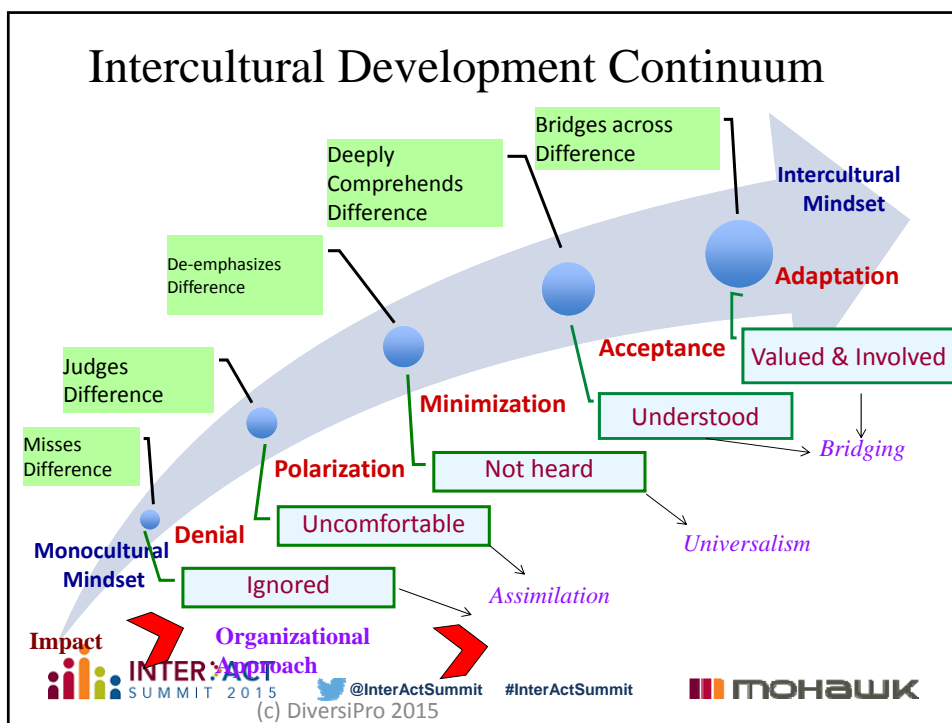
## Integrating Commonality and Difference



[@InterActSummit](#) [#InterActSummit](#)  
(c) DiversiPro 2015







## Intercultural Competence

Facilitates:

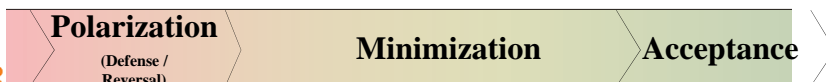
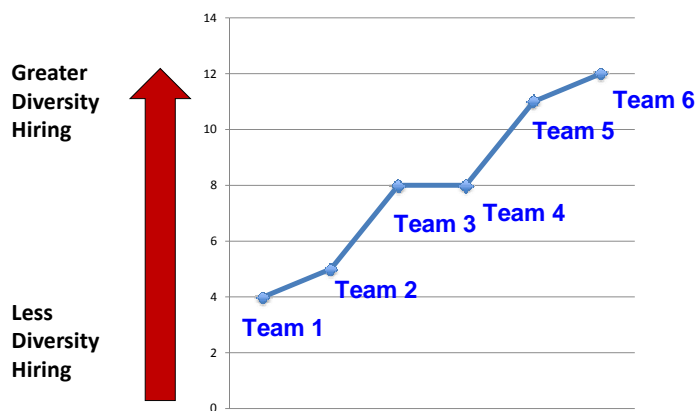
- Deep cultural self-awareness and reflection
- Deep understanding of the experiences of people from different cultural communities—in perceptions, values, beliefs, behaviour and practices
- Ability to adapt—or bridge—across cultural differences

## Intercultural Development Inventory Outcomes

- More than 60 published articles and book chapters
- More than 66 Ph.D. dissertations completed using the IDI.
- Post Secondary institutions
- Law enforcement
- Social service agencies
- Etc.



The Higher the Staffing Team’s IDI Score—the  
More Successful in Hiring Diverse Talent

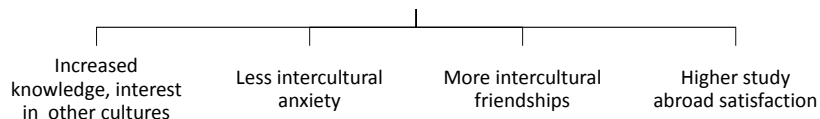




## IDI Predictive Validity in Study Abroad



Greater intercultural competence predicts:



Hammer, M.R. (2011). Additional cross-cultural validity testing of the Intercultural Development Inventory. *International Journal of Intercultural Relations*, 35, 474-487.



“The underlying assumption is that as one’s experience of cultural difference becomes more complex and sophisticated, one’s *potential* competence in intercultural relations increases”

Hammer and Bennett





 @InterActSummit #InterActSummit



**DiversiPro**  
*The Diversity Professionals*



**Thank you!**

[info@diversipro.com](mailto:info@diversipro.com)  
[www.diversipro.com](http://www.diversipro.com)



 @InterActSummit #InterActSummit  
(c) DiversiPro 2015



## Connect with Hamlin Grange



Email: [hamlin@diversipro.com](mailto:hamlin@diversipro.com)

Telephone: 416-932-8284 or  
416-494-2263

Toll Free: 1-877-267-9953

Website: [www.diversipro.com](http://www.diversipro.com)



On Twitter:  
**@HamlinGrange**  
**@DiversiPro**



<http://facebook.com/diversipro>

