

Communicating in a Culturally Diverse Workplace

Professional Skills

Show us that you know how to listen actively to gain information in an interactive, culturally diverse situation, in accordance with workplace requirements.

Level **3**

Credits **5**

\$99.00 NZD (GST incl.)

Assessment

You are required to submit evidence of the following:

Communicate effectively in a workplace that is culturally diverse.

Listen actively to gain information in an interactive situation with people from another culture.

All work for this EduBit must be your own.

Learning Recommendations

[Communication Skills and Active Listening](#)

[Cross Cultural Communication - Definition, Strategies and Examples](#)

[Cross Cultural Listening](#)

Tasks

Proof of Identity

Please include a scanned copy of photo identification (e.g. passport, drivers licence, work ID card).

Attestation Form(s)

An attestation is a declaration by a witness that the tasks and activities specified have been performed in their presence and that the evidence provided is true and correct. The Attestation form(s) relevant to this assessment is located in the Resources section above.

Please complete and scan a copy of the necessary form(s) then upload it here.

General Information

Please provide the following information:

What is the name of your organisation?

What type of industry do you work in?

A brief description of the culturally diversity in your workplace and/or work interactions with clients, etc. (maximum 50 words).

Task 1: Communicate effectively in a workplace that is culturally diverse.

You will need to:

1.1 Describe one (1) real work situation (maximum 500 words) where you demonstrated effective communication skills within a team or group that is culturally diverse. Provide information for each of the following (be specific):

The cultural makeup of the group and how many times you had worked together previously.

How you greeted each other. Did you make any cultural considerations? Why (not)?

How you ensured everyone felt comfortable with each other. Did you make any cultural considerations? Why (not)?

What you did to ensure the group worked effectively together to achieve your work goals? Did you make any cultural considerations? Why (not)?

How you knew that your communication had been effective.

Task 2: Listen actively to gain information in an interactive situation with people from another culture.

You will need to:

2.1. Describe one (1) real work situation (maximum 500 words) where you used active listening skills to gain information in

order to carry out a task involving people from a different culture to your own. Provide information for each of the following (be specific):

Describe the situation, the cultural makeup of the group and how many times you had worked together previously.

How you ensured that you had all the information you needed. Did you make any cultural considerations? Why (not)?

How you responded to the person you were seeking information from. Did you make any cultural considerations? Why (not)?

How you knew the task was completed successfully. What made it successful?

2.2. Provide supporting evidence from your manager.

Please download the Attestation Form from the Resources section of this EduBit and upload the completed document to the Attestation tab on the website. It should be signed, dated and include feedback from the Attester.

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