



# Participant Workbook

## Cultural Awareness



This workbook belongs to:

# Participant Instructions

## Welcome to this training module on Cultural Awareness.

This workbook is designed to help you consider questions related to the video module and contains an action plan to help you apply the principles.

The key to getting the most out of this video module is to give full and detailed answers to the questions in the workbook and how they relate to you in your role. It will help you understand the content of the module more fully and give you the confidence in handling similar real-life situations.

Your workplace manager/trainer may like to see your answers once you have finished and there is a space for your manager to provide you with feedback too.

So, let's get started and see what you are made of!

# Question 1

**What are some of the cultural differences you may have from others in your office?**

Write your answer here...

**What are some cultural differences that have come up in your office?**

Write your answer here...

Manager/Trainer Feedback:

## Question 2

**What are two things that can benefit the business from having a diverse cultural team?**

Write your answer here...

**What are two things you can do to promote cultural appreciation in your office and with customers?**

Write your answer here...

Manager/Trainer Feedback:

# My Cultural Awareness Action Plan

What can you do to improve cultural awareness in your business?

What will you do to improve cross-cultural communication in your workplace?

What benefits can your culture (background, age, language etc) bring to your business and customers?

Manager/Trainer Feedback: