<table>
<thead>
<tr>
<th>Sessions</th>
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| 1        | **Introduction to the Module**  
|          | • Welcome  
|          | • Introduction / Overview |
| 2        | **Lesson 1: Cultural Dimensions in Healthcare**  
|          | • How cultural dimensions affect healthcare work  
|          | • Value prioritization across cultures  
|          | • Cultural polarity: leveraging cultural differences in management |
| 3        | **Lesson 2: Intercultural Communication - Verbal**  
|          | • Cultural context in communication  
|          | • Priority of verbal communication across cultures  
|          | • When “yes” means “no”  
|          | • The role of verbal language in the healthcare environment  
|          | • Typical U.S. American communication style in comparison |
| 4        | **Lesson 3: Intercultural Communication - Non-Verbal**  
|          | • High context cultural communication  
|          | • Indirect, non-confrontational, and third party communication  
|          | • Non-verbal cues and gestures  
|          | • Skills for finding hidden messages |
| 5        | **Lesson 4: Culturally Diverse Workforce - Management Challenges**  
|          | • Self-reliance vs. group decisions  
|          | • Status and roles of healthcare workers across cultures  
|          | • Culturally diverse management approaches  
|          | • Managing differing value prioritizations |
| 6        | **Lesson 5: Culturally Diverse Workforce - Management Skills**  
|          | • How employees adapt to U.S. culture and our contrasting systems of time, space, etc.  
|          | • Giving criticism and feedback across cultures  
|          | • Performance management and appraisals |
| 7        | **Lesson 6: Hierarchy in Intercultural Management**  
|          | • Power distance relationships  
|          | • Issues across cultures in Age, Rank and Status, and Gender |
| 8        | **Lesson 7: Intercultural Barriers**  
|          | • Generalizations and information processing; Ineffective and effective stereotypes  
|          | • Exceptions to national culture  
|          | • Lack of trust / Parochialism |
| 9        | **Lesson 8: Building Skills and Cultural Bridges**  
|          | • Culture specific identification / Intercultural flexibility  
|          | • “Observe-Interpret” technique  
|          | • Coping with intercultural stress |
| 10       | **Lesson 9: Global Leadership**  
|          | • What makes a global leader: Styles of leadership across cultures  
|          | • Emotional intelligence and cultural competence  
|          | • Task versus relationship dimension |
|          | **Synthesis**  
|          | • Synthesis and Conclusion  
|          | • Review and Practice  
|          | • Final Assessment |