



Welcome Workplace

**Intercultural Competency
Assessments and Interventions**

**Organization & District-
Wide Diversity and Inclusion
Programming**

**Individual Employee & Staff
Development**

Offered by



Pearl S. Buck International

Founded by Pearl S. Buck, Champion of Cross Cultural Dialogue Since 1931



The Many Challenges

Today in the new and changing global economy we work with an increasingly diverse mix of people. While some in our society embrace the new mosaic of cultural differences, others lack intercultural familiarity and knowledge. A few engage in conflict with people who are not of their group. Misunderstanding, fear, and division can drain the resources, cohesion, and productivity of any organization. This can also adversely affect risk and compliance with Affirmative Action, Equal Employment Opportunity, and sexual harassment laws.

The Vast Opportunities and Benefits

You can leverage the unique talents of your staff, promote positive relationships, minimize inter-staff conflict, and maintain a positive work environment. The Welcome Workplace program fosters intercultural communication and competency. Our certified professionals facilitate workshops to introduce your employees to the skills, knowledge, and attitudes needed to ensure cultural awareness and effective interpersonal relationships.

“I loved how interactive it was. I feel you can learn and take more from the information when it’s interactive.”

Jamie



The Guided Development Process

Phase I. Foundational Assessment and Core Concepts

The Intercultural Development Inventory (IDI) is a proven, objective assessment tool for individual, group, and organizational assessment. Administered online in 15–20 minutes, it measures the intercultural knowledge and competency of individuals and the organization as a whole. The results are shared in a workshop that offers a foundation in essential concepts such as culture, diversity, inclusion, equity and intercultural competency. This is a starting point on the pathway to competency and the basis for a development plan.

Phase II. Putting Knowledge into Action

Based on the assessment findings, we work with respondents to customize an Individual Development Plan (IDP) to build intercultural skills.

This phase includes the formation of an interdepartmental Steering Committee comprised of champions from each department to address systemic issues, including policies, procedures and best practices. This committee will shepherd the process, serving as the implementation and accountability team to guide organizational changes. Their examination of case studies and online group exercises keep the team moving forward and progressing along the intercultural development continuum.

Phase III. Measuring Progress

The next step is to arrange focus groups of key stakeholders and personnel in your organization or school to gather their independent feedback about concerns and progress. Data is tracked, reviewed and shared with stakeholders. Welcome Workplace professionals work with the Steering Committee to guide them through the implementation of a customized group action plan.

Finally, we perform a post assessment to measure development quantitatively.



Sustain personal and professional development with Welcome Workshops.

Topics include:

- Leadership in the 21st Century: Values and Vision
- Compliance and Risk Management
- Changing Demographics: Community to Classroom
- Building Intercultural Competence with Humility
- Organizational Culture and Shared Language
- Emotional Intelligence and Diversity
- Cross Cultural Communication
- Generation XYZ
- Identity and Orientation
- Gender Identity
- Biases: Conscious and Unconscious
- Cultural Detective

The Best Outcomes

- Improved skills to navigate diverse teams, clients, and communities
- Decreased turnover
- Increased innovation, problem solving, and production
- Balanced communication and stakeholder coverage
- Elevated respect and appreciation of differences at all levels of the organization
- Reduced risk of litigation through management tools that address issues of disrespect and discrimination fairly and promptly
- Enhanced procedural fairness, equity, equal opportunity, and compliance with legal regulations



The Right Choice: Why Pearl S. Buck International?

For decades, Pearl S. Buck International has continued the legacy of its founder to promote human dignity and understanding of all people through a wide variety of programs and services domestically and internationally. We have committed the research and resources needed to deliver programs that Pearl S. Buck would have offered today to continue to build bridges of cultural understanding in a rapidly changing world.

Pearl S. Buck was a Nobel and Pulitzer Prize winning author, an advocate for marginalized children, and an activist who spoke out against discrimination and injustice. Her ground-breaking work, *The Good Earth*, provided many in the West their first glimpse of life and culture of China. Growing up in China she experienced discrimination as a child and at 40 when she returned to the US she was shocked by the racial prejudice she witnessed. Pearl S. Buck channeled her concern into her subsequent work with organizations such as the NAACP, the Urban League, and the American Friends Service Committee.

Remaining true to Pearl Buck's vision, we have created the Welcome Workplace for organizations and schools to establish an environment that embraces diversity and inclusion resulting in improved workforce performance and achievement of goals.

*“I feel they were very knowledgeable
and also had good real-life situations
to better explain their concepts.”*

Claire

The Right People: Who We Are



Janet L. Mintzer, MSW

President & CEO

Pearl S. Buck International

Janet provides strategic leadership and operational oversight for Pearl S. Buck International. She has been involved at every level at Pearl S. Buck International, domestically and abroad. Janet successfully developed independent affiliated organizations to serve children in Republic of Korea, Taiwan, Thailand, and The Philippines, while continuing operations in Vietnam, and creating a strong partnership and new programs in China.

Janet received her Bachelor of Arts and Master of Social Work from Temple University. She also earned a Foundations Certification from the Intercultural Communications Institute.



Laura Lomax

Vice President of Programs

Pearl S. Buck International

Laura oversees education programs and intercultural initiatives at Pearl S. Buck International. Her experience includes working with marginalized communities and creating effective programs for delivery of services.

Laura has more than 30 years of organizational leadership and program development experience. In addition to her Bachelor of Arts in Anthropology from New York University, Laura earned her Foundations Certification from the Intercultural Communications Institute. She is licensed as a Qualified Administrator of the Intercultural Development Inventory assessment and certified as a trainer by the Emotional Intelligence and Diversity Institute. Laura also is a certified trainer and facilitator of Race and Reconciliation conversations and a Cultural Detective.



“I loved this program. I think it provided a very different look on leadership than what we usually work on, and provided an opportunity for fabulous conversation on the topic.”

Celina



Mission

Pearl S. Buck International provides opportunities to explore and appreciate other cultures, builds better lives for children around the globe, and promotes the legacy of our founder by preserving and interpreting her National Historic Landmark home.

Vision

The legacy of Pearl S. Buck unites nations, societies, communities and individuals with an appreciation for cultural differences and a commitment to service.

We Believe

- All children should receive education, nutrition and preventive health care to become self-sufficient.
- All children should grow up with cultural competence to be successful in a global environment.
- All individuals can improve conditions and resolve problems if they understand and appreciate cultural differences, establish relationships with people from other cultures and build strong alliances with different cultural groups.
- The Pearl S. Buck House should inspire visitors to embrace and engage in continuing her legacy by making meaningful, lifelong contributions within the community



520 Dublin Road
Perkasie, PA 18944
215-249-0100, x 128
www.pearlsbuck.org

email: llomax@pearlsbuck.org