



**City of Miami Beach, FL
Cultural Competency/Diversity Training
2019**

RCultures Concept

Even in the most high-pace of industries, complacency is not only the enemy, but a constant reminder that motivation levels are running low. Getting along with your team is only step one in creating a fun, productive work atmosphere – step two is properly communicating goals and getting everyone aligned and focused on those goals to accomplish the mission. That’s where RCultures comes in. We provide solutions that help organizations accomplish their mission with the ultimate solution to corporate trainings. We accomplish this by aligning three key drivers of success – approach, process and strategy.

Cultural Competency/Diversity Training

In response to these needs and the changing demographics of Florida and the need for residents to embrace its evolving cultures, RCultures, Inc. established a south countywide ***Cultural Competency/Diversity Training (CCDT)***. Through CCDT, participants learn to view each individual as having a unique culture, and gain tools to develop more culturally proficient personal and professional behaviors. The training addresses knowledge, attitudes and skills by building on the RCultures steps to cultural competency:

- Recognize your tape recorders
- Consider others tape recorders
- Understand different perspectives
- Listen to both tape recorders
- Time Comfort and Trust
- Useless Information
- Reach Agreement
- Expect Resistance
- Simplify an action plan

Rather than singling out specific groups or ethnicities by developing “lists” of values and beliefs, the approach focuses on communicating, building trust, being sensitive, recognizing and learning about the unique and special qualities of various cultures. In addition, RCultures provides trainings on customer service, prevention of sexual harassment and violence in the workplace.

RCultures, Inc. continues to adapt the curriculum for a variety of private businesses and public entities that may also benefit from improved cultural competence in dealing with their own employees, customers, and communities. Examples of those organizations are the Broward Sheriffs Office, Boynton Beach, Miami Beach, Sarasota and Delray Beach Police Departments, Department of Health, State of Florida, the Cities of Boynton Beach, Lauderdale Lakes, Doral, Delray Beach, Opa-Locka, Ft Lauderdale, Tallahassee and Desoto and Austin, Texas. The list also includes, Towns of Cutler Bay and Surfside, the Villages of Pinecrest and Key Biscayne, Palm Beach Fire Rescue, and Palm Beach Health Department. In addition RCultures has provided training to the National Forum for Black Public Administrators, MEC Ministries, Convey Health Solutions and UCB Pharmaceuticals in Atlanta Georgia.

RCultures, Inc. Qualifications and Experience

RCultures, Inc. has extensive experience reaching, engaging, and providing cultural competency training. Response to both the concepts of cultural competency and the trainers who present the workshops has been exceptional. While evaluation data show gains in knowledge and high-perceived value of the program, results may perhaps best be demonstrated by participants' comments. Several quotations that follow from post-training evaluations are representative:

"(I came expecting...) to be trained on culture and how to not stereotype and be more culturally diverse. (I got...) so much more! The training has opened my eyes to many aspects in life and will definitely reflect future actions and relations I have with people or situations in my life. Thank you for teaching me so much these past few days – loved it!"

"(I came expecting...) tools that I can use in my everyday life. (I got...) the knowledge that every encounter is cross-cultural and I should be aware of my values and biases & be more open & respectful. This was very informative and life changing for me. I was challenged but feel that it was needed – I can only hope that I keep this with me for years to come."

"(I came expecting...) to have a lot of knowledge but soon found out that I have a lot to learn. (I got...) a greater understanding of knowing about the value of others and that I have to know self-first. I could not wait to get here each day."

Key Program Staff

Rick Caldwell, the President of RCultures, Inc. has extensive expertise in curriculum design with focus on diversity and multi-cultural experiences, and is exceptionally well qualified to implement and facilitate the trainings. He possesses the qualifications and is effective in establishing a supportive learning environment and an atmosphere of mutual respect and trust, both among participants, and between the participants and trainer. In addition, the facilitator understands that the course is designed to help participants heighten their awareness, improve their knowledge, and increase their skills to work effectively in a diverse work environment, and have demonstrated their abilities to help participants accomplish those objectives.

Description of Services to City of Miami Beach

RCultures, Inc. will provide the following training workshops:

- 25-30 participants
 - (4 Hour Training on Cultural Competency/Diversity)

All training will be held at the City of Miami Beach training facilities. RCultures, Inc. and the HR Department will jointly schedule use of facilities and RCultures will provide all equipment and materials. The participants will get an overview of diversity and self awareness and walk away with an understanding of how to identify cultural differences.

Schedule of Services

The HR department and RCultures will schedule the training once the agreement is signed.

Cost of Services

Workshop fees are as follows:

- 4 Hour Workshop - \$1200.00 per workshop
- Approximately 56 total workshops
- Price includes:
 - Facilitator fees, travel and expenses
 - Exclusive online access to RCultures and quarterly newsletter

RCultures, Inc. will submit a contract to City of Miami Beach. Invoices will be provided on the day of the workshop and payment is due within 30 days.

Contact Information

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