



MANAGING DIVERSITY IN A MULTICULTURAL WORKPLACE (MDC) Course Overview and Syllabus

Overview

In today's interconnected world, leadership extends far beyond local boundaries. How do you inspire people from different cultural, religious, educational, gender, and economic backgrounds to work together toward a common purpose? How do you build trust, show respect, and unite a team that represents the diversity of our global community?

This course, Managing Diversity in a Multicultural Workplace (MDC), is designed to help students develop the mindset, skills, and cultural intelligence needed to lead effectively in a rapidly changing, borderless world. Combining an understanding of global cultures with key management principles, this course equips future leaders with the ability to communicate across differences, foster inclusion, and turn diversity into a strategic advantage.

Through engaging discussion and reflective activities, participants will learn how to adapt their leadership style to different cultural contexts and manage teams with empathy and awareness. The course also addresses modern workplace challenges, such as cross-cultural communication, unconscious bias, and managing multicultural teams in international settings. Emphasis is placed on developing self-awareness and emotional intelligence—core traits of effective global leaders.

Ultimately, AHA's goal is for every student to emerge from this course as a Global Leader—one who values and works effectively with people from all backgrounds, contributes positively to their organization, and makes a meaningful difference in an increasingly interconnected world.

Getting Started!

Personalized World Campus Login

Your school faculty member will give you directions on how to register for your first course and add on more courses as you advance through the AHA World Campus program. You are only allowed one login. If, at anytime you forget your login, your faculty member can help you retrieve it.

On your first-time logging in you will be asked to complete additional registration steps. These steps allow you to create a password, select a student avatar picture, review our honor code and watch the World Campus Orientation. This orientation will help you learn about AHA, our overall course goals and how to navigate the system. Once you have watched the orientation in its entirety, you then will be given full access to the World Campus system and your courses.

Home Page

Each time you login to AHA World Campus, you will be taken to the homepage. This is where you can access your course, transcript, additional professional development activities and our daily "aha Moments" designed to inspire an **A** amazing **H**ospitality **A**ttitude.

Help Desk

You will also find the Help Desk on the homepage. If you have any concerns or questions, please complete a Help Desk form and it will be sent to the AHA Training and Development team. Please allow 24 hours to receive a response.

Transcript

The Transcript tab allows you to view your current progress in all AHA World Campus courses and is also where you will find your course certificate upon successful completion of the course.

AHA World Campus Course Curriculum

Curriculum (AHA Course)

On the homepage you will find the curriculum tab up at the top navigation bar and in the box labeled **Get Ready**. Click on these tabs and you will be taken to your course to begin or continue. There are 10 MDC modules. Each module will contain the following activities, which are explained in more detail below:

- ✓ MDC Seminar(s)
- ✓ Seminar Assessment Quiz
- ✓ Skill Builder Activities
- ✓ Online Discussions
- ✓ “a ha!” Moments

Seminars

When you click on “Seminars,” you will find a corresponding seminar for each module. These are a series of self-paced, interactive sessions. Each seminar is voiced over, so make sure the volume of your computer is turned up. You can click pause at any time and replay a previous slide by using the seminar navigation system. We encourage all participants to take notes and use these as study material for the final exam.

Quizzes

Once you feel confident with the knowledge presented in the seminar, you are now ready to take the corresponding quiz. Click on “Quizzes” and select the quiz that is in the same Module folder as the seminar you watched. You will have **ONLY two attempts** to pass each quiz with a passing grade of **70%**. If you feel you need to retake a quiz, please discuss it with your school faculty member.

Skill Builder Activities

The skill builder activities allow students to put theory into practice and build on the knowledge and skills gained from the seminars. There will be a corresponding Skill Builder for each Module. Click on the Module and follow the instructions. **Each Skill Builder is worth 5 points**. Students receive 5 points for completing them and 0 points for an incomplete activity.

Online Discussions

The discussion forum allows students to reflect on their experiences and share these experiences with fellow students and instructors. There will be a corresponding Discussion for each Module and they are worth 5 points each. Click on the Module and reply to the various discussion posts. Students are required to post a reply and one response per discussion in order to earn the 5 points.

Examinations

One examination will be given for this course. The final exam will appear in Module 10 after you have finished with that module’s activities. Before taking your final exam, you will be asked to complete a course evaluation to help AHA further enhance our system and courses.

Please note that your final exam is automated and **ONLY** come on when you have completed **ALL** activities. Each module must have all green checkmarks in order for the final assessment to be activated.

Grading and Special Designation

A student must have a minimum grade of 70% to earn the AHA World Campus course certificate from AHA World Campus. **NOTE:** The AHA World Campus course grade may differ from your final school grade as your school may have a different grade criteria and percentage allocation. The grade from your school is the official grade that will be seen in your Transcript of Records. Students who receive a final grade of 93% or higher will receive a special citation from the American Hospitality Academy.

Your final grade in the course will be computed based on the following criteria and weight distribution, for a total of 100%.

Grading Scale

Quizzes:	25%
Final Exam:	25%
Activities:	50% (Online discussions and skill builders make up this percentage)

“a ha!” Moments

At the end of each seminar, you will be asked to watch what we call an **“a ha!” Moment**. What is an “a ha!” Moment? It is a mini lesson within the lesson that allows you to reflect on what you have learned and inspires and motivates you to continue to embrace the **Amazing Hospitality Attitude!**

Career PREP- A virtual Career Guidance Center

Career PREP gives AHA World Campus participants the opportunity to gain additional professional development skills by creating a personalized “virtual” Career PREP Portfolio. Through engaging workshops and activities, you will have the opportunity to develop a Career PREP Portfolio to carry with you when you head out into the world. The four career prep badges include:

Service Excellence

The difference between ordinary and extraordinary is that little bit extra. Think about what type of guest service provider you want to be. Will you create positive and lasting memories in your guest interactions? Will you choose to make a difference? This workshop will show you how to deliver exemplary guest service in the workplace.

Smart Goals

The ultimate objective of goal setting is to be proud of the person you see when you look in the mirror. Your goals represent what is important to you, and what you want to get out of life. It is these goals that help motivate you to accomplish the things that matter.

Resume & Cover Letter

An excellent resume has the power to open doors. In this Career Prep workshop, you will learn the latest resume and cover letter techniques that will allow you to stand out and grab the attention of your desired employer. You will increase your chances for getting a great job in the field you love.

Interview Skills

This badge activity provides you the opportunity to personally practice the interview process by answering the Top 20 questions that applicants are typically asked during a job interview. Once you answer a question, sample answers are provided.

Appendix 1

Module Descriptions

M1 Diversity and Management Skills

Diversity shapes every aspect of the workplace—from performance and motivation to communication and success. In this first module, you'll explore the fundamental questions: What is diversity? What is management? And most importantly, what does it mean to manage diversity? By understanding these core concepts, you'll begin to see how effective diversity management strengthens teamwork, enhances innovation, and creates a more inclusive and productive workplace. *After completing this module, participants should be able to:*

- Explain how diversity is linked to high workplace performance.
- Apply the four functions of management to real- world workplace scenarios involving diverse teams.
- Compare and contrast traditional leadership approaches with strategies used by global leaders in diverse environments.
- Assess the impact of diversity initiatives on workplace culture and team performance.

M2 Developing Inner Leadership Part 1

Leadership experts around the world agree that to be an effective manager, you must first learn to lead and manage yourself. Before you can inspire and guide others, you must understand your own values, strengths, and motivations. Part 1 of this course focuses inward—on discovering the Global Leader in You. Through reflection and self-assessment, you'll explore the personal qualities, attitudes, and behaviors that form the foundation of authentic leadership in today's multicultural workplace. *After completing this module, participants should be able to:*

- Explain how diversity is linked to high workplace performance.
- Apply the four functions of management to real- world workplace scenarios involving diverse teams.
- Compare and contrast traditional leadership approaches with strategies used by global leaders in diverse environments.
- Assess the impact of diversity initiatives on workplace culture and team performance.

M3 Developing Inner Leadership Part 2

Great leaders share common qualities that transcend borders and industries. This module explores the ten inner leadership traits that effective leaders and managers consistently demonstrate—regardless of their profession, culture, or country. These universal qualities form the foundation of successful leadership and include characteristics such as integrity, self-discipline, empathy, confidence, and vision. In this module, you'll learn how to recognize and develop these traits within yourself, strengthening your ability to lead in a multicultural environment. *After completing this module, participants should be able to:*

- Explain how diversity is linked to high workplace performance.
- Apply the four functions of management to real- world workplace scenarios involving diverse teams.
- Compare and contrast traditional leadership approaches with strategies used by global leaders in diverse environments.
- Assess the impact of diversity initiatives on workplace culture and team performance.

M4 Culture and Cultural Conditioning

Culture shapes the way we see, think, and lead. Building on what you learned in earlier modules, this module explores the meaning of culture and cultural conditioning—and how these powerful influences affect behavior, communication, and leadership styles. You'll discover how your own cultural background shapes your perceptions and decisions, and how understanding these dynamics can help you manage and lead diverse teams more effectively. *After completing this module, participants should be able to:*

- Analyze how cultural values and conditioning influence the way people interpret events and behaviors.
- Evaluate the impact of cultural differences on communication, relationships, and workplace interactions.
- Develop strategies for learning about other cultures and applying cultural awareness to enhance inclusive behavior.
- Demonstrate adaptability and respect when collaborating with individuals from diverse cultural backgrounds.

M5 Overcoming Cultural Barriers and Stereotypes

Breaking down barriers begins with understanding. This module examines how stereotyping and prejudice can create obstacles to communication, teamwork, and leadership in a multicultural environment. You'll learn how these biases form, how they influence perception and behavior, and how they can damage relationships and productivity in the workplace. *After completing this module, participants should be able to:*

- Apply inclusive communication strategies that replace divisive language and support collaboration.
- Analyze and evaluate workplace situations to determine how stereotypes affect performance and assess strategies for reducing bias.
- Create practical solutions—such as team activities or training initiatives—that apply core values to break down stereotypes and promote inclusion.
- Develop a personal action plan for practicing inclusive behaviors, challenging stereotypes, and modeling respect as a global leader.

M6 Effective Cross Cultural Communication Part 1

Communication is the foundation of global leadership. In this module, you'll review the 10 key principles of effective communication recognized by leadership experts worldwide. These universal principles will help you strengthen your ability to connect with others across cultures, convey your message clearly, and build trust and understanding in any setting. *After completing this module, participants should be able to:*

- Analyze how different communication methods affect leadership effectiveness in culturally diverse environments.
- Evaluate the effectiveness of various communication approaches for building trust and collaboration in professional settings.
- Practice and apply your personal communication style to enhance leadership presence and professional development.
- Integrate and create a personal leadership strategy that incorporates the 10 principles of effective global leadership into communication practices.

M7 Effective Cross Cultural Communication Part 2

This module builds on your understanding of global communication by introducing additional tips and techniques for interacting effectively across cultures. You'll explore strategies for overcoming language barriers, interpreting nonverbal cues, and adapting your communication style to meet diverse cultural expectations. By the end of this module, you'll feel more confident communicating with empathy, respect, and professionalism in any multicultural setting. *After completing this module, participants should be able to:*

- Describe and apply effective cross-cultural communication techniques to support collaboration in diverse workplaces.
- Analyze examples of behaviors that either encourage or prevent effective communication across cultures.
- Evaluate the impact of cultural miscommunication on trust, productivity, and team collaboration.
- Design strategies and guidelines for fostering cross-cultural understanding and prevent communication breakdowns in diverse teams.

M8 Managing Conflict

This module focuses on how to effectively manage and resolve conflict within a multicultural workplace. You'll learn how cultural perspectives influence conflict styles and explore strategies for addressing disagreements in ways that promote understanding, respect, and cooperation. Through problem-solving activities, you'll practice techniques for mediating disputes, improving communication, and transforming tension into opportunities for growth. *After completing this module, participants should be able to:*

- Practice giving constructive feedback to reduce the likelihood of conflict escalation.
- Analyze conflict scenarios to determine the most effective resolution strategies.
- Evaluate the effectiveness of different approaches for preventing and resolving conflict.
- Demonstrate and create collaborative problem-solving techniques to resolve interpersonal confrontations.

M9 Building and Motivating Multicultural Teams

The best leaders measure their success by the success of their people. Great leaders understand that their most important responsibility is to develop others—to create an environment where individuals can grow, contribute, and thrive. In the hospitality industry, leadership isn't about authority; it's about empowerment. This module emphasizes the importance of coaching, mentoring, and recognizing potential in every team member. *After completing this module, participants should be able to:*

- Explain leadership practices that focus on building strong teams as the foundation for potential growth.
- Analyze the impact of mentorship on both individual development and overall team performance.
- Describe and apply strategies for building team motivation through trust and meaningful recognition in diverse environments.
- Evaluate different approaches leaders can use to strengthen team collaboration and long-term growth.

M10 Leadership Legacy

The goal of this final module is to inspire you to go beyond leadership defined by skill or position. True legacy leaders not only work effectively with people from all backgrounds—they also respect, value, and celebrate cultural diversity in everything they do. This module challenges you to reflect on the kind of leader you want to be—one who leads with integrity, empathy, and purpose, and who uses their influence to create meaningful change in their workplace, community, and beyond. *After completing this module, participants should be able to:*

- Differentiate between résumé skills and leadership legacy skills, and explain why both are important in career development.
- Reflect on and analyze the difference you want to make in your personal life and career path.
- Evaluate which leadership legacy traits best support your overall goals and vision as a leader.
- Create a personal leadership action plan that integrates legacy skills, meaningful choices, and long-term career goals.