Topics in Public Affairs: Cultural Competency and Diversity Management 511R

INSTRUCTOR INFORMATION:

Instructor: Veronica Savage M.P.A., Ed.D.
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OFFICE HOURS:
Please contact the instructor via email or by telephone if you have questions or concerns.

REQUIRED TEXT:


Additional readings: Additional readings and current articles may be identified and posted into the Course Documents area of Blackboard.

RECOMMENDED READING:


COURSE DESCRIPTION: Students will study the leadership theories, skills and practices related to the role of cultural diversity in public management including: the foundation of diversity as an issue in public management; the legal case for diversity; diversity and public service delivery; and diversity assessment and planning strategies.

STUDENT LEARNING OUTCOMES:

1. Define cultural competency
2. Describe the need for cultural competency in public administration
3. Identify challenges of an increasingly diverse workforce
4. Discuss the importance of cultural competency in service delivery
5. Understand cultural competency and diversity legislation
6. Understand how to assess cultural competency
7. Create a cultural competency organization plan that reflects the student’s awareness of a diverse workforce, cultural competency legislation, service delivery, and assessment
TEACHING STRATEGIES:
Content is delivered through textbook, online videos, and discussions.

EVALUATION METHODS AND GUIDELINES FOR ASSIGNMENTS:
Discussion Forum Participation  30%
Writing Assignment and Power Point Presentations  30%
Final Power Point Presentation Project  40%

EVALUATION AND GRADING: Each student will be graded on posts on the discussion forum, weekly assignments (power points presentations and writing assignment) and the final project.

Learning Objectives Evaluated:
1. Identify the reasons to investigate both diversity and cultural competency and public administration
2. Describe the changes in the demographic changes and increasing diversity of the United States workforce
3. Evaluate the importance of cultural competency and service delivery
4. Justify the legal case for cultural competency
5. Identify the steps needed to conduct a cultural competency assessment
6. Create an organizational cultural competency plan

October 14th –October 20th

Week One: Diversity and Cultural Competency as Issues in Public Management

This week we will evaluate the framework for diversity and cultural competency as an issue in public management.

(1) Text Reading Assignment: Rice, 2 & 7 and (Norman-Major and Gooden, 1 &2 in Course Documents area)
(2) Forum Discussion Questions
(3) Writing Assignment: Future of Cultural Competency and Diversity Management in the Public Sector
*Review written assignment details if taking this course as an undergraduate student.
October 21st – October 27th

Week Two: Workforce Diversity

This week we will explore changes in the workplace and how to build a culturally competent organization.

(1) Text Reading Assignment: Rice, 3, 4 and 6 and (Norman-Major and Gooden, 5 & 9 in course Documents area)
(2) Forum Discussion Questions
(3) Power Point Presentation: Changes in the global workforce

October 28th – November 3rd

Week Three: Meeting the Challenge: Cultural Competency and Service Delivery

This week we will examine the topic of cultural competency and service delivery.

(1) Text Reading Assignment: Rice, 11 and (Norman-Major and Gooden, 1 & 2 in Course Documents area)
(2) Forum Discussion Questions
(3) Power Point Presentation: Cultural competency as a means of improving service delivery

November 4th – November 10th

Week Four: The Legal Case for Cultural Competency

(1) Text Reading Assignment: Rice, 10 & 11 and (Norman-Major and Gooden 3 & 11 in Course Documents area)
(2) Forum Discussion Questions
(3) Power Point Presentation: An examination of the legal case for cultural competency

November 11th – November 17th

Week Five: Assessing Diversity Management and Cultural Competency

This week we will explore the strategies needed to assess the cultural competency of an organization.

(1) Text Reading Assignment: Rice, 11 & 12
(2) Forum Discussion Questions
(3) Power Point Presentation: Cultural competency assessments
November 18\textsuperscript{th} – November 24\textsuperscript{th}

Week Six: Diversity Management and Course Reflections

This week we will discuss diversity management and reflect on the key concepts from the previous weeks.

(1) Text Reading Assignment: All previous reading assignments and Rice, 13 & 14
(2) Forum Discussion Questions
(3) Final Course Assignment (Power Point Presentation): Organizational cultural competency plan using concepts from previous weeks.