

Pearl S. Buck  
INTERNATIONAL



*Opening Doors to the World*

## **The Welcome Workplace**

A Model for Creating a High Performance Culturally Responsive Learning Community

Submitted to:

Quakertown Community School District

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By:

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## **Introduction**

Pearl S. Buck International submits this proposal to outline the development of a system-wide diversity and inclusion initiative for Quakertown Community School District (QCSD). Using the Welcome Workplace model, Pearl S. Buck International professional trainers and staff will work with the district leadership and stakeholders to build individual and group intercultural competency: the knowledge, awareness and skills to navigate a variety of cultural contexts. Cultural proficiency is an essential skill that leads to improved intergroup relations, organizational practices and performance outcomes. Moreover, according to the Workforce 2020 report, cultural competency is critical for today's students to become tomorrow's productive citizens. Our research-based program is centered on measuring competency, providing interactive workshops, establishing an accountability group, co-creating an action/equity plan, and includes a 2-day professional development and planning retreat at Pearl S. Buck International.

## **Mission Statement for this Proposal**

Pearl S. Buck International (PSBI) is submitting this proposal to develop and implement the Welcome Workplace program for intercultural competency assessment and diversity and inclusion training at Quakertown Community School District (QCSD). The proposal outlines:

- The intercultural assessment to objectively measure organizational climate and cultural proficiency of all vested individuals
- Workshop(s) to present core concepts and assessment results for board, administrators, teachers and parents
- The establishment of a steering committee (with representation from leadership, staff, students, parents, community) to be the entity accountable for clarifying 'diversity' vision and goals, evaluates district and building policies, procedures and best practices, disseminates information, tracks and monitors relevant data, and sustains progress.
- A 2-Day professional development retreat, during which participants will review the Diversity and Inclusion work from the past 7 months, finalize the QCSD Action Plan and prepare for implementation.

## **Objectives**

As a result of the Welcome Workplace process, participants will:

- begin the process of creating an inclusive learning community that welcomes differences and commonalities of its leadership, staff, students, parents and community.
- build intercultural competency skills within the schools to support the development of a global mindset, an essential 21<sup>st</sup> century skill for good citizenship.
- understand that knowledge of 'cultural' sense can improve interactions with co-workers, students, parents and community members
- increase the participant's understanding of history and special concerns of various segments of the school and community
- reduce the number of incidents and complaints based on differences, such as race, socioeconomics, gender, sexual orientation, special needs, etc.
- improve the public's understanding and support of QCSD mission and vision

## **Phase 1: Foundation**

**(Months 1-2)**

During this Phase all QCSD board and staff will take the intercultural assessment and participate in workshops that offer an overview of the Welcome Workplace process including the Group Profile assessment results. Each participant will take an online assessment to measure their perceived and actual ability to interact effectively with people from different cultural backgrounds. Following the assessment and group profile, individual one-one meetings are conducted for respondents to review the results and the development plan with a Qualified Administrator. All results and conversations are confidential.

1. Program Overview presented to Board and Administrative Staff, as requested (.5 hours)
2. Intercultural Competency Assessment: All QCSD board and staff take 50-question online survey (Allow 40 minutes for the pre-workshop activity)
  - a. The cornerstone of our program is the Intercultural Development Inventory (IDI) to assess individual and group proficiency. Respondents will take the online Intercultural Development Inventory (IDI). The individual surveys are completed and compiled to produce group and individual profile reports.
  - b. Retreat participants will be emailed their login credentials to take the IDI prior to the retreat so that the group profile is available for the Qualified Administrator to explain at the Foundational workshop.
  - c. The individual one-hour meetings for Board, administrative and steering committee staff will be scheduled after the retreat.
  - d. Groups that will take the assessment are:
    - i. Board
    - ii. Administrative team
    - iii. Staff, including teachers, nurses, guidance counselors
    - iv. Other staff, such as transportation, food service, etc.
    - v. Steering Committee (or Diversity and Inclusion Council) – these respondents might also be represented in one of the above groups.
    - vi. Parents (Note: this will be a different assessment tool during month 3)
3. The Guided Development Approach to Building Cultural Awareness for Leadership (2 hours)
  - a. Define Leadership vision and goals
  - b. Participants are engaged in an introduction to concepts of culture, diversity, inclusion, Intercultural Competency and the model for measuring cultural proficiency.
  3. Group Profile is reviewed. (Board and Administrators will be debriefed on group result in separate session)
4. The Guided Development Approach to Building Cultural Awareness for Teachers (2 hours per location)
  - a. Define Leadership vision and goals
  - b. Participants are engaged in an introduction to concepts of culture, diversity, inclusion, Intercultural Competency and the model for measuring cultural proficiency.
  - c. Group Profile is reviewed.

5. The Guided Development Approach to Building Cultural Awareness for Steering Committee - Diversity and Inclusion Council (2 hours)
  - a. Define Committee vision and goals
  - b. Participants are engaged in an introduction to concepts of culture, diversity, inclusion, Intercultural Competency and the model for measuring cultural proficiency.
  - c. Group Profile is reviewed.
  
6. Individual Profile and Individual Development Plans
  - a. The following will meet in one-one meeting with Qualified Administrator to review results and individual plan:
    - i. Board members
    - ii. Administrators
    - iii. Steering committee
  - b. Other staff, including teachers will receive the guided development group workshop described below in their respective buildings.
  - c. Parents can participate in the assessment process through use of a different but equally effective tool to measure their cultural proficiency.

## **Phase 2: Sustaining Accountability/ Steering Committee (Months 3-7)**

Select participants, including staff from each building, student, parent, and community members make up the steering committee (can be referred to as Diversity and Inclusion Council). This accountability group is charged with developing the vision and goals for the QCSD program as well as measure its performance. Additionally, this steering group examines the school policies, procedures, curriculum and data to assure they are in alignment with the culturally responsive learning community principles and practices.

The themes for the Committee include:

- Institutional commitment
- Welcome Workplace model for sustainable inclusive climate
- Recruitment, retention and professional development
- Curriculum and culturally responsive teaching to prepare all students to be global citizens.

This Committee also is the body that receives ongoing training on core content and best practices while becoming the internal intercultural competency resource to QCSD.

### **Phase 3: Knowledge into Action**

**(Months 8)**

#### **2-Day Professional Development and Planning Retreat**

This 2-day for administrators is a team-building program during which the action plan that has been crafted by the steering committee is presented.

#### **Sample Training Day #1**

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8:30-10:30 am.	7 Months in Review: Recap of Core Intercultural Competency Concepts
10:30-10:45am.	Break
10:45-12:00 pm.	Learning within the Context of Culture
12:00-1:00 pm.	Boxed Lunch
1:00-2:00 pm.	Language of Equity: QCSD Shared Definitions
2:00 -3:30 pm.	Case Studies: Examining real incidents and achieving positive outcomes

#### **Sample Training Day #2**

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8:30-10:00 am	Tour of the Pearl S. Buck House
10:00-10:15 am	Break
10:15-12:00 pm	Action Planning: Creating a Culturally Responsive Learning Community
12:00-1:00 pm	Lunch
1:00-3:30 pm	Next Steps/Going Forward

This proposal reflects the review of information about QCSD and the 10/24/2017 conversation with Dr. Harner and Dr. Hoffman. We are flexible in our approach and welcome feedback or new data that might require we revise this proposal. We have addressed all constituencies within the district and are proposing another program for students, under a separate proposal, *Culture Connect*.

Pearl S. Buck International looks forward to working collaboratively with QCSD to co-create an exemplary learning community that can be a model to help other districts facing similar challenges in our region and across the nation. Beyond the scope of this proposal, we are available to continue advising and supporting QCSD, as requested.

Welcome Workplace Proposal for:  
**Quakertown Community School District**  
 25-Oct-17

<b>PHASE 1: Foundation</b>		
<b>Board (9* members)</b>		
IDI Assessment	30-40 minute online assessment \$15.00 + \$2.00 administrative fee	\$153.00
Program Overview/Group Profile	2-hour workshop	\$500.00
Individual Profile Review and Plan	1 hour review and planning meeting/respondent	\$900.00
<b>TOTAL</b>		<b>\$1,553.00</b>
<b>Leadership (22* including administrators, principals, cabinet members)</b>		
IDI Assessment	30-40 minute online assessment \$15.00 + \$2.00 administrative fee	\$374.00
Program Overview/Group Profile	2-hour introductory workshop	\$500.00
Individual Profile Review and Plan	1 hour review and planning meeting	\$2,200.00
<b>TOTAL</b>		<b>\$3,074.00</b>
<b>Teachers (400* teachers, including nurses, guidance counselors)</b>		
IDI Assessment	30-40 minute online assessment \$15.00 + \$2.00 administrative fee	\$6,800.00
Program Overview/Group Profile	2-hour introductory workshop per location	\$5,000.00
<b>TOTAL</b>		<b>\$11,800.00</b>
<b>DI Council (15* - including designee from each building plus teacher, student, parent, community member)</b>		
IDI Assessment	30-40 minute online assessment \$15.00 + \$2.00 administrative fee	\$255.00
Program Overview/Group Profile	2-hour introductory workshop	\$500.00
Individual Profile Review and Plan	1 hour review and planning meeting	\$1,500.00
<b>TOTAL</b>		<b>\$2,255.00</b>
<b>Parents (20*)</b>		
Intercultural Effectiveness Scale Assessment	30-40 minute online assessment \$12.00 + \$2.00 administrative fee	\$280.00

Program Overview/Group Profile	3-hour introductory workshop	\$750.00
<b>TOTAL</b>		<b>\$1,030.00</b>
<b>TOTAL PHASE 1</b>	<b>Assessment of 466 respondents/ 40 Individual reviews and plans/ 14 Group profiles meetings</b>	<b>\$19,712.00</b>
<b>PHASE 2: Sustaining Accountability / Steering Committee</b>		
Steering Committee (DI Council): Accountability group for assuring the dissemination of workshop information and material, tracking data and monitoring progress.	The DI Council will participate in 5 monthly 2-hour train-the-trainer workshops.	\$2,500.00
Develop Organizational Action Plan, including implementation plan	DI Council will develop the QCSD Action/Equity plan in consultation with Pearl S, Buck International (5 hours)	\$1,000.00
<b>TOTAL PHASE 2</b>	<b>Steering Committee/ Trainer Development</b>	<b>\$3,500.00</b>
<b>PHASE 3: Month 8 Knowledge Into Action</b>		
Day 1 Workshop (6 hours)	QCSD Diversity Plan presentation	\$2,500.00
Day 2 Workshop (6 Hours)	Review of DI Implementation Plan	\$2,500.00
Training Materials	Compilation of Training Materials, plans, templates, activities, etc. (30)	\$1,500.00
<b>TOTAL PHASE 3</b>	<b>2-day Professional Development and Planning Retreat</b>	<b>\$8,000.00</b>
<b>TOTAL PHASES 1-3</b>		<b>\$31,212.00</b>

\* Based on assumptions about number of participants. Pricing may vary based on changes in number of participants

**Quakertown Community School District (K-5, 6, 7-8 and 9-12 configuration)**

- 6 elementary schools
- 1 6th Grade Center
- 1 middle schools
- 1 high school
- 1 Technical school