



OR 4000:

# The Impact of National Cultures on an Organization's Resilience



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"Live" eLearning

## Organizational Behavior Professional Development Program

Resilience.  
Education.  
Credentialing.



The International Consortium  
For Organizational Resilience

# The Impact of National Cultures on Resilience Programs



**Audience:** This course is a must for any professional who works in any of the disciplines that support a resilient organization. This specifically includes professionals responsible for ensuring resilience across international operations.

**Description:** The purpose of OR 4000, The Impact of National Cultures on Resilience Programs, is to provide students with the competence to observe and understand cultural differences they encounter in other countries, and to work effectively within other cultures in designing and operating resilience and crisis management programs.

As the world becomes more global, businesses must learn how to cope effectively with the many cultural value systems and mannerisms encountered abroad. One of the greatest mistakes leaders and planners can make is assuming their own culture-based values and attributes are always appropriate and will function effectively in other countries and cultures. Understanding the values and traits that are characteristic of other cultures is especially important in resiliency planning.

Most approaches to planning and conducting continuity and crisis operations are built around Western attributes, such as key personnel being willing to make autonomous decisions and to accept moderate risk. Yet many societies are inherently risk-averse, and greatly prefer a collectivist, rather than individualistic, approach to decision making.

This is only one example of cultural differences that are likely to be experienced in different countries, and understanding these differences is the first step in designing practical and effective resilience and crisis actions programs that will work around the world.

## Course Outline

### 1 Culture Basics

- Course content and intent (not an academic exercise, but a pragmatic review of how cultural perspectives can affect organizational culture and associated resilience programs). Bottom line: operational effectiveness
- The distinctions between political culture (beliefs/values about governance, authority, legitimacy), organizational culture (the value system an organization assimilates to frame its operations), and core culture (individual value system)
- Key factors that affect cultural values and characteristics (religion, ethnicity, modernization and globalization)
- Peterson's Scales and intercultural competence

### 2 Application

- The importance of objectivity and informed observation
- Practical application of Peterson's Scales
- Characteristics of Western, African, Middle Eastern, Asian, and Latin American cultures, using Peterson's Scales and other factors
- Defining cultural values and how

### Credentials

A Certificate of Completion is issued based on participation in the discussion forums and the completion of a 1000 word essay. The Peterson Scale evaluation is included in the course fee. 1.4 CEUs 14 Credit Hours

## Understanding Cultural Differences to Increase Resilience

### The ICOR Difference

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Build-Resilience.org | TheICOR.org  
info@theicor.org | +1.630.705.0910 Int'l  
1.866.765.8321 Toll Free North America