

Needs Assessment

Program Overview

Title:	Navigating Cultural Adjustment and Cross-Cultural Communication Program
Organization:	For-profit K–12 International School in Chile
Audience:	International teachers new to the organization

Problem Statement

Approximately 20% of new teachers leave before completing their initial two-year contracts, and 44% do not renew for a second term. This high level of turnover contributes to lower student achievement and learning gains, increases recruiting and onboarding costs, and disrupts overall school stability.

Target Audience Analysis

- Approximately 40% of international teachers are from the United States, while 60% come from other countries.
- The majority of international teachers are new to teaching in Latin America and face significant cross-cultural adjustment challenges.
- Over 52.5% of international faculty hold advanced degrees.

Data Collection Methods

This needs assessment is based on a simulated analysis using multiple data sources, including:

- HR interview
- Survey responses from former new teachers and current Chilean teachers
- New teacher onboarding feedback
- Research on international teacher adjustment and cross-cultural communication

Root Cause Analysis

Transition challenges stemmed from the following gaps:

- Limited cultural awareness

- Communication skill gaps
- Insufficient resilience and self-care strategies

Impact Analysis

Teacher turnover creates financial and organizational challenges, with annual recruiting costs exceeding \$60,000. High turnover disrupts staff stability, negatively impacts student learning, and may reduce parent confidence.

Training Recommendation

This blended learning program supports successful cultural adjustment through cultural awareness, cross-cultural communication, and resilience-building strategies.

Module 1: Understanding Culture Shock and Cultural Differences

- Explore culture shock, stages of adjustment, and cross-cultural communication. Compare cultural communication styles and expectations to recognize and navigate cultural misunderstandings in real-world situations.

Module 2: Building Cross-Cultural Collaboration

- Develop culturally responsive communication and collaboration skills through workplace scenarios, reflection activities, and decision-making practice.

Module 3: Building Resilience Through Global Transitions

- Build resilience and well-being through reflective practices, self-care strategies, and personalized action planning.

Evaluation Plan

Organizational Outcome

- Increase first-year international teacher retention by 15% within 12 months of implementation.

Learning Outcomes

- Demonstrate understanding of culture shock, cultural differences, and culturally responsive practices with at least 80% accuracy.
- Apply culturally responsive communication in workplace interactions.

- Develop a personalized resilience action plan that incorporates self-care strategies for navigating cross-cultural transitions.

Impact/Transfer

- Demonstrate increased confidence and effectiveness in cross-cultural interactions through self-assessments, reflection, and administrator observations.