



## **Caroline Bouten Pinto**

**BA, Grad Cert. Man. Diversity, Cert IV in Assessment and Workplace Training, M Management (Research)**



***Your one-stop-shop for cross-cultural training and diversity management solutions***

**Caroline Bouten Pinto** is an experienced manager, facilitator, researcher and consultant. Her work in the private, not for profit and government sectors focuses on enabling individuals and groups to understand and take into consideration the influences of language, diversity and culture on leadership, management and organisational effectiveness.

Originally from the Netherlands, she migrated from Canada to Australia in 1997 and established Intercultural and Community Development Resources Australia (ICDR) Pty Ltd, in order to contribute to the creation of 'synergy out of diversity' in Australian communities and organisations.

In 2007, she joined forces with the Ethnic Communities Council of Queensland and established the award nominated Partners in Cultural Competence (PiCC) training and consulting unit.

Through her 'Culture Wise Practice'<sup>™</sup> approach to management and leadership, Caroline has assisted hundreds of people, from frontline staff to senior managers, to become 'culture wise' in their everyday work practice and relationships.

"Culture Wise Practice<sup>™</sup> enables individuals and organisations to:

- Understand they are key players in what is created during (intercultural) interactions.
- Develop the skills to explore personal (cultural) perspectives, and those of others.
- Take responsibility for moving beyond the limitations of those perspectives.
- Collectively explore possibilities for meaningful and productive outcomes.

In addition, Caroline has participated in and contributed to national intercultural research projects, and continues to do practice based research in the areas of spontaneous leadership, reflexive practice and cultural responsiveness in organisations.

Caroline holds tertiary qualifications in Adult Education and Community Development and a Masters of Management with a specialisation in managing diversity.

