

Diversity and Workplace Communication

Diversity and Workplace Communication examines the communication challenges created by the rapidly changing demographics of our communities and workplaces. Our backgrounds are so different that in fact, *most communication takes place across cultural lines*. Assumptions and boundaries are examined and communication skills are strengthened through personal histories, self-assessments and communication exercises. Gaining knowledge and acquiring skills that allow the opening of inter-cultural dialogue and discussion of sensitive issues with co-workers, neighbors and friends has become essential to our future.

Participants will learn to:

- ◆ Identify sources of assumptions, through self-assessment, to reveal personal boundaries to accepting diversity.
- ◆ Examine the importance of diversity as a business initiative.
- ◆ Diagnose inter-cultural communication problems within a work group.
- ◆ Recognize verbal and nonverbal aspects of communication that can lead to misunderstandings and miscommunication.
- ◆ Respond tactfully and effectively to racist, sexist or other offensive remarks.
- ◆ Communicate with ease with individuals from different cultures and backgrounds.
- ◆ Develop a personal action plan for stretching cultural boundaries and preparing to face the challenges and meet the opportunities diversity brings.

Participants say:

Gloria has a keen understanding of diversity. She is an impressive speaker.

Gloria's ability to convey information is clear. She supports theoretical information with practical experience.

Gloria gave us insight on different issues--she gave good examples that I could relate to.

Obviously well-versed, read and experienced in subject. Able to bring previous experiences from many seminars.
