

Working Together

Succeeding in a Multicultural Organization

Length: 1/2 Day

Summary: Today's workplace brings together a variety of people with very diverse backgrounds and behaviors. Discover how culture and politics impact your organization and learn to reverse prejudicial thinking and understand how gestures and body language can differ between cultures. This course will guide you through mastering how you think about yourself and others, how to speak and listen effectively to people with different backgrounds, and how to pay attention to the non-verbal language of "where, when, and how" you do things.

COURSE CONTENT

MANAGE YOUR MIND

- What Makes People Different?
- Who Influences You?
- The Good vs. the Bad
- Turning Fear into Curiosity

MANAGE YOUR WORDS

- Name-Calling
- Use Humor Appropriately
- How Words Work

MANAGE THE UNSPOKEN

- Gestures and Body Language
- Making Space
- Match Your Partner's Unspoken Behavior

TAKING ACTION

- Two Sides of Diversity
- Culture--Living, Growing, Changing
- How to Deal with the Prevailing Culture

DIVERSITY