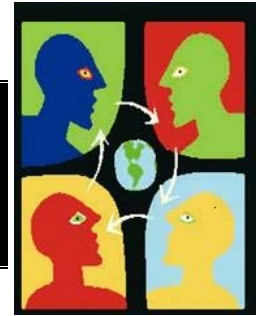


The POWER of ALL A comprehensive Diversity-Inclusion Program



Expand your capacity to serve an increasingly diverse customer base by fully utilizing the power of multiple perspectives.

"Companies competing in today's fast-paced global market tend to favor the broadest definitions of diversity – ones that encompass differences in gender, race/ethnicity, age, physical abilities, qualities, and sexual orientation, as well as differences in attitudes, perspectives and background."

Harness the potential power of all the diverse people in your organization.

The Power of ALL is a comprehensive program that can be presented in its entirety as well as stand-alone segments customized for the audience. Programs may be designed for conferences, key-note speeches, workshops, in-house training, continuing education requirements, university-based programs as well as a series of on-site lunch and learn programs.

A diverse group of **instructors** use brief lectures, case studies, selected references, examples, self-directed assessments as well as guided applications.

Agenda Overview

1. **Organizational systems** - promoting diversity through inclusion in human resources policies and practices, diversity councils as well as team building
2. **Multi-cultural communications** - understanding where people "are coming from," and tools to involve all in meetings, decision-making processes, problem-solving and success building
3. **Diversity-Competent Language in Business: How the right words can make a difference** - applying culturally-competent language in a variety of applications such as one-to-one conversations, memos, letters, conference calls, electronic mail, video conferencing, intra-net
4. **Building a talent bank** - identifying strengths, using appreciative inquiry and matching talents to tasks

5. **Diversity awareness and application** - reducing stereotypes, enhancing understanding and removing barriers to working with multicultural associates and customers.

Content Description

1. Organizational system promote diversity via human resources policies and practices, diversity councils, team building

- The business case for diversity
- Company values
- Formal and informal systems including diversity councils
- HR policies & practices
- Teams – permanent and ad hoc
- Learning Resources: The Business Case for Diversity

2. Multi-cultural communications and R*E*S*P*E*C*T - understanding where people “are coming from,” and tools to involve all in meetings, decision-making processes, problem-solving and success building

- Conducting “modern” *multiculturally*-aware meetings
- Using technology to manage global connections
- Building consensus and implementing plans
- Adapting to different communication styles
- Giving and receiving respectful feedback
- Learning Resources: Emotional Intelligence Works, Transcultural Communication in Nursing and Multicultural Meetings Survey

3. Diversity-Competent Language in Business: How the right words can make a difference – applications for culturally-competent language (written & oral)

- Update your language continuously -- it's not just P.C.
- Put diversity to work electronically -- online & e-mail tips
- Overcome the pitfalls of spoken language
- Learning Resources: Diversity Inc FACTOIDS and Style Guide

4. Diversity Awareness and Application: Cultural Diversity builds understanding

- Comprehensive definition of diversity
- Stereotypes & other barriers
- Multicultural & religious awareness including genders, generations, faiths, countries, etc
- Diversity-competent language

- Learning Resources: Religion in Ohio, Putting Diversity to Work, Connecting Generations, Working Together
- Measurement Tools – Discovering Diversity Profile & The Maturity Model (go to www.Diversity-Matters.net and click on “measurement”

5. Build a talent bank

- **Overview:** One of the most challenging aspects of leadership is creating a match between associates’ talents and the work tasks that need to be accomplished. This session includes tips on how to discover talents, interests and skills and connect them to job performance. For those concerned about retention and succession, an investment into a talent bank can have enormous pay off’s.
- **Topics**
 - Strength identification & promotion
 - Appreciative Inquiry
 - Matching talents to tasks
 - Succession planning
 - Learning Resources: Appreciative Inquiry, excerpts from the book, Soar with Your Strengths, The STEP System to Better Communications

**To discuss your needs and schedule,
contact Susan Schubert,
SusanSays@diversity-matters.net
614.864-5111 ~ cell: 614.309-9717
www.Diversity-Matters.net**