

**TOPICS: Emotional Response to Difference and Effective Communication Across Difference**

**METHOD OF DELIVERY:** In-person 6-hour interactive training using power point, worksheets, group and individual activities, and introduction of tools. (Several breaks will be provided to the participants throughout the training.)

**VALUES:**

**Participants will:**

1. Appreciate the cultural and personality differences and tendencies of their clients and colleagues and how these differences enhance the workplace community.
2. Appreciate individual communication styles and tendencies.

**TRAINING AND LEARNING OUTCOMES:**

**Participants will:**

1. Understand personal communication tendencies via self-assessments.
2. Become efficient communicators across difference and understand different styles / tendencies of communication.
3. Be able to develop a plan-of-action for communication success across difference.
4. Understand the Cultural Competency Continuum, its application and translation to effective tools in the workplace.
5. Understand personal emotional response tendencies to difference via self-assessments.
6. Apply given theories to specific workplace examples and communities with whom they work.

**Title of Presentation:**

Difference is good:

*Learning about you to understand diversity and effectively communicate across difference.*

**Synopsis of Presentation:**

Too often in every day work, “diversity” is a static term that companies translate into numbers. As professionals whose success relies on effectively understanding and communicating with all types of people, we need to create an operational definition of diversity and develop skills that help us effectively address and manage difference (from self). This presentation will introduce the Cultural Competency Continuum and concepts of Emotional Intelligence for Diversity to address ways in which to better communicate and build sustained relationships with their clients.

Presentation Proposal  
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