



Communication Skills for Library Staff

Emphasizing Multicultural Experience

Good communication is crucial to success for any organization. These days, most organizations and institutions are struggling with a communication gap due to a growing immigrant population in many communities. Most often this segment of the community is most in need of information and educational community services. No institution is better positioned to mediate this cultural gap than the library.



Mutual understanding of values, customs and lifestyles leads to better communication across cultures.

This fun and interactive workshop uncovers many vital issues and offers more advice and tips to develop multicultural communication skills and shows how to attract this new immigrant audience.

The topics include but are not limited to

- Communication and cultural considerations
- Barriers to effective communication
- Listening and effective communication
- Positive and negative non-verbal messages
- Communicating for relationship building
- Communication styles in different cultures



Personal benefits: increase effectiveness, job satisfaction, and promotability

Organizational benefits: increase effectiveness, decrease stress, decrease library staff and user turnover

Dr. Nara Venditti is the president and founder of Succeed in America, LLC, a consulting firm that helps individuals and organizations with such issues as workplace diversity, foreign-born employee development, business communication, and multicultural customer service. . She is Diversity Director of the Connecticut State Council of Society for Human Resource Management (SHRM) . Dr. Venditti is recognized by the state of Connecticut as a Naturalized US Citizen who made contributions to better the lives of refugees and immigrants in this country.