



MANAGING MULTICULTURAL DIVERSITY

In today's increasingly diverse team and project oriented workplace capable management of cultural, generational, gender and other differences becomes more and more paramount. Diversity in the workplace is no doubt a complex phenomenon which requires increasing managerial and legal perspective in the 21st century.

Working effectively across differences will ensure that deadlines are met, projects move forward, relationships are built, customers are satisfied, and talents do not go to the competition.

This program will enhance managerial skills with insights on recognizing and leveraging diversity for improved relationships, communication and productivity. It answers the following questions:

- What are the similarities and differences between YOU and the others with whom you work?
- How do personality types affect interactions in the workplace and family?
- Which personality type describes YOU best?
- How different groups of people deal with conflict?
- What do such notions as respect, loyalty or recognition mean to different people?
- How to communicate effectively with diverse employees and customers?
- How to manage across cultures issues such as accent, body language, concepts of time, knowledge transfer, using rapport building language, and more?
- More points



Programs are customized by industry and individual needs. The participants will see how diversity affects such issues as performance, communication, and teamwork.

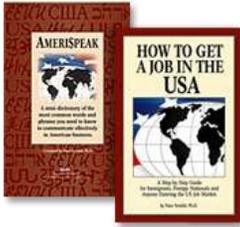
"Very important topic for anyone doing business...". "We need much of this training and interaction." "A lot of fun. Could be an all day session".

*Association For Service Management International
Conference participants*

"Thank you for presenting such a valuable topic in such an entertaining and informative manner. I hope to have an opportunity to hear the speaker again."

*Toastmasters International,
Regional Conference participant*

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 specializes in communication issues for engineers and scientists and technical staff. Author of over than 65 published works including *English-Russian Dictionary on Quantum Generators*, she is the recipient of State of Connecticut Official Citation for her tireless dedication to making a difference in the community. She is Diversity Director of the Connecticut State Council of Society for Human Resource Management (SHRM) and SHRM WC and SOCT.



“Highly recommended”, Richard Bolles,
author, *What Color Is Your Parachute?*