



MANAGING MULTICULTURAL DIVERSITY

This presentation is for those who work with a culturally diverse staff or serve a diverse customer base.

Working effectively across cultures ensures that business interactions have successful outcomes (deadlines are met, projects move forward, relationships are built, customers are satisfied, and talents do not go to competition).

This program covers

- Developing inter-cultural competence
- Communicating effectively with diverse employees and customers
- Managing across cultures issues such as body language, concepts of time, knowledge transfer, using rapport building language, and more
- Building teamwork and relationships in the diverse workplace
- More points



Programs are customized by industry and individual needs

"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 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?*