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**SECTION I
TRAINER/FACILITATOR GUIDELINES**

	Employees at all levels	Managers	Customer Service Staff	Trainers	Human Resources Staff	Executives	Team Building	Communication	Conflict Resolution	Language Barriers	Promotion	Recruitment	Mentoring/Employee Development	Cultural Differences
How to Get the Most From This Kit				◆	◆									
Caveats For Using This Kit				◆	◆									
Do's and Don'ts For Diversity Training				◆	◆									
Diversity Trainer Self Assessment				◆	◆									
Preparing Yourself: You Are the Instrument				◆	◆									
Considerations in Selecting Trainers/Facilitators				◆	◆									
Train-the-Trainer Selection: A Checklist of Essential Qualities in Diversity Facilitators				◆	◆									
Twelve Considerations in Agenda Design for Diversity Training				◆	◆									
Types of Dysfunctional Behavior in Diversity Sessions				◆	◆									
Structuring the Learning Environment				◆	◆									

**SECTION II
DIVERSITY AND ITS IMPACT**

Assessing the Impact of Diversity in Your Organization	◆	◆	◆	◆	◆	◆	◆	◆			◆	◆		
Diversity Dimensions and You	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Diversity in Your Life	◆	◆	◆	◆	◆	◆	◆	◆			◆	◆	◆	◆
Making the Strategic Business Case for Diversity	◆	◆	◆	◆	◆	◆					◆	◆	◆	
Where Do You Stand? Voting With Your Feet	◆	◆	◆	◆	◆	◆	◆	◆	◆					

**SECTION III
DEALING WITH PREJUDICE AND STEREOTYPES**

Signs of Stereotypes and Prejudice at Work	◆	◆		◆	◆	◆	◆	◆			◆	◆		
Assumptions at Work	◆	◆		◆	◆		◆	◆			◆	◆		◆
Interacting With Diversity (Mapping Your Diverse Associations)	◆	◆	◆	◆	◆	◆	◆	◆			◆	◆	◆	◆
Changing Stereotypes: Dispelling the Myths	◆	◆	◆	◆			◆	◆			◆	◆		◆
Wearing Labels	◆	◆	◆	◆			◆	◆			◆	◆		◆
Stereotypes and You	◆	◆	◆	◆	◆	◆	◆	◆			◆	◆	◆	
They All Look Alike	◆	◆	◆	◆				◆			◆	◆		◆
Assumptions: Is What You See What You Get?	◆	◆	◆	◆				◆			◆	◆	◆	
Stereotypes by Geographic Region	◆	◆	◆	◆	◆	◆		◆			◆	◆	◆	

**SECTION IV
UNDERSTANDING CULTURE AND ITS
IMPACT ON THE JOB**

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	Employees at all levels	Managers	Customer Service Staff	Trainers	Human Resources Staff	Executives	Team Building	Communication	Conflict Resolution	Language Barriers	Promotion	Recruitment	Mentoring/Employee Development	Cultural Differences
How Culturally Aware Are You?	◆	◆	◆	◆	◆	◆		◆		◆	◆	◆	◆	◆
10 Commandments of Culture: Analyzing My Own Perspective	◆	◆	◆	◆			◆	◆		◆	◆	◆	◆	◆
Modifying the Golden Rule	◆	◆	◆	◆	◆	◆	◆	◆	◆		◆	◆	◆	◆
Cultural "Sherlock Holmes"	◆	◆	◆	◆				◆						◆
Evolving Attitudes: Changing Cultural Norms	◆	◆	◆	◆			◆	◆	◆		◆	◆	◆	◆
Observing Cultural Differences	◆	◆	◆	◆			◆	◆						◆
Cultural Differences on the Job: Managing a Diverse Staff		◆		◆	◆			◆	◆	◆				◆
Cultural Differences on the Job: Serving Diverse Customers			◆	◆	◆			◆	◆	◆				◆
Cultural Differences on the Job: Working on a Diverse Staff	◆			◆	◆		◆	◆	◆	◆				◆
Understanding Cultural Differences on the Job	◆	◆		◆	◆				◆					◆
Assessing Pluses and Minuses of Different Cultural Norms	◆	◆	◆	◆				◆						◆
The Many Parts of Me Collage	◆	◆	◆	◆			◆	◆						◆

**SECTION V
COMMUNICATION SKILLS FOR A DIVERSE ENVIRONMENT**

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Right Hand/Left Hand	◆	◆	◆	◆	◆	◆		◆		◆	◆			
Have You Ever ...	◆	◆	◆	◆	◆		◆	◆		◆			◆	
Language and You	◆	◆	◆	◆	◆		◆	◆		◆				
Intercultural Communication Hooks	◆	◆	◆	◆	◆		◆	◆	◆	◆				◆
Communication: What's Your Style?	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆			◆
Communicating with Limited English Speaking Individuals	◆	◆	◆	◆	◆					◆				
Giving Feedback in Culturally Sensitive Ways	◆	◆	◆	◆	◆			◆	◆		◆		◆	◆
Overcoming Intercultural Hot Spots in Performance Evaluations		◆		◆	◆			◆	◆				◆	◆
Active Listening: A Key to Resolving Diversity-Related Problems	◆	◆	◆	◆			◆	◆	◆				◆	
Communicating Expectations in a Diverse Environment	◆	◆	◆	◆	◆		◆	◆	◆				◆	

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**SECTION VI
TEAM BUILDING WITH A DIVERSE STAFF**

	Employees at all levels	Managers	Customer Service Staff	Trainers	Human Resources Staff	Executives	Team Building	Communication	Conflict Resolution	Language Barriers	Promotion	Recruitment	Mentoring/Employee Development	Cultural Differences
Establishing Trust on a Diverse Team?	◆	◆	◆	◆		◆	◆	◆						◆
Constructing Team Norms	◆	◆	◆	◆			◆	◆	◆					◆
Increasing Cross-Cultural Sensitivity: A Feedback Tool for Team Effectiveness	◆	◆		◆			◆	◆	◆					◆
Window on the Team	◆	◆		◆			◆	◆	◆					◆
A Yardstick for Measuring Team Growth	◆	◆	◆	◆	◆	◆	◆	◆	◆					◆
Who's Who	◆	◆	◆	◆			◆	◆						
Mission Possible	◆	◆	◆	◆			◆	◆						
Getting to Know You and Me	◆		◆	◆			◆	◆						
Resolving Conflicts in a Diverse Environment: A Case Study	◆	◆	◆	◆			◆	◆	◆					◆
The Impact of Cross-Cultural Norms on Team Behavior	◆	◆	◆	◆			◆	◆	◆					◆
Similarities and Differences: Clarifying Team Relationships	◆		◆	◆			◆	◆	◆					◆
Who Are We? A Team Collage	◆	◆	◆	◆			◆	◆						

**SECTION VII
INTERVIEWING, RECRUITING AND RETAINING EMPLOYEES FROM DIFFERENT BACKGROUNDS:**

Recruiting Sources		◆		◆	◆							◆		
Job Satisfaction Grid: A Retention and Promotion Blueprint	◆	◆	◆	◆	◆			◆			◆		◆	◆
Interviewing: Recognizing Your Bias and Assumptions		◆		◆	◆	◆					◆	◆	◆	◆
Who Gets the Job? A Case Study		◆		◆	◆	◆			◆		◆	◆	◆	◆
Interviewing Role Play: Using Questions to Create a Friendly Interview Climate		◆		◆	◆			◆			◆	◆	◆	◆
Stopping the Brain Drain: Creating a Climate that Retains the Best		◆	◆	◆	◆	◆		◆	◆			◆	◆	◆
Developing Rapport: How Many Ways Can You Build Relationship		◆	◆	◆	◆			◆			◆	◆		◆
The Manager's Recruiting Guide		◆		◆	◆	◆						◆		
Interviewing Cross-Culturally: Identifying Your Hot Buttons		◆		◆	◆			◆			◆	◆	◆	◆
Exit Interview Feedback		◆		◆	◆			◆			◆	◆		◆

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**SECTION VIII
COACHING, MENTORING AND CAREER
DEVELOPMENT WITH DIVERSE STAFF**

	Employees at all levels	Managers	Customer Service Staff	Trainers	Human Resources Staff	Executives	Team Building	Communication	Conflict Resolution	Language Barriers	Promotion	Recruitment	Mentoring/Employee Development	Cultural Differences
Developing Your Professional Network	◆	◆		◆	◆						◆		◆	
Career Goals: Charting Your Course	◆	◆		◆	◆						◆		◆	
What It Takes: Becoming an Effective Mentor	◆	◆		◆	◆	◆							◆	
Understanding the Impact of Culture on Career Development		◆		◆	◆						◆		◆	◆
Coaching Skills Checklist		◆		◆	◆			◆					◆	◆
Becoming a Mentor	◆	◆		◆	◆	◆	◆	◆			◆	◆	◆	
Career Counseling: Assessing the Impact of Your Appearance	◆	◆		◆	◆						◆	◆	◆	
Mentee Progress Report	◆	◆		◆									◆	
Managing Diversity: Essential Leader Behaviors	◆	◆		◆	◆	◆	◆	◆	◆		◆		◆	◆
Valued Management Characteristics		◆		◆	◆	◆					◆	◆	◆	◆
Cultivating Your People: Planting the Seeds of Success	◆	◆		◆	◆						◆	◆	◆	

**SECTION IX
WARM-UP, MIXERS, ENERGIZERS AND CLOSURES**

Good News/Bad News	◆	◆	◆	◆	◆	◆	◆	◆	◆					
Leadership Characteristics... According to Whom?		◆		◆	◆	◆		◆			◆	◆	◆	
Salad Bowl	◆	◆	◆	◆	◆					◆				◆
A Potpourri of Closures	◆	◆	◆	◆	◆		◆	◆						
Mapping Our Diversity	◆	◆	◆	◆	◆			◆		◆				◆
What's Your Style	◆	◆	◆	◆	◆		◆	◆						
Alike and Not Alike	◆	◆	◆	◆	◆		◆	◆						
Similarities and Differences	◆	◆	◆	◆	◆	◆	◆	◆						
A Potpourri of Warm-up Questions and Topics	◆	◆	◆	◆	◆		◆	◆	◆	◆				
Warm-up Processing Formats				◆	◆									
Individual Acknowledgement and Strength Assessment	◆	◆	◆	◆	◆		◆	◆					◆	

