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CONNECTIONS

CONNECTIONS is a series of interactive training and coaching programs geared toward the development of a core set of diversity competencies. It is a skills-based program designed to improve one's ability to effectively communicate, resolve conflict and enhance performance in culturally diverse settings. CONNECTIONS will help your organization improve workforce quality, enhance individual and team performance, increase market sensitivity, and improve employer-employee relations. In addition, because of their enhanced communication skills, participants in this program become more effective at providing quality customer service, coaching and motivating employees, and serving as team leaders.

OBJECTIVES

The primary goal of the CONNECTIONS program is to develop culturally competent individuals that can effectively interact with a diverse array of people in a wide variety of situations. Specifically, by the end of the CONNECTIONS program, each participant is able to do the following:

- Describe his or her communication and work style preferences.
- Use the 4 Key Conditions to create a more positive work environment and to improve cross-cultural communication.
- Apply the L.U.C.A.S. approach to improve interactions with employees, colleagues and customers.
- Apply multiple strategies for managing and resolving conflict.
- Evaluate his or her diversity competencies and create a personal development plan.
- Handle the most common communication problems and situations.

THE CONNECTIONS MODULES

THE DIVERSITY COMPETENCIES

This one-day workshop introduces the 8 competencies needed for effective performance in diverse settings. Utilizing the Empowering Diversity Inventory, participants are able to assess their strengths and weaknesses regarding these competencies and create plans for personal development. In addition, participants examine the impact that differences (e.g., age, gender and race) have on human interaction, and how we can resolve the problems that occur in culturally diverse settings.

IMPROVING MULTICULTURAL COMMUNICATION

This one-day workshop enhances each participant's ability to effectively communicate across cultural differences. During this session, participants assess their communication and work style preferences, and identify how these preferences impact interaction with others. Most significantly, each person is introduced to the 5 primary multicultural communication skills, and has the opportunity to practice using each skill.

MANAGING AND RESOLVING CONFLICT

This one-day workshop helps participants become more effective at managing and resolving a wide variety of conflicts. Using the Conflict Resolution Inventory, participants are able to learn about their preferred conflict resolution style and the multiple strategies that exist for effectively managing conflict and disagreement. In addition, participants are introduced to the cultural dimensions of conflict and are provided with the opportunity to practice using the conflict resolution strategies.



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