



Employee & Family Resources, Inc.®

## Diversity Training and Consultation

More than  
15 years experience  
delivering successful  
diversity trainings

plus

Former Mayor  
Preston A. Daniels as  
Trainer/Consultant

### Six (6) Ways to Build Workplace Diversity Knowledge and Skill

The result: Greater success in making your organization culturally competent, contributing to lasting business success.

1

**4-Session Supervisor/Manager Cultural Competency Training Series:** See a description of each session on page 2.

2

**Business Case for Diversity Presentation: "Giving Diversity the Business":** A 90-minute presentation on why diversity makes good business sense.

3

**Lunch and Learns:** Mini seminars conducted over lunch. You supply the pizza, and we will bring the fun and excitement. 1 -1½ hour training.

4

**The Mayor's Special:** Mayor Daniels believes that each organization is unique and has its own special needs. Your program will be custom-designed after an organizational assessment.

5

**Keynote Address:** Mayor Daniels is available for keynote presentations for special events. He can work with you to design motivating presentations.

6

**"Challenging the Barriers to Opportunity":** Participants are asked to explore core attitudes about others, to challenge attitudes based on faulty information, and to practice skills for change.

# Supervisor/Manager Cultural Competency Training Series

**Four-Module cognitive-based series on diversity that can be conducted on-site.  
Class size is generally restricted to 30 participants.**

Over the course of the four learning modules, we cover awareness, attitudes, knowledge and skills. Participants learn how attitudes develop and how to unlearn negative attitudes and replace them with positive ones. They gain awareness of the diversity issues they face on a daily basis, and how these issues impact their lives and the business of which they are a part. Participants gain empirical knowledge of issues faced by minorities, and learn how including diversity improves our businesses, communities, and lives. All of this is brought together through skill building that prepares managers and supervisors to be successful in facing diversity challenges in the workplace. Your business will benefit well into the future by becoming more inclusive and culturally competent, and it begins with knowledgeable, skilled managers and supervisors!

## **1** Module 1: “Understanding Diversity and More” (Basic training)

This 3-hour on-site workshop is the basic introduction to diversity. It is highly interactive and designed to hold participants’ attention while it builds confidence in their abilities to interact with diverse people. The training uses role playing and provides basic concepts of diversity, such as terms and definitions, for meaningful conversation around diversity issues.

## **2** Module 2: “Walking and Talking With Attitude” (Prerequisite: Module 1)

Our attitudes shape our behaviors. Most of our internal core attitudes were shaped as children and may be based on faulty information. In order to change our attitudes toward others, we must determine if change is needed and how to change. Module 2 is designed to build competence and interactive skills to avoid inevitable cultural missteps. Participants will leave this 3-hour session with the skills needed to make interpersonal changes to long-held belief systems that impede interpersonal relationships.

## **3** Module 3: “What Do You Know? The Past, Present, and Future of Diversity” (Prerequisite: Modules 1 and 2)

The focus of Module 3 is to provide participants with fact-based data about minority communities and about what and how these communities contribute economically to our cities, state, and business. What are the implications of the changing population patterns? What will the future be like? In this 3-hour session, participants will come away with significant understanding of the continuing positive role old and new immigrants play in our society.

## **4** Module 4: “Case-Based Skill Development” (Prerequisite: Modules 1, 2, and 3)

Designed as the linchpin in the manager/supervisor series, this interactive, case-based training reinforces and builds upon the the three previous trainings. It is recommended that Module 4 be a full-day training, but it can be modified to a 4-hour training.

**Trainings can be conducted at your site, saving your organization time and money.**

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