



Diversity Series

5 Sessions –

8-10 Hours of Interactive Training

The Diversity Series from LearnKey provides five complete courses of instruction that help organizations capitalize on their diversity. Courses include Diversity Dynamics; Men & Women Working Together; Leadership Skills for Women; Effective Performance Appraisals; and Delivering Effective Training Sessions.

About The Authors

Odette Pollar is a nationally known speaker, trainer and consultant to business, government and industry.

Rafael Gonzalez, president of Rafael Gonzalez Enterprises, has been in business for 15 years, consulting and training all over the United States and internationally.

Dr. George Simons works in the area of managing cultural and gender diversity.

G. Deborah Weissman brings to her consulting and speaking a rich 15 year industry experience in male and female dominated industries.

Marilyn Manning, Ph.D., is a certified management consultant, conflict mediator, and international speaker.

Patricia Haddock works with organizations to help people increase productivity and effectiveness.

Robert B. Maddux is president of Maddux Associates, Consultants in Human Resources Management.

Geri E. H. McArdle, Ph.D., is a successful human resource manager, educator and consultant, with a diverse background of experience in both the private and public sectors.

Diversity Dynamics

Section A: Dynamics of Diversity

- Introduction
- What Diversity Is
- Diversity Management

Section B: Transformation Process

- Diversity Visioning
- The Vision Statement
- The Cultural Audit
- Task Force
- Final Tasks

Men and Women Working Together

Section A: Men and Women at Work

- Introduction
- The New Workplace
- Key Fact

Section B: Culture

- Two Cultures
- Sexual Harassment
- Key Fact

Section C: Communication

- Personalities
- Cultural Biases
- Progressive Organizations
- Key Fact

Section D: Collaboration

- Helping Each Other
- Conclusion

Leadership Skills for Women

Section A: Characteristics of Effective Leaders

- Introduction
- Breaking Stereotypes
- Changing Workplace
- Leadership Skills

Section B: Leading Your Team

- Stereotypes
- Do's and Don'ts
- Team Building Basics

Section C: Getting Organized

- Overview
- Time Management

Section D: Solving Problems

- Resolving Conflict
- Managing Difficult People
- Gaining Personal Power
- Conclusion

Effective Performance Appraisals

Section A: Effective Performance Appraisals

- Introduction
- Managing Performance
- Making a Difference

Section B: Preparation

- Plan
- Goals & Standards
- Expectations

Section C: Conducting the Appraisal

- Appraisal Discussion
- Talking vs. Listening
- Asking Questions
- Giving Criticism
- Future Development

Section D: Following Up

- Management
- Written Records
- New Expectations
- Empowerment

Delivering Effective Training Sessions

Section A: Delivering Effective Training

- Introduction
- Training
- Key Fact

Section B: Today's Learner

- Old vs. New
- Learning Cycle
- Key Fact

Section C: Getting It Together

- The Five Steps
- Evaluate Your Audience
- Focus
- Determine Methods
- Develop Content
- Design Your Graphics

Section D: Training Techniques That Work

- The Room
- The Warm Up
- The Orientation
- The Introduction

Section E: Training Methods

- The Icebreaker
- The Discussion
- Case Studies and Role Plays
- Games
- Effective Training
- Conclusion