



DIVERSITY CONSULTING

INTERPERSONAL SKILLS SERIES:

- EFFECTIVE COMMUNICATIONS.
- COMMUNICATING ACROSS CULTURES, AGES AND GENDERS.
- BUILDING BRIDGES ACROSS THE CULTURAL DIVIDES.
- CULTURAL DIFFERENCES COMPETENCE.
- INTERPERSONAL RELATIONSHIPS.
- IMPROVING RELATIONSHIPS AT WORK.

Who should attend?

Anyone who interacts with others in or out of the workplace

Class size:

5– 20 participants

Duration of the classes:

4, 8, 12 or 16 hours depending on your organization's needs. The courses can be mixed and matched. The elements of the classes can be modified or tailor-made to suit your organization needs.

Why attending the training classes:

Bad communications create conflicts which in turn create low morale, absenteeism and high turn-over in organizations; both account for low productivity and loss of revenues and can result in law suits in some cases. It doesn't only destroy the image and reputation of a company but it also costs them top dollars down the line, when the solution is very simple.

Training classes help reverse all these negative effects and promote effective communications and harmony not only between employees but also with the customers as well.



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Sahar Consulting

Interpersonal Skills Series



Simplifying **Communications**

Effective Communications Training:
. Between Diverse Employees
. Across Cultures

www.saharconsulting.com

**Diversity
consulting
management**



Communications at work for you

COMMUNICATING YOUR BUSINESS GOALS, MISSION & VISION EFFECTIVELY

Communications can be:

- Personal: Building relationships and Improving Relationships with Good Communication
- Business: Career advancement: Better speaker, better presenter and better leader.

Three main forms of communication:

- Non Verbal Communication: Body Language – 55%
- Oral Communication – or voice communication – 38%
- Written Communication - 7%

Nothing destroys productivity and morale more than workplace misunderstanding and conflicts arising from the inability of employees to communicate with each other—and today this is happening due to the rapid change in demographics, where there are 5 generations in the same workplace, women are getting more into leadership roles, globalization and the diversity of the work force.

Communications Process:

In order to apply effective communications, the communication steps process should be clarified as:

- A message: what need to be communicated
- A messenger: the person who has something to communicate and how they encode it
- A receiver: the person who will receive the message and how they decode it
- Channel: the means of communication

Practical Ways to Improve Communication

- How to Deliver a Message effectively, Listen to the Sender and ways to reduce Interference
- Practicing Good Listening
- Listening Barriers
- Listening Improvement Tips
- Bridging The Communication Gap between ages/ genders and cultures



OTHER RELATED COURSES

- Leadership skills in cross cultures
- Team building skills
- Conflict Resolution
- Creative Problem Solving
- It is all about R.E.S.P.E.C.T.
- Preventing the "ISMs"
- Bridging the gaps:
 1. Generation
 2. Gender
 3. Racial
 4. Cultural



MODULES:

- Establishing Personal Credibility As a Communicator
- Conversing One on One: General Communication Principles
- Giving and Receiving Instructions
- Listen till you actually hear what is said
- Resolve Conflicts
- Identify resolvable and irresolvable conflicts to know when and how to spend time and emotional effort
- Communicate Across Gender , age, and Cultural Lines
- Influence and motivate others by earning the right to be heard yourself

Effective solutions for Your business needs

DIVERSITY CONSULTING PROVIDES A TOTAL END TO END SOLUTION.

KEY OBJECTIVES:

- Identify barriers to effective communication
- Identify assumptions, distortions, and stereotypes
- Gather information through effective communications and build rapport through attentive body language
- Importance of effective feedback (Positive or Negative)
- Learn what is effective listening
- Resolve conflicts and turn them to opportunities
- Deal with difficult people
- Communicate effectively across gender and cultural lines
- Build confidence, loyalty, and trust
- Gain cooperation from coworkers and customers
- Apologizing and accepting apologies to restore relationships
- Cement relationships by building rapport and credibility.
- Promote your company and its products or services by building loyal customers, and supplier relationships.
- Earn financial rewards as you advance your career through effectively communicating with others

BRIDGING THE GAPS SERIES

1- **AGE:** Understanding what drives each generation is the first step in bridging this generational divide. When employees understand how different personalities and styles can work together in a more harmonious, team-centered environment, productivity will increase and



2- **GENDER:** Men are from "Mars" and Women are from "Venus"- Men and Women don't think alike, decide alike or even speak alike. A compromise has to be reached to achieve harmony.

3- **RACIAL/ RELIGIOUS/ CULTURAL:** We are all products of our environments, our communication skills are affected by those factors. These training classes address the stereotypes and the personal bias and bring them to the surface to deal with.

TRAIN THE TRAINER

- Participant Observation Phase
- Co-facilitation Phase
- Observation/Supervision Phase
- Independent Training Phase
- On-going Supervision



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