



Course No. and Title	9-B. CROSS-CULTURAL COMMUNICATION IN A DIVERSE WORKPLACE II	
Best For	The General audience - All industries - All professions. Anyone willing to understand and be understood in culturally diverse environments, both domestically and globally.	
Description	Diversity in the workforce has become a demographic reality across the globe, in addition to the recognition that each of us is a complex amalgam of multiple cultures. Communication within any organization is essential, but not necessarily easy, especially at times when language barrier is no longer the only hindrance of communication, but also cultures. Participants to this session will: 1) enhance their effectiveness in cross-cultural communications and problem-solving capabilities; 2) recognize and interpret diverse verbal and nonverbal communication styles at the workplace; 3) gain knowledge and skills to communicate in diverse cultures, and 4) develop strategies on giving and receiving feedback in a multicultural environment.	
Location	This program is offered IN-HOUSE at client's location of choice.	
Participants	Maximum: 30 participants.	
Duration and Cost	COURSE OPTIONS and DURATION	
	<u>Option 1.</u> Minimum - 90 minutes	\$300/hour
	<u>Option 2.</u> Multiple 90-minute sessions or extended period - same location - same Ante Meridiem or same Post Meridiem. Minimum hours	\$275/hour
	<u>Option 3.</u> 1-6 hours out-of-town assignment (100 + miles one way)	\$1,200
Related Expenses	1. Travel/Mileage	\$30 per round trip or \$.55 per mile, whichever is greater
	2. Out-of-town Assignment	Air & ground transportation + lodging + meals.
	3. Training Material	Materials: \$1- \$1.50 per participant (if applicable)
	4. Additional Participants	\$15 per participant above the maximum of 30
Take Away	1. A certificate of completion. This course may count for continuing education units. 2. Important information beneficial for you professionally, but also for your company. 3. A great networking opportunity.	
Continuing Education Units	Many organizations accept our certificate in conjunction with our detailed course description and objectives (issued separately) to fulfill their yearly continuing education units (CEUs) requirements. Check with your organization for details.	
What People Say About This Workshop	1. <i>This is the most rewarding training on communication I have attended. Thank you, Dr. Ngomsi!</i> 2. <i>I can improve my relationships with my coworkers by how I communicate, the words and phrases I use, and my facial expression.</i> 3. <i>I would recommend this session to any manager of diverse workforce.</i> Marketing Manager	
Just a reminder	<i>Embracing diversity is one adventure after another, opening new paths of discovery that connect an understanding to caring, listening, and sharing with others who are different than ourselves.</i> April Holland	