Managing Diversity, People Skills for a Multicultural Workplace (7th Updated Edition)

Norma Carr-Ruffino

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These training modules take users through a five-step learning process that teaches them how to manage diversity. It broadens their viewpoints, beliefs, and attitudes; promotes an understanding of widely varying and equally valid worldviews; and prepares future leaders to effectively collaborate with the diverse groups they will encounter in the work and market places. Major topics include an. introduction to managing diversity - powerful people connections, bridging cultural differences for job success, overcoming stereotypes, creating an inclusive multicultural workplace, men and women working together, understanding the dominant culture - Euro-Americans, working with African Americans, working with Arab Americans, working with Latino Americans, and working with Asian Americans. For all employees - from entry-level personnel to top management - working in international organizations and seeking the people skills needed for success in today's workplace.

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