

## **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