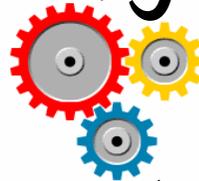


Ethnicity? Race? Gender? Job Function? Generation? Having trouble communicating across differences?

How should we communicate in a world where differences in perspective, experience, job function, culture, gender, age, and a myriad of other factors often lead to distrust, misunderstanding and reduced productivity? We can all benefit from learning the tools of *dialogue* - how to communicate across differences in a way that is both respectful and effective. Dialogue is how you communicate when you're having trouble communicating.

Dialogue



Now You're Talking!



A 4-program series. Includes facilitation guide, reproducible handouts, and PowerPoint slides for group presentations. Available on video, DVD, or streamed media.

1. *Communicating in a Diverse World*. Overview module. What dialogue is and when to use it - contrasting debate and dialogue. The skills of Dialogue – **Suspension** (of judgment, decision making and status); **Listening** (with empathy, for understanding, showing you care); **Discovery** (uncovering and sharing hidden assumptions in yourself and others). Includes a dramatization of how dialogue helps us communicate across job functions, helping improve relations between people at different levels within the organization as well as between different departments or areas of expertise. 25 minutes.
2. *Dialogue for Cultural Understanding*. We apply the skills of dialogue outlined in Program 1 to challenges faced in culturally diverse work environments. We see a dramatization that demonstrates how dialogue can be used to open communication, uncover hidden assumptions, break down stereotypes and facilitate more productive relationships. 24 minutes.
3. *Dialogue between Genders*. A dramatized dialogue shows us how the skills we learned in Program 1 can be used to overcome misunderstandings, break down gender stereotypes and improve communications between men and women at work. 21 minutes.
4. *Dialogue among Generations*. A team dialogue demonstrates how the skills of dialogue can be used to bridge the personal and professional style differences that exist between employees of different ages. 24 minutes.

Each program is \$625. Volume pricing available. Series price is \$1,875.



TEL: 800/800-5129
E-mail: Info@qmr.com
Web: WWW.QMRCOM