



International Training and Development

thediversitycenter.com



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Our Purpose

To assist organizations achieve success by creating work environments where individuals can work together effectively and can provide outstanding service in a diverse workplace and marketplace.

Leslie Aguilar



Who We Are

International Training and Development, LLC is a diverse team of experienced facilitators, trainers, researchers, consultants, and speakers – all committed to business success through valuing and leveraging diversity in the workplace and marketplace.

What We Do

We provide creative, customized, effective training and consulting interventions to address your business and learning needs in the areas of Diversity and Multiculturalism. Services are available in English, Spanish and French.

Our Approach

We believe in and seek to exemplify quality products and collaboration with our clients. We also work together with other diversity experts and groups in order to bring the best talent to the client's needs. Because of our skill, approach and trustworthiness, other training and diversity firms call upon us to contribute training design expertise to enhance their products and client services.

Our Commitment

We are committed to...

- ...providing customized solutions based on your business needs and goals.
- ...delivering the highest-quality products and services available in the marketplace resulting in highly-satisfied clients.
- ...partnering and collaborating with others who are committed to creating a workplace where all individuals are valued and able to do their best work.
- ...furthering understanding of emerging, yet overlooked, diversity challenges and opportunities such as language issues on the job, religious accommodation, and customer service in a diverse world.



INTERNATIONAL TRAINING AND DEVELOPMENT, LLC



provides learning and skill-building programs customized to your needs. Through targeted, interactive training, individuals at all levels increase their ability to work together effectively and provide outstanding customer service in a diverse, globalized workplace and marketplace.

SPECIALTY AREAS INCLUDE:

DIVERSITY / INCLUSION

Introduction to Diversity: Core Knowledge and Skills
Diversity Leadership
Leveraging Diversity

CULTURAL COMPETENCE

Cultural Awareness
Cross-Cultural Communication
Working Together in Multicultural Teams

COMMUNICATION

Diversity Communication: Eliminating the Fear Factor and Opening the Door to Learning
Inclusive Communication Skills for Trainers, Coaches and Group Leaders

SERVICE SUCCESS IN A DIVERSE WORLD

Inclusive Service™: Customer Service in a Diverse Marketplace
Multicultural Customer Service
Service Excellence for Customers with Disabilities

INSTRUMENTS

DiversiScan™: Scanning the Environment for Diversity-Related Issues and Opportunities
Diversity Leadership 360^o™
Diversity Competencies Assessment™

BOOKS AND VIDEOS

Multicultural Customer Service: Providing Outstanding Service Across Cultures
Ouch! That Stereotype Hurts
Service Savvy: Providing Outstanding Service in a Diverse World

CONSULTING SERVICES

Effective training is a vital tool in an overall strategic diversity initiative – it is not a stand-alone solution. **International Training and Development, LLC** also provides research, assessment, consulting, and measurement services to assist leaders in their diversity-related strategic planning and day-to-day implementation.

INTERNATIONAL TRAINING AND DEVELOPMENT, LLC

P.O. Box 592562 • Orlando, FL 32859 U.S.A.

Tel: (407) 859-1191 • Fax: (407) 859-7217 • E.mail: Aguilar@TheDiversityCenter.com

Web: www.TheDiversityCenter.com

BIO: LESLIE AGUILAR

Leslie Aguilar is a speaker, author, and workshop facilitator in the areas of Diversity, Cultural Competence, Communication, and Service Success in a Diverse World. In 1992, she founded **International Training and Development, LLC**, in Orlando, Florida.

Her firm works with leading organizations to help them tap the strength of a diverse workforce and provide exceptional service for multicultural and international customers.

Leslie is author of two books: Multicultural Customer Service: Providing Outstanding Service Across Cultures, McGraw Hill / Irwin, 1996 and Ouch! That Stereotype Hurts, Walk the Talk Company, 2006. She co-produced the training video Service Savvy: Providing Outstanding Service in a Diverse World, 2004.

Leslie has developed three diversity / inclusion instruments: DiversiScan™; Scanning the Environment for Diversity-Related Issues and Opportunities; Diversity Leadership 360™; and Diversity Competencies Assessment™. She is also co-founder of Diversity ArtWorks!™ which provides creative and cost-effective artwork to support corporate diversity initiatives.

Previously Leslie spent 15 years with The Disney Company. Her Disney experience included bilingual guest services, new project development, Disney University training and development for expatriate and international



staff, and human resources and administration for Disneyland Paris. She has also instructed ESOL courses (English for Speakers of Other Languages) within a business environment and served as student advisor for an international school.

Leslie currently serves on the National Workplace Diversity Panel – Society for Human Resource Management (SHRM). She is past-chair of the American Society for Training and Development (ASTD) Central Florida Chapter Diversity Council.

Leslie's educational background is in foreign language. She was educated at the University of Valencia, Spain; the North American Cultural Institute, Guadalajara, Mexico; the University of Paris IV (Sorbonne), France; and Stetson University, Florida. She also studied at the University of Geneva, Switzerland, as a Rotary International Scholar.



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