

Let's Talk Communication...

Ouch! That Stereotype Hurts:

Communicating Respectfully in a Diverse World

by Leslie C. Aguilar



The Book

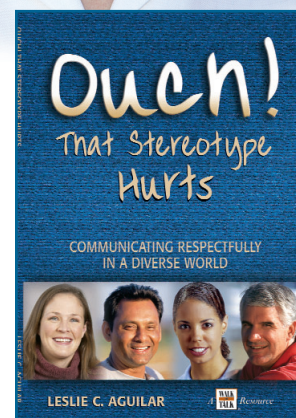
Ouch! That Stereotype Hurts will help you be a more effective communicator in today's diverse business environment. The book provides guidelines for communicating respect and inclusion, a six-step model for how to recover when you have unintentionally said something you wish you hadn't and your foot is in your mouth, and 12 techniques for speaking up against bias and stereotypes.

The Workshop

This interactive session is for leaders, trainers, group facilitators and communicators who wish to communicate more effectively within diverse settings. Participants will gain knowledge, skills and resources for communicating in ways that are inclusive and respectful of all audience or team members.

The Video

12-minute, skill-building video / DVD that helps employees build the confidence and skills to speak up when they hear stereotypes or other demeaning comments. This module can be used in communication, teamwork, leadership, and diversity / inclusion training. Materials include video / DVD and a detailed Leader's Guide with outline, script, and interactive activities.



ISBN 1-885228-72-4

About 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: Ouch! That Stereotype Hurts, Walk the Talk Company, 2006 and Multicultural Customer Service: Providing Outstanding Service Across Cultures, McGraw Hill / Irwin, 1996. 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.

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.



International Training and Development, LLC

P.O. Box 592562 • Orlando, FL 32859

Tel: 407.859.1191 • Fax: 407.859.7217

Aguilar@TheDiversityCenter.com • www.TheDiversityCenter.com