
Working With Total Diversity 7/03, Fact Sheet Updated 12/07

Purpose *Working With Total Diversity* is a skills-based training course that provides the tools for creating inclusive relationships with colleagues and clients. It focuses on the conversational skills participants will need to be effective in working and serving in diverse communities.

Learning Objectives

By the end of the course, you will be able to:

- Approach situations with a learner mindset.
- Define total diversity in the American Red Cross.
- Differentiate between facts and opinions.
- Control our physical responses to cultural collisions.
- Make culturally sensitive requests and offers in order to turn misunderstandings into learning opportunities.
- Apply these skills to enter diverse communities with greater ease and to appropriately involve those who are different from each other.

Audience This is a general course intended for all employee and volunteer service providers from all lines of service. Service providers also include those serving internal clients and customers, such as receptionists and administrative, facilities and support staff.

Prerequisites None

Length 1 day (8 hours - includes 6.5 hours of instruction)

Materials *Working With Total Diversity* Facilitator's Guide – A1502 (Restricted)
Working With Total Diversity Participant's Guide – A1503

Both A1502 and A1503 are available in both GSD (while supplies last) and the Kinko's Docstore.
