



ALL WORLD LANGUAGES & CULTURES

presents

THE CULTURAL DIVERSITY ROADMAP

Leading Your Team from Diversity Awareness to Valuing Inclusion

Date: Wednesday, February 11, 2009
Time: 8 a.m. - 4 p.m., with lunch buffet from 11:45 a.m. to 12:30 p.m.
Location: University of Missouri - Kansas City, 5000 Rockhill Road, KCMO 64110 (University Center)
Class fee: \$155 includes all training materials, light breakfast, lunch buffet, parking, certificate and prizes.
College Credit: UMKC CEU Credit (1.0 hr) available for only \$15 additional
Limited Seats: Due to the highly interactive nature of this class, you must enroll in advance. **ENROLL TODAY!**
Contact: UniversalHighways.com | info@universalhighways.com | 816.795.7800 or toll-free 888.646.4646

Our goal is to present you with the most effective diversity-training tools, and guide all course participants in using them, to bring a multicultural organization from the stage of “non-negotiable” attitudes, to an appreciation of the search for compromise.

After this session, you will approach Cultural Diversity and Inclusion in a new light, and realize that Diversity is more than what you have previously been told. This workshop is designed specifically for you if you are:

- A **member of a Diversity and Inclusion Committee** in search of new methodologies and creative activities to enhance your committee members’ understanding of diversity issues;
- A **human resources manager** with responsibilities in **hiring and retaining a diverse and multicultural workforce**, who is looking for ways to help your organization embrace cultural diversity with open-mindedness;
- A **student or recent graduate** looking to **learn new skills for an exciting career opportunity** in Intercultural Communication, Diversity Education and Training, and Teambuilding Facilitation;
- A **supervisor** looking for effective ways to **address issues of diversity with strict respect of everyone’s dignity**;
- A **professional** in healthcare, law enforcement, counseling, business, coaching or education who wants to **boost your conflict-resolution skills** in dealing with different dynamics in small or large diverse groups.

COURSE OBJECTIVES

This workshop will equip you with skills to:

1. Recognize when cultural factors, values and beliefs influence interpersonal dynamics and work relationships, and how to prevent conflicts before they occur;
2. Enhance your understanding of the different dimensions of diversity and identify the stages of development of cultural sensitivity and cultural competence;
3. Develop strategies for implementing positive changes leading toward a cohesive and culturally diverse environment, with the understanding that diversity and inclusion go hand-in-hand;
4. Apply best practices in the field of Intercultural Communication and Diversity and Inclusion Education to deal with sensitive human issues at the workplace, and how to promote diversity as an asset rather than a liability;
5. Take back and use fun, highly participatory activities to engage and lead your group to work as a team, to build in everyone acceptance, trust, respect and teamwork despite various cultural backgrounds.

LEAD PRESENTER: Emmanuel Ngoms, Ph.D.

Dr. Ngoms is President of All World Languages & Cultures, Inc., a training and consulting company specializing in Intercultural Communication, Domestic and Global Diversity Education, Teambuilding Facilitation, Strategic Planning and Language Services. His clients include major not-for-profit entities and corporations such as American Express, Boeing, Wells Fargo Bank, Shell Oil Corporation, state and federal government agencies, hospitals and universities. He spent nine years as instructor, cross-cultural and chief language coordinator for the U.S. Peace Corps.

Dr. Ngoms is the 1995 winner of the National Foreign Language Fellowship Award. He is the creator of Yan-koloba, a diversity and teambuilding activity with roots reaching back in the traditional cultures and values of Africa. He is author and co-author of numerous articles on cultures and diversity.



Dr. Ngoms earned a Multidisciplinary Ph.D. in Policy Studies in Education and Public Affairs and Administration at the University of Missouri-Kansas City. He is active in numerous cultural, educational and professional training associations, and has been a guest speaker and presenter at various national conferences.



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Leading Your Team from Diversity Awareness to Valuing Inclusion
with presenter **Dr. Emmanuel Ngoms**

REGISTER NOW USING THE FORM BELOW

At UniversalHighways.com | Phone: 816.795.7800 | Fax: 816.795.7811 | P.O. Box 1889, Lee's Summit, MO 64063

Your Registration Fee Includes:	Registration/Discounts/Cancellation
<i>All training materials</i> ♦ <i>Certificate of Completion</i> <i>Continental breakfast</i> ♦ <i>Lunch buffet</i> <i>Parking permit</i> ♦ <i>Numerous Door Prizes including diversity training materials (valued up to \$140 each!)</i> <i>A Great Networking Opportunity!</i>	♦ <i>\$155 by early-bird deadline (02/05/09); \$175 thereafter</i> ♦ <i>\$10 off additional participants with the same organization</i> ♦ <i>Special graduate student fee: \$135 (student ID required)</i> ♦ <i>Registration confirmation and directions will be sent to you</i> ♦ <i>Cancellation requested in writing: full refund less admin fees by 02/02/09; 50% thereafter; no refund after 02/05/09</i> ♦ <i>Walk-ins not accepted</i>

Attendee 1: _____
 Phone #: _____
 E-mail: _____

Attendee 2: _____
 Phone #: _____
 E-mail: _____

Attendee 3: _____
 Phone #: _____
 E-mail: _____

Attendee 4: _____
 Phone #: _____
 E-mail: _____

_____ Participants X \$ _____ = Total \$ _____

ORGANIZATION INFORMATION

Organization: _____
 Contact Person: _____ Title: _____
 Address: _____ City: _____ State/ZIP: _____
 Tel. Work: _____ Cell: _____ Fax: _____

METHOD OF PAYMENT

Total Amount: \$ _____
 Check Enclosed (Payable to All World Languages & Cultures, Inc.)
 Bill my organization. Purchase Order #: _____ Please attach completed registration and signed PO.
 Credit Card_Visa_MC_AMEX #: _____ - _____ - _____ Exp. Date: ____/____
 Cust. Code: ____ Billing Address: _____ City: _____ State/ZIP: _____

Signature: _____

TESTIMONIALS FROM PARTICIPANTS OF PREVIOUS SEMINARS

- "Dr. Ngoms's presentation was wonderful – I can already see the effect that Dr. Ngoms had in shaping the attitudes of my co-employees. It not only inspired me on the business level but on a personal level." Jean Deering, Vice President, Wells Fargo Bank, San Francisco, CA.
- "Outstanding way to teach a diversity program; professional and extremely well presented in a multi-level and multi-cultural environment. Necessary to all our associates." EEO/Diversity Manager, Federal Government Agency, Chicago, IL.
- "I am glad I brought with me a few school administrators and teachers. We all think that this is by far the most meaningful and eye opener diversity training we have ever attended." Assistant Superintendent, Indianapolis, IN.
- "I am retiring soon and am no longer interested in training of any sort. But Dr. Ngoms's training was the best I have ever attended in my 30 years in government. Where has he been all this time?" Federal Government Employee, Kansas City, MO.
- "On a scale of 1-5, 5 being the best, this training was a 6. Thank you Dr. Ngoms!" Sr. HR Manager/Utility Company, Phoenix, AZ.
- "Highly thought provoking. I learned more in a day than in weeklong sessions that I have taken with other companies. The activity of moving from "non-negotiable to finding compromise" was powerful. I want to learn how to facilitate it in my organization. Feb. 13., 2008 seminar attendee at UMKC, Kansas City, MO.