



# Communicating Effectively in a Diverse World

Presented by:

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# Background

- 21<sup>st</sup> Century Diversity
- Importance of Interpersonal Skills



# Diversity

- Cultural
- Personality
- Generational
- Gender



# Sensitize Your Attitude

- Others see things differently
- Every perspective has merit
- Alternate ways of looking at things can be helpful
- Different isn't necessarily better or worse
  - “Not everyone thinks the way I do”
  - “Every perspective has merit...not just mine”



# Examine Your Biases

- Everyone has them
- Their impact on communication
- We all have them...identify yours



# 3 Effective Communication Models

- Seek first to understand, then be understood – Stephen Covey
- Make courteous requests
- Explain things in a practical way
- Let them go first
  - ask clarifying questions
  - respond in light of the other's situation

# Seek First to Understand...

- Defer to the other person (Ram story)
- It's common courtesy...but also strategic



# Make Courteous Requests

- Start with pleasantries...
- Be considerate of the other's situation before proceeding
- ...Then make your request
- Be personal before “getting down to business”
  - check and see if they have time, are interested, etc., before proceeding
  - then make your request



# Explain Things in a Practical Way

- Don't assume the other understands your point of reference
- Avoid excessive use of slang, acronyms, etc.
- Put things in layman's terms



# About EAS

The Employee Advisory Service is a State sponsored program designed to help employees and their dependents with personal, family or work related issues that may adversely impact their work performance. EAS helps to restore the health and productivity of employees and the workplace as a whole. Problems are addressed in the quickest, least restrictive and most convenient manner while maximizing confidentiality and quality.

Call us at our toll free number 1-866-327-9133, to schedule a confidential appointment.

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