



## The Center for Organizational Cultural Competence

NAVIGATING A WORLD OF DIFFERENCES.

### Keynote Lectures/Presentations

#### **Navigating a World of Differences**

This powerful and thought-provoking workshop redefines “diversity” as a concept to be embraced rather than as an issue to be managed. Civility expert Lew Bayer presents research and insight to help re-direct employers towards developing an inclusive workplace which invites and benefits from the potential and capabilities of their already diverse workforce!

#### **What in the world is going on?**

Downsizing, immigration, outsourcing, mobile executives, virtual assistants.....whether your business is investments or food services, healthcare or education the way people do business is changing. This insightful and practical presentation is all about issues and trends impacting Canadian business.

#### **Building a Culture of Connectedness\***

In a world where a click of a button creates global business opportunities and workplaces are increasingly more diverse, forward-thinking companies recognize that respecting our differences while focusing on what people all over the world have in common is the first step to improving business communication and overcoming demographic obstacles.

Understanding that we are all ultimately focused on the business priority and making efforts to connect in a human, high-touch, way builds long-lasting business relationships.

### **Setting your Organizational Cultural Compass**

In today's world, the diversity among employees, between corporate locations and among various companies is rich and complex. Learn about certain cultural filters, including family of origin and ethnicity, and their impacts upon our individual behaviors and organizational culture. Explore the value of increased cultural intelligence within your workplace.

### **On the verge of Social Bankruptcy....**

Karl Albrecht declares that "More people have lost jobs, friends, and mates as a result of social incompetence than for any other reason." He defines Social Intelligence as "the ability to get along well with others and to get them to cooperate with you." This interesting and practical presentation focuses on Social Intelligence – the new essential skill for success in the workplace.

### **Culture and Diversity Conflict Management**

In times of diversity conflict is imminent and in times of conflict diversity becomes magnified. Situations and relationships in which there is diversity like all others have a potential for conflicts. Though the conflicts may be presenting an opportunity for those involved to assess their relationship. What often happens is that when conflict occurs, parties tend to search for reasons. At times, without clear answers they are apt to focus on their differences. Differences are not a bad thing but in a conflict situation they can be seen as barriers or reasons for the conflict and at times become the basis for taking positions.

Those responding to cultural and other diversity related conflicts need to remember to explore and not ignore differences as they can help parties to move away from the positions to a place of interests. Presented by conflict expert Joyce Oddidison.

### **Bully for You!**

Bullies have always had a way with people. They intimidate, coerce, dictate and terrorize those they work with. They fail to or are unable to realize the negative impact of their actions on those they work with because they are either unable to see, or they are too busy licking their wounds they are unable to see that they have or are causing harm. This anti-bullying keynote and workshop topic will explore how bullying can negatively impact your organization and can cause conflicts and tensions that will impact the bottom line. Presented by conflict expert Joyce Oddidison.

### **We're Engaged!**

The statistics on employee engagement in North America are dire. How do they apply to your organization? Performance expert Michelle Painchaud leads an interactive keynote experience during which we apply the statistics around engagement and disengagement to your organization. Learn about the impact disengagement has upon the culture and performance of your organization, and uncover ways to improve engagement...

**“Civility in the Workplace”\*** (Understanding the cost of rudeness to business)  
Incivility costs! If you had a penny for every apology, every minute of telephone tag, every negative impression, and every unnecessary meeting would you be rich? Join Canada’s civility expert for a practical and thought-provoking presentation on the tangible cost of rudeness to business.

**“A Little Respect Please”\*** (Fostering respect and courtesy in our children, homes, and communities)

**“The hardest jobs kids face these days is learning good manners without seeing any.”**  
Fred Astaire

How often have you heard yourself or someone else say, “Kids these days...?” Statistics suggest that it is true; people (not just kids) in general are ruder these days. How did we get here and more importantly what are we going to do about it? Join Canada’s Civility Expert and learn how you can make the world just a little more civilized.

**“Manners and Moral IQ”\*** (The decline of civility and what we can do about it)  
We are in a civility crisis! Experts suggest that general civility, moral IQ, and social responsibility are on rapid decline. More and more we are feeling the social impact of a high-tech, low touch world and generations of children are growing up with lowered moral IQ. Join Canada’s civility expert for a practical and important look at how each of us can contribute to changing the course of the civility crisis.

**“Let’s Make Common Sense Common Practice”\*** (Guidelines for Modern Manners- adapted to either a social or business audience)  
Consistency, credibility, and courtesy...these are key components for success in business and in life. In addition, most people understand that having superior communication skills, presenting a positive first impression, and portraying an other-focused attitude should be common sense. However, in our high-tech, fast-paced, competitive world, common sense is not always common practice and rudeness is rampant. Join Canada’s Civility Expert and learn how to improve your Social IQ by applying the modern guidelines for respected and expected behaviour in any situation.

**\*These sessions incorporate elements of materials adapted with permission from The Civility Group Inc.**

\*\*COCC can also tailor a keynote presentation on any of the topics listed under our **Business and Corporate Training** section of our webpage or on a related topic to suit your needs.