



4 Steps to Courageous Conversations

Presented by
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There are barriers, booby traps, and blocked roadways on our journey toward achieving cultural competence.

Lenora's four-step process called **S.T.O.P.** is easy to understand and produces amazing results with this sensitive aspect of **employee engagement**. You will learn a specific and easy to implement feedback technique that can **reduce HR complaints** by empowering employees to resolve these issues directly and respectfully.

What do you say to the co-worker who often speaks to you in a condescending manner? How do you get your Baby Boomer colleague to stop reminding you that you are too young to know...? When it comes to speaking up in a respectful way to encourage others to stop insensitive or inappropriate behavior, most people are afraid they will make matters worse. If the offender is a manager, speaking up may seem too dangerous. If the offender is a colleague, well it is easier just to be silent. Or is it?

Join author Lenora Billings-Harris in this **highly interactive session** (handouts included) to learn a technique that can be incorporated into your organization's culture of respect, and accountability.

Lenora's latest book, *The Diversity Advantage: A Guide to Making Diversity Work* features this technique in detail.

Learning Objectives:

1. Develop a key skill for enhancing cultural competence and inclusion with a global perspective.
2. Explore a process that empowers employees to take responsibility for their own actions and outcomes.