

Learning Objectives and Agenda

Learning Objectives

Participants will be able to:

- ✓ Define the supervisory role in managing diversity and creating inclusive environments in the workplace;
- ✓ Explore work group issues related to culture; and
- ✓ Identify methods to increase effective intercultural communication.

Agenda

Section I	Introduction
Section II	Exploring Culture and Diversity
Section III	Looking at Generational Differences
Section IV	Considering Diversity in the Organization
Section V	Managing Employees
Section VI	Connecting Diversity in the Organization
Section VII	Transfer of Learning and Evaluation