

Alinea Group is an Industrial/Organizational Psychology and Human Resource Development company. We help organizations understand, develop and improve their work environment and systems.

By performing services and developing tools such as job analyses; job descriptions; performance appraisals; trainings; industry research; surveys and questionnaires; data collection, analysis and reporting; statistical analysis and reporting; evaluation research; we are able to help organizations best utilize their resources and reach their goals.

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“Understanding Diversity at the Workplace”

Continuing Education for Community Care

For Administrators of

- § Residential Care Facilities for the Elderly (RCFE)
- § Adult Residential Facilities (ARF)
- § Group Homes (GH)

Have you ever wondered how to:

- ü Work with a diverse staff?
- ü Promote a productive and harmonious work environment for a diverse staff?
- ü Recognize and possibly avoid issues due to diversity?
- ü Manage conflict among your employees that may arise due to diversity?

If so, then this course is for you.

- ã This eight-hour course meets requirements toward the 40-hour recertification program required for board and care operators.

By the end of the course, you will be able to:

- ⇒ Understand what diversity is and is not
- ⇒ Understand why organizations are undertaking diversity efforts
- ⇒ Be able to analyze perceptions on diversity
- ⇒ Understand communication styles are not universal
- ⇒ Understand how intercultural communication can prevent people from understanding each other
- ⇒ Practical techniques for improvement
- ⇒ Identify factors that impact on interpersonal communication in a diverse work environment
- ⇒ Identify effective ways to give and receive feedback

For more information, please visit our website at www.alineagroup.com/ccceu or call us at 800/590-8095.

To sign up, please fill out the registration form or call.