

Title: Ouch! That Stereotype Hurts...Communicating Respectfully in a Diverse World

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Synopsis:

If you want to be a more effective communicator in today's diverse workplace, this book is for you. If your organization wants to ensure that employees avoid biased, stereotypical and demeaning communication at work, you will find the guidance you need in this book. Within the pages, you will discover:

- Concrete guidelines for ensuring your message gets across to a diverse group of listeners;
- The Six-Step Communication Recovery model for what to do when things go wrong and you have your foot in your mouth;
- 12 effective techniques for speaking up in the face of demeaning comments, stereotypes or bias;
- A Checklist for Communicating Respect and Inclusion