

"Diversity begins and ends with listening. The workshop presented by **LISTENING FOR A CHANGE** helps all of us to do a better job of listening, true listening—so we can know how much we all have in common."

Helga Lemke
Executive Director
Community Action Partnership



"**LISTENING FOR A CHANGE** provided our staff tools to actively listen to our clients from a more culturally sensitive perspective. Their work is invaluable to our communities and beyond."

Jessalyn Nash
Executive Director
Restorative Resources



"The listening dynamics that occurred during this session helped our group reconnect in a deeper, more personal way."

Diana Laczowski
Human Resources Director
Community Action Partnership



Contact **LISTENING FOR A CHANGE**

Active Listening Skills for a More
Cooperative Environment

- Business
- Government
- Non-Profits



• **LISTENING FOR A CHANGE** •

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DIVERSITY TRAINING

• **LISTENING FOR A CHANGE** •
**Active Listening Skills For a More
Cooperative Work Environment**

**Create an Accepting and
Productive Workplace**

- Supports Business, Government, and Non-Profit Organizations
- Helps employees interact more effectively within their own work culture and with clients, customers, or patients served
- Teaches active listening skills for effective communication.
- Focuses on crossing cultural barriers and understanding others' perspectives
- Builds common ground and breaks down barriers among groups and between individuals
- Creates a more diverse, accepting work community



LISTENING FOR A CHANGE trains your staff to use active listening skills to enhance the appreciation of and ability to work effectively in a culturally diverse environment.

ACTIVE LISTENING PROMOTES ACCEPTANCE OF DIVERSITY

Diversity Training merges **LISTENING FOR A CHANGE'S** mission of "promoting understanding and acceptance of human diversity" and the need for employees to learn active listening skills to interact more effectively within their own work culture and with clients, customers and patients served.

LISTENING FOR A CHANGE teaches attentive, deep listening skills through a wide variety of interactive activities. Active listening involves body language, tone of voice, open-ended questions, follow-up questions, and much more. Becoming an active, respectful listener is a valuable tool in the workplace as well as in the personal and community life of employees.

CROSSING BOUNDARIES

As participants spend time interacting with each other and discovering similarities and differences, they gain a broader outlook and valuable insight into how others see and approach work situations. In the process, participants become aware of their own assumptions, thereby helping them communicate more consciously and effectively.

LISTENING FOR A CHANGE intentionally cross integrates participants and encourages managers and employees to do the same when forming task forces, staff meetings, project teams, trainings, or conferences. This offers the staff opportunity to build common ground and breaks down barriers among groups and individuals.

LISTENING FOR A CHANGE

Our Mission is to promote understanding and acceptance of human diversity through education, oral history and the arts. Out of our experience with three programs: *Sonoma County Survivor Project*, *Essence of Acceptance*, and *Community Listening Project* we have developed a fourth *Diversity Training* program that incorporates dynamic activities to teach the Active Listening process. Our programs provide a catalyst for change in achieving acceptance of diversity in our schools, neighborhoods, workplaces, and greater communities.

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Your organization can contact **LISTENING FOR A CHANGE** for a two, four or eight hour workshop. Please contact us for further information.

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