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Quick Bite: May 11, 2010 Telephone Etiquette

11:00 a.m. – 12:00 p.m. EST
Speaker: Sarah Armstrong

Being a manager is a difficult job. It has become even more complicated with today's culturally diverse workforce. Awareness of cultural differences is essential for efficiency and effectiveness. This seminar gives practical tools for balancing diversity and production expectations.

Participants will learn:

- How to recognize cultural conflicts – body language and other non-verbal signs
- How to give constructive criticism and appropriate praise in a diverse environment
- How to balance productivity and cultural sensitivity
- To embrace diversity and maintain order

Speaker: Sarah Armstrong was born in Chicago and joined the Peace Corps in 1966 for two years of adventure and self-discovery. But after marrying a Ugandan in 1968 and deciding to live in East Africa, she was launched on a journey through the terror of Idi Amin. After returning from Uganda, she helped to incorporate and served as the first Mayor of Shorter, Alabama. She is the founder and CEO of Sara L. Armstrong Enterprises, which provides speaking, training and consulting services. Sara's passion is to help everyone, especially women, embrace each other without reservation, enable each other by sharing skills and experiences, and empower each other to set positive goals and take action.

Location: Via Telephone (11:00 a.m. to 12:00 p.m. EST)

Educational Investment: \$109.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

******You must be registered for this session to hear the audio-recorded version and receive handouts.******

AUDIO ARCHIVE! Can't tune in today? This session will be available on-line for **30** days after activation.

To enroll, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to mzelinsky@njcul.org**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.