



## Global Cultural Diversity and Inclusion: Communicating Effectively in a World of Difference

**Friday, February 28, 2020**

### Workshop Description

In this one-day workshop, participants will acquire knowledge about different communication styles, and they will also learn about the differences and similarities between the generations in the workplace. Participants will acquire skills in effective listening, messaging, empathy, and ways to identify the intention of a message and to respond appropriately. Participants will have the opportunity to engage in interactive sessions in which they can explore their own communication styles and they will take away a plan for ongoing refinement of their communication skills.



**This workshop is  
being offered through  
the New York  
State/United  
University  
Professions Joint  
Labor-Management  
Committees**

**Location:  
Empire State College  
113 West Ave., Rm. 137  
Saratoga Springs, NY  
12866**

**This is a full-day  
workshop  
9:00 a.m. – 4:00 p.m.  
Application  
deadline  
February 21, 2020**

### **FOR INFORMATION CONTACT:**

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