



Session II A, July 16-20, 2018

11. Emotional Intelligence and Diversity: Building the Intrapersonal Infrastructure for Interpersonal Effectiveness

Emotional responses are often at the heart of interpersonal and organizational roadblocks to diversity culture change. This workshop applies the concepts of emotional intelligence to address the essential challenge of diversity: dealing with feelings that emerge when differences meet. It will provide skills that are much needed in today's world where divisiveness and polarization call for a counterpoint based in respect, empathy, and compassion.

Designed for: Change agents and those in charge of professional development, leadership, and personal transformation in organizations; HR leaders and those who plan and lead diversity initiatives; and trainers and consultants who wish to use concepts and techniques of emotional intelligence in their work.

Workshop Objectives

You will have the opportunity to:

- Learn about the specific aspects of emotional intelligence critical for success in diverse environments
- Understand Emotional Intelligence and Diversity (EID) and how the intersection of these two fields shapes behavior personally and professionally
- Use tools to increase competence in the four component areas of EID
- Gain insight about your own strengths and areas for development
- Experience a variety of methods and techniques to maximize cohesion and minimize conflict in the workplace
- Learn conceptually and experientially about yourself to increase personal transformation

Learning Activities

- Assessing your own Emotional Intelligence and Diversity Competencies using a newly developed diagnostic tool
- Using exercises and activities to develop EID capabilities
- Experiencing introspection as a means to gain personal insight and interpersonal skills
- Creating a personal development plan to strengthen your own Emotional Intelligence
- Designing an application plan for use in a specific organization



Dr. Jorge Cherbosque is the co-director of the Staff and Faculty Counseling Center at the University of California, Los Angeles. In addition to his work as a counselor in private practice, he has been a consultant and trainer for many years in the field of organizational and intercultural communication. Among his clients are Lincoln-Mercury, Ford Motor Company, AT&T, and other corporations, as well as Young Presidents' Organizations (YPO), Young Entrepreneurs Organization (YEO), and the Los Angeles Fire Department. Jorge is a native of Mexico and brings a tricultural/trilingual background to his work with organizations and individuals wrestling with diversity issues.

Dr. Lee Gardenswartz, a partner in Gardenswartz & Rowe, has been consulting with organizations regarding diversity since 1977, including the corporations of Sempra Energy, Shell Oil, British Telecommunication, Kaiser Permanente, Boeing, Home Depot, Walt Disney World, and Starbucks. She has also worked with such organizations as the Harvard Medical School and the Train-the-Trainer certificate program of SHRM. Lee and her partner, Anita Rowe, co-authored the award-winning *Managing Diversity: A Complete Desk Reference and Planning Guide* in addition to *The Managing Diversity Survival Guide*, *The Diversity Tool Kit*, *Diverse Teams at Work*, *Managing Diversity in Health Care*, and *Managing Diversity in Health Care Manual*. Their most recent publication is *The Global Diversity Desk Reference: Managing an International Workforce*, co-authored with Patricia Digh and Martin Bennett.



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