



## Session II B, July 17-19, 2017

### 24. Creating Effective Communication Across Race and Gender

Sometimes the most bewildering cultures are not across an ocean, but rather merely across the room. As many researchers have discovered, the clash of cultural differences in your home, office, or community may lead to puzzling conflicts and mixed meanings. After reviewing definitions of culture and patterns of communication and conflict styles, we will explore what happens when those styles interact, clash, and insult across racial and gender conversations. What happens when a person with a passionate style meets a person with a reserved style? Can highly indirect cultures create shared meaning with highly direct cultures? You will identify your own preferred style and engage in exercises to experience how different style combinations can affect the outcome of discussions. You will receive tools and additional resources for your work.



**Andy Reynolds** has over four decades of successful experience consulting, teaching, and training in race and gender relations, workplace diversity, and customer service. He is a past president of SIETAR-USA (Society for Intercultural Education, Training and Research). As a former journalist, Andy's deep involvement in the business and education communities has resulted in his receiving a number of local and national leadership awards. He has a powerful commitment to initiating, facilitating, and participating in intercultural dialogues in both his personal and professional life.