



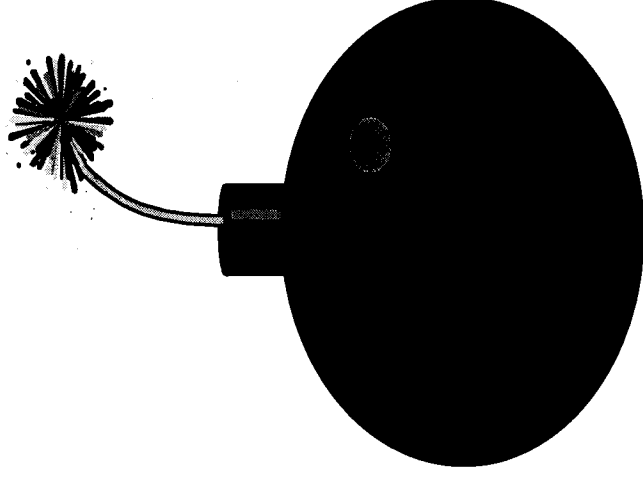
**ENSURING CULTURAL AWARENESS**

040162

**A WIN-WIN FRAMEWORK**

# How Did We Get Here?

- b **Focusing on persons *or* the past.**
- b **Not defining issues clearly.**
- b **Missing opportunities by being closed-minded.**
- b **Devising solutions that don't resolve everyone's concerns.**



# **Taking Positions!**

## **b Power**

- **Destroys relationships**
- **Increases tensions**

## **b Rights**

- **Two rights are sometimes contradictory**
- **Can't see another viewpoint**

# **Alternative Dispute Resolution**

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## **b Satisfaction**

- **All interests must be addressed**

## **b Compliance**

- **Durable solutions**

## **b Relationship**

- **Mutual respect**

# **Why Use These Methods?**

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- b Progress and communication are facilitated by cooperation.**
- b Seeking the ideas of others can lead to better solutions.**
- b It attempts to synthesize aims rather than compete for advantage.**
- b Specific ways of behaving create particular effects**
- b It minimizes posturing.**

# Training Needs Analysis

- b **Knowledge & Skills**
  - **Can they perform properly now?**
- b **Capacity**
  - **Do they have the mental capacity?**
- b **Standards**
  - **Are their standards?**
- b **Measurement**
  - **Is this task measured?**
- b **Feedback**
  - **Are they provided feedback?**
- b **Conditions**
  - **Are procedures clear & workable?**
- b **Incentives**
  - **Is the task viewed as worthwhile?**

# Dimensions of Diversity

## b Primary Dimensions

- Race
- Ethnicity
- Gender
- Sexual orientation
- Age
- Physical qualities

## b Secondary Dimensions

- Socio-economic status
- Work background
- Geographic origins
- Marital status
- Military experience
- Religious beliefs
- Education
- Parental Status