



Diversity and Sensitivity Training

2008 Edition

DMAA kicks off NEW Property Management Series! First Session: Thursday, February 14, 2008

Diversity and Sensitivity Training Course

This lively, interactive workshop will help provide the knowledge, tools, and confidence to successfully manage real life, on-site experiences. Help your management professional make the connection between knowledge and on-the-job performance. Property Supervisors, Apartment Managers, Maintenance Supervisors and Leasing Managers will all benefit by learning essential skills needed to thrive in today's workplace!

- Introduction to the Concepts of "Diversity" and "Culture"
- How Cultures Differ
- How each person's Values and Norms shape their perspective and influence their behaviors
- Conducting Successful Cross-Cultural Discussions
- Developing Intercultural "Best Practices"

Location: **DMAA Training Offices**
30700 Telegraph Road, Suite 2665, Bingham Farms MI 48025
Date/Time: **Thursday, February 14, 2008 from 9:00 a.m. to 1:00 p.m.**
Cost: **\$59 Members / \$89 Non-Members, each course**
\$249 Members / \$369 Non-Members, for all 5 Courses - Save 15%!

Upcoming Property Management Series Classes:

May 22 - Hire the Best and Ditch the Rest
June 19 - Crime Prevention and Crisis Communication
July 17 - Speed Learning for Leadership
August 21 - Retention + Renewals = Increased NOI

David Betts, B.A.

Associate Director of the Office of Institutional Equity at the University of Michigan, Ann Arbor, David's duties include complaint investigation, conflict resolution and training in all areas having to do with equity and discrimination, including race, gender, sexual orientation, ADA compliance and sexual harassment. David also served at U of M in Employee Relations and Compensation as a Senior Human Resource Representative. He has worked for the University of Michigan for 25, and is a graduate of Eastern Michigan University.



Deborah Orlowski, M.P.A., Ph.D.

Current Training and Organizational Development Consultant at the department of Human Resource Development for the University of Michigan. Off-Campus faculty at Central Michigan University, Deborah teaches a graduate level class on Diversity and Multiculturalism in the Workplace. Deborah previously worked at the Affirmative Action Office at U of SM, and has served on the Women's Rights Committee of the Michigan ACLU. She is a graduate of the University of Michigan, Eastern Michigan University and the California Institute of Integral Studies.

Intercultural Link, Inc.

Intercultural Link, Inc. is a consulting firm that works primarily with non-profit organizations to provide classes and retreat facilitation around issues of leadership, diversity, conflict resolution and teamwork. Past clients include Ann Arbor Public Schools, Wayne-Westland Schools, the Detroit Public Libraries, Wayne State University, and the Michigan Auditor General's Office.

DMAA Education Rocks!

Sign Me Up Today!

Company: _____
Community Name: _____
Address: _____
Phone: _____ Fax: _____ Email: _____

Please List Attendee Names: _____

Fax to 248-594-9804 or e-mail attendees names to info@dmaa.net or call 248-594-9803. Make checks payable to "DMAA" and reference "Diversity"; bring to class or mail to 30700 Telegraph Road, Suite 2665, Bingham Farms, MI 48205

Check our website for more events! www.dmaa.net