



Leslie Aguilar

Leslie Aguilar is the founder, CEO and principal consultant with **Diversity & Inclusion Center**, a full-service, WBE consulting firm. She has designed and facilitated hundreds of workshops on diversity & inclusion, cultural competence, inclusive communication, intercultural communication and multicultural customer service.

Leslie is author of the best-selling ***Ouch! That Stereotype Hurts*** and ***Ouch! Your Silence Hurts*** video-based training programs.

Prior to forming her own firm in 1992, Leslie worked fifteen years with *The Disney Company* in Guest Service, Guest Relations, *The Disney University*, and *Disneyland Paris*. She developed learning programs for new projects such as *Disney Vacation Club* sales division, cast member orientation at *Disneyland Paris*, the *Disneyland Paris Counterpart Program* for European executives and managers living in the U.S. for two weeks to six months, as well as repatriation for U.S. staff returning from Paris. Later, in a consulting role, Leslie developed and facilitated over one hundred *Inclusive Communication* training sessions for leaders across the Disney organization, and implemented an internal Train-the-Trainer / coaching process. In addition, she served as a Team Leader and Lead Facilitator for Walt Disney World's initial diversity training, delivered to 4,000 Disney leaders in nine weeks.

Leslie holds a Bachelor of Arts in Foreign Language. She was educated at the University of Valencia, Spain; the North American Cultural Institute, Guadalajara, Mexico; the University of Paris IV (Sorbonne), France; and Stetson University, Florida, USA. She also studied at the University of Geneva, Switzerland, as a Rotary International Scholar.

Originally from Orlando, Florida, Leslie currently resides in east Tennessee where she enjoys painting as well as kayaking and hiking with her husband Frank.

Leslie is recognized as a leading curriculum developer in the field of diversity & inclusion, creating learning programs, tools and resources that are both **INNOVATIVE** and **PRACTICAL**. Examples of learning resources authored or co-authored by Leslie include:

Videos

- *Ouch! That Stereotype Hurts*
- *Ouch! Your Silence Hurts*

Online Learning Programs

- *Ouch! That Stereotype Hurts*
- *Understanding the "T" in LGBT: Gender Identity & Gender Expression*
- *Exploring Diversity & Inclusion*

Facilitator-Led Learning

- *Ouch! Workshop / Keynote / Coaching*
- *Diversity & Inclusion Skills for Leaders*
- *Intercultural Communication*

Assessment Instruments

- *Diversity Competencies Assessment™*
- *Customer Service in a Diverse World*

Action Planning / Strategy Development

- *DiversiScan™: Scanning the Environment for Diversity-Related Issues and Opportunities*

Books

- *Ouch! That Stereotype Hurts*
- *Multicultural Customer Service*

You can find more about **Diversity & Inclusion Center** resources at the websites below:

- www.DiversityInclusionCenter.com
- www.OuchThatStereotypeHurts.com
- www.OuchYourSilenceHurts.com
- www.DiversityInclusionElearning.com
- www.DiversityInclusionStore.com