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Ouch! That Stereotype Hurts:

Communicating Respectfully in a Diverse World

by Leslie C. Aguilar

Ouch! That Stereotype Hurts will help you be a more effective communicator in today's diverse business environment. The book provides guidelines for communicating respect and inclusion, a six-step model for how to recover when you have unintentionally said something you wish you hadn't and your foot is in your mouth, and 12 techniques for speaking up against bias and stereotypes.

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CHAPTER TITLES

1. The Language of Inclusion
2. Communication Recovery – What to Do When Things Go Wrong
3. Speaking Up Against Bias Without Blame or Guilt
4. Planning for Inclusion

ABOUT THE AUTHOR

Leslie Aguilar is president of **International Training and Development, LLC**. She is recognized as an innovative speaker, facilitator, and curriculum developer in the areas of Diversity and Cultural Competence. In 2007, Leslie's ground-breaking *Ouch! That Stereotype Hurts* video-based training program was released by SunShower Learning. Leslie has developed three diversity / inclusion instruments: *Diversity Competencies Assessment™*, *Diversity Leadership 360°™*, and *DiversiScan™*. She co-authored *Multicultural Customer Service: Providing Outstanding Service Across Cultures* (McGraw Hill, 1996) and co-produced the video-based training program *Service Savvy: Providing Outstanding Service in a Diverse World* in 2004.

Leslie has served on the National Workplace Diversity Panel – Society for Human Resource Management (SHRM), 2005 – 2008. She is past-chair of the American Society for Training and Development (ASTD) Central Florida Chapter Diversity Council. Leslie was educated in foreign languages in Mexico, Spain, France, Switzerland, and the U.S., and was a Rotary International Scholar.

Leslie welcomes your feedback and questions on this book and topic. You can reach her at www.DiversityInclusionCenter.com or www.OuchThatStereotypeHurts.com.

ABOUT THE PUBLISHER

Since 1977, The WALK THE TALK® Company has helped organizations, worldwide, achieve success through Ethical Leadership and Values-Based Business Practices.

They offer a full range of proven resources and customized services – all designed to help you turn shared values like Integrity, Respect, Responsibility, Customer Service, Trust, Communication and Commitment into workplace realities.



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