



TOTAL COMMUNICATION

Government, Education and Law Enforcement

Executives, Boards and Senior Administrators

Strategies Toward Justice for All

Advantages of Leadership By Total Communication

- From local to global communities and governments, organizations and agencies flounder with painful social changes. Strategies toward justice for all can resolve chaos and reduce conflict through innovative, rewarding leadership.
- Adjusting to unprecedented exposure to myriad cultures languages, and technologies, leaders in government, education and law enforcement are underprepared with insufficient understanding of the social evolutions and revolutions which have taken place. Strategies toward justice for all offer *comprehensive, flexible, inclusive* problem solving technique that replace rigid, ethnocentric, traditional, policies and actions that incite resistance.

"Strategies Toward Justice for All" facilitates vertical and horizontal movement among diverse individuals and groups based on valid, equitable achievement, not tied to historical, dominant memberships with dominant, social advantages.

What We Offer

- Insights into subtle, important social nuances
- Cultural understanding techniques
- Social Conflict Resolution
- Reasons to be multilingual
- Avoiding ignorance by isolation
- Role/benefits of research
- Distinguishing fact from fiction and myth
- Recognition and reward
- Keeping up to date
- Confidentiality

Who We Are

- *Now:* Educators, Community Organizers/ Leaders, Researchers, Trainers, Authors
- *Then:* Law Enforcement Officers, Affirmative Action Director, Education Administrators, Multi-Cultural Center Director, Education Program Directors, Social Entrepreneurs, Psychologist, Business Owners
- Educational Institutions: UCLA, Harvard, Washington State University, LaSalle University, Cheyney State University, The Fielding Institute, California State University Sacramento, University of California Davis, Temple University



Roots of Justice in Social Change

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Total Communication Team



Suzanne Brooks

- Director,/Founder Total Communication
- Founder/CEO, WomenWorldCulture
- CEO/Founder, International Association, for Women of Color Day
- Experience: Police Officer, Education Administrator, Private Investigator, Author

Dr. Charlesetta Stalling

- Co-Director, Total Communication
- WomenWorldCulture Educational Programs Director,



Dr. Shelley Goldsby,

- Consulting Psychologist
- Foster Family Agency Administrator
- Experience, Superior Court Services

Consultants/Speakers

Lillian M. Thornton, Esq.

- Attorney, Experience includes EEOC

Lydia Howell

- Public Media Journalist
- Civil Rights Advocate

Henry Jenkins

- MBA, CMA, Management Accountant
- Enterprise Consultant
- Master Tae Kwon Do Instructor

A Choice Always Exists



**TIMES CHANGE
PEOPLE CHANGE
SITUATIONS CHANGE
RELATIONSHIPS CHANGE
THE ONLY THING CONSTANT IS CHANGE**

HOW WE CAN HELP



Educate

Our experienced team of trainers provide hands-on/practical information and strategies that respond to urgent and systemic problems and are applicable the same day .

Facilitate

We believe that people--staff, managers, and teams have most answers but that organizational spirit and institutionalized policies and practice are linked to the vision, capabilities, commitment and accountability of the highest, most powerful leadership. Total Communication is designed to encourage, assist and provide resources in an organization that must keep apace of evolving communities in a changing world.

Effectively, we work with our clients to bring out answers through directed reading, films, participatory research, support groups, brainstorming, problem solving, discussions, surveys, mentoring, and focus groups. Total Communication relieves frustrations and saves time and money.

Consult

We coach organization leadership through continuous improvement, reorganization, program and training/curriculum development, assessments, proposal writing, program evaluation, managing change and transition. You are never without strategies for solutions with Total Communication. We are readily available.

Train

Total Communication provides training in executive/senior administration and board management to address extraordinary problems and responsibilities with strategies for success defined by cohesion, unity and loyalty to just and reasonable organization policies, procedures and practices. Strategies are based on the acquisition and implementation of superior communication skills, team building, openness, constructive and honest feedback, non-combative assertiveness, goal setting, resolving conflicts and managing change, as well as the design and direction of relevant research when appropriate—to name a few.

Training Courses

Mediation Skills	Learning a Second Language
Communicating at Work	Communicating in a Multi-Lingual World
Presentation and Speaking Skills	Adjusting to English as a Second Language Speakers
Listening Skills	Connecting Languages and Cultures
Reading Efficiency	Inclusion of Deaf and Other Communicators
Self Sufficiency	Relevant Research to Problem Solve
Leadership/Coaching	Removing Boredom So People Read Documents
Presentation/Speaking Skills	Respected Discrimination Complaint Investigations
Effective Use of Time	Purposeful, Understandable, Fair HR Policies/Practices
Goal Setting	Organizational Resources, Benefits and Limits
Story weaving	Stress Reduction and Environmental Sustainability

EFFECTIVE LEADERSHIP EVERY DAY

From Intention to Action: Leadership That Deepens Impact

Overview of the course

Do volumes of material cross your desk? Do you have stacks of technical and general information that you have not had time to read ? If so, this course will help you read more effectively and remember what you read. You will learn to increase your rate of reading with increased comprehension.

Target Audience

All Executives, Board Members and Senior Administrators can benefit from this course, particularly faced with major social/public conflicts and change..

Course Objectives

Upon completing this course participants will be able to:

1. Independently assess
2. Identify three techniques for
3. State and demonstrate two techniques
4. Identify two active reading strategies.

Methodology

Highly interactive with individual, small group, role play, large group discussion, films, research practice and presentation and some lectures

Multi-media presentations throughout course.

Course Content

- Ø Organization Communication Before and After Assessments
- Ø Total Communication Techniques
- Ø Goal Setting and Achievement Techniques
- Ø Encouraging and Achieving Total Communication

Duration

One, Three or Five days.

COMMUNICATION IN THE WORKPLACE AND COMMUNITY

Overview of the Course

Communication is a two-way process. If one wants to be heard clearly, then a complete message must be sent. If one wants to hear accurately, then one must listen carefully. Communication can be a complicated process. This course presents how to communicate successfully in easy to follow steps.

Target Audience:

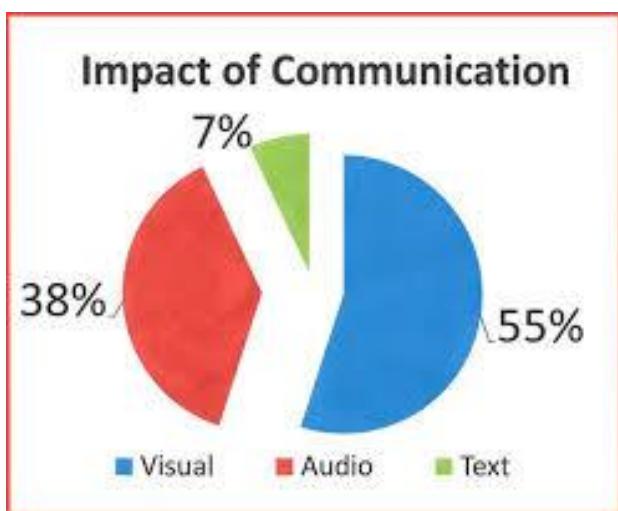
All Executives, Boards and Senior Administrators

Course Objectives

Upon completion of this course, participants will be able to:

1. Define effective communication
2. Demonstrate active listening techniques
3. Utilize tools and techniques for clear and courteous communication

Methodology

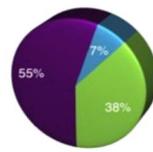


NONVERBAL COMMUNICATION

You cannot NOT communicate!!!

Albert Mehrabian of the University of California estimates that communication consists of

- 7% verbal = the words which are spoken
- 38% vocal = how these words sound, and
- 55% visual = how you look when you say them.



even when you don't say a word, you are STILL communicating!

Total Communication

PHILOSOPHY & APPROACH

We listen to our customers!

They do not want canned programs or to be “talked at, down to or around.”

We design unique, specific, programs & courses for high powered clients.

All courses are experiential.

Highly effective, learning is the result of intensive, active learner engagement.

We provide many opportunities for participants to feel, see, hear, talk, plan, revise, analyze, perform, critique & present various activities.

Growth occurs with welcomed, positive changes in attitude, plans, behavior and commitment.



TIME & COST



JUSTICE
DISCRIMINATION
ETHNICITY
FAIRNESS
PREJUDICE
DISABILITY
EMPLOYMENT
NEPOTISM
RELIGION

CONSIDERATIONS

The Highest Prices To Pay Come

From:

- ⇒ *Absence of Creativity*
- ⇒ *Attachment to Failed Strategies*
- ⇒ *Attitudes of Superiority*
- ⇒ *Belief in Enforced Control*
- ⇒ *Cronyism on Any Basis*
- ⇒ *Inability to See Inevitable Social Changes*
- ⇒ *Lack of Innovation*
- ⇒ *Lack of Research Skills to Determine Facts*
- ⇒ *Mourning “The Good Old Days”*
- ⇒ *Outdated Ideas*
- ⇒ *Prohibition of Honest Feedback*
- ⇒ *Suppression of Complaints*
- ⇒ *Unfair Reward Systems*
- ⇒ *Undermining Loyalty*

What Are The Answers?

Constructive Conflict

Social Movements

Escalation or Resolution ?

Emmett Till. Willie Edwards.

James Chaney. Michael Donald.

Michael Griffith. Yusef Hawkins.

James Byrd Jr. Trayvon Martin.

When will it end?

**566 FEDERALLY
RECOGNIZED TRIBES
OVER 170 SPOKEN
INDIGENOUS LANGUAGES**

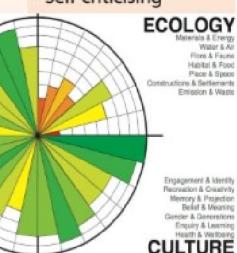
ON THE STREETS OF AMERICA: HUMAN RIGHTS ABUSES

- Results in clarification of important problems and issues.
 - Results in solutions to problems.
 - Causes authentic communication.
 - Helps release emotion, anxiety, and stress.
 - Builds cooperation among people through learning more about each other.
 - Helps individuals develop understanding and skills.
 - Helps people "be real", for example, it motivates them to
 - Helps people learn benefit from their



Common Conflict Behaviours

	Constructive	Destructive
Active	<ul style="list-style-type: none"> Perspective taking Creating solutions Expressing emotions Reaching out 	<ul style="list-style-type: none"> Winning at all costs Displaying anger Demeaning others Retaliating
Passive	<ul style="list-style-type: none"> Reflective thinking Delay responding Adapting 	<ul style="list-style-type: none"> Avoiding Yielding Hiding emotions Self-criticising
ECONOMICS	<p>Production & Resourcing Exchange & Transfer Investment & Innovation Consumption & Use Environment & Well-being Technique & Infrastructure Wealth & Distribution</p>	ECOLOGY
<p>Vibrant Good Highly Satisfactory Satisfactory Satisfactory</p>	<p>Organization & Governance Fair & Just Equity & Fairness Innovation & Resilience Security & Accredit Conservation & Restoration Transparency & Accountability</p>	<p>Humanism & Energy Water & Air Food & Fertilizers Habitat & Food Production & Transfer Constructive & Generative Emotion & Wealth</p>
CULTURE	<p>Engagement & Creativity Meaning & Identity Belief & Meaning Diversity & Generativity Health & Well-being</p>	<p>Engagement & Creativity Meaning & Identity Belief & Meaning Diversity & Generativity Health & Well-being</p>



CIRCLES OF SUSTAINABILITY

Pledge To Our Clients

We work with you and your organization--not on you. We explore options, analyze, plan, revise, and evaluate with you.

- * Fifty percent (50%) of our business comes from repeat customers and client referrals.
- * We do what we say we will do and deliver in a timely manner.
- * We treat our clients and organizations fairly and with respect.

You Have A Right To: Confidentiality

- * **Free** semi-annual review of progress related to service provided.
- * The very best quality consulting and training.
- * Service that delivers what it promises and on time.
- * Consultants with demonstrated practical and theoretical experience.
- * Express your opinion and truly be heard.
- * Competitive priced service with caring competent consultant,

Contact Us

Contact us for more information about our services and products

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PLACE
STAMP
HERE