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""DESIGN A COMPREHENSIVE CULTURAL AUDIT""; ""SAMPLE DIVERSITY INVENTORY SURVEY""; ""INTERVIEW FOLLOW-UP QUESTIONS""; ""STEP 3: FORM A DIVERSITY TASK FORCE""; ""FORMING THE TASK FORCE""; ""Task Force Responsibilities""; ""THE FIRST MEETING""; ""Stay on Track""; ""Early Task Force Meetings: Issues To Address""; ""THE ROLE OF HUMAN RESOURCES""; ""CATALYST""; ""RESEARCHER""; ""ADVOCATE""; ""PROBLEM SOLVER""; ""FACILITATOR""; ""INFLUENCER""; ""SUPPORTER""; ""STRATEGIC THINKER""; ""STEP 4: DESIGN A DIVERSITY TRAINING PROGRAM""; ""TRAINING DESIGN BASICS""; ""IDENTIFY NEEDS""; ""DESIGN THE COURSE""; ""OTHER COURSE DESIGN CONSIDERATIONS""; ""FIND YOUR FOCUS""; ""Cognition""; ""Behavior""; ""Emotion""; ""Organization""; ""DO NOT GET LOST""; ""DIVERSITY TRAINING IS UNIQUE""; ""REVIEW""; ""COFACILITATION ENHANCES THE TRAINING""; ""Opposites Attract""; ""The Dynamic Duo Conquers Challenges""; ""THINGS TRAINER TEAMS HAVE TO WATCH FOR""; ""STEP 5: TRAIN PEOPLE TO TRAIN""; ""BENEFITS""; ""COSTS""; ""SELECTION CRITERIA""; ""THE TRAINING OF TRAINERS""; ""GET TO KNOW YOURSELF""; ""LEARN ABOUT DIVERSITY""; ""LAY OUT YOUR PLANS""; ""PRACTICE MAKES PERFECT""; ""DO NOT:""; ""THE ULTIMATE DIVERSITY TRAINER""; ""SUMMARY""; ""DIVERSITY REVIEW CHECKLIST""; ""Key Learnings""; ""BIBLIOGRAPHY""; ""Other Media""; ""YOUR FEEDBACK IS IMPORTANT""
