

## Onsite Staff Development Offer

Available February -June 2010

INFOLINK subsidizes 60%!



### Cultural Awareness Training: Strategies for Creating a More Inclusive Library

**Trainer:** **Lourdes M. Tango** (see reverse for biography)

This dynamic and interactive session will introduce cultural concepts to help participants gain a deeper understanding of cultural differences and improve multicultural relationships with co-workers and library users.

**Culture Module**, participants will:

- Analyze the concept of culture as it relates to their professional context in the library and the community
- Develop awareness by identifying the impact of cultural values on behaviors
- Utilize a cultural framework for understanding and discussing cultural differences
- Identify how these cultural orientations influence communication, expectations, conflict resolution, decision making, identity, leadership, relationships, the use of time, and status within the group
- Discuss and practice communication skills that promote sensitivity when communicating with people from different cultures and with limited English proficiency
- Apply cultural knowledge to resolve case studies and critical incidents within their library community
- Develop an individual action plan to improve customer service and interactions with colleagues

#### Costs

Full Day session- up to 30 participants	\$ 1,550.00
30 to 40 participants	\$ 1,650.00
Half Day session- topics will be modified for this (three-hour) session and limited to 20 participants	\$ 800.00

**Limited Budget.** If you are interested in booking a staff development program, email Cheryl O'Connor at INFOLINK ([coconnor@infolink.org](mailto:coconnor@infolink.org)). Deadline to book is February 26, 2010.

**This is an INFOLINK Continuing Education service.**

NOTE from INFOLINK:

Lourdes Tango offered three full-day Cultural Awareness sessions for librarians as part of INFOLINK's Diversity Initiative Series (2008 and 2009). Series participants indicated that this training would be valuable as onsite staff development in local libraries across the cooperative. This training is applicable across all types of libraries.

## Lourdes M. Tango

As a training consultant Lourdes Tango has collaborated with Fortune 500 and mid-size companies, education and financial institutions, hospitals, healthcare providers, libraries, Superior Court judges, and non-profit groups to design and facilitate programs that empower individuals and teams to create an environment of inclusion by identifying and leveraging the value of diversity within their organization.

Lourdes has facilitated programs that focus on Building Multicultural and Global Teams, Cultural Diversity, Gender Communication Differences, Generations in the Workplace, Managing Virtual Teams and preparing senior executives for leadership roles in Asia, Canada, Europe, Latin America, and the United States. She has also trained over 1,600 hospital employees consisting of managers, nurses, physicians, and support personnel on creating an environment of inclusion and providing Culturally Competent Healthcare.

As an educator, Lourdes has served as an adjunct professor of Intercultural Communication at Raritan Valley Community College. She has also lectured at universities, state, and national conferences on Multicultural Issues in the Workplace, Cultural Competency, Cultural Competency for Nurses, and End of Life Care Across Cultures.

Lourdes' international experience includes working for Banco de Bilbao in Madrid, Spain and for Tango Imports, a New Jersey based company. As managing partner for Tango Imports, she was responsible for developing an extensive network of suppliers in Latin America, communicating, and negotiating with exporters in that region.

Lourdes holds a BA in Economics and a BA in Multinational Corporate Studies from Upsala College. She has continued her studies by completing graduate level courses and a certificate program at the Intercultural Communication Institute / Pacific University, Portland, Oregon. Lourdes also holds a certificate in Conflict and Dispute Resolution from New York University, and a certificate in Spanish Language and Culture from the Universidad de Madrid in Spain.

She was nominated and presented with The Volunteer of the Year Award by The International Institute of NJ for her leadership in providing Cultural Diversity Awareness Programs for New Jersey schools and non-profit organizations. She has served on the Executive Board of SIETAR (Society for Intercultural Education, Training, and Research) New York Chapter, and as Volunteer Coordinator at SIETAR's National Convention.

INFOLINK Regional Library Cooperative and its services are funded by the New Jersey State Library, which is responsible for the coordination, promotion and funding of the New Jersey Library Network.