

Dr. Jill Carroll's Corporate Programs

Today's global workplace includes people from all ethnicities, nationalities, races and religions. Conventional diversity training addresses issues of race, gender and ethnicity; however, very little consideration is given to the particular challenges of religious difference in the workplace.

This is a problem. When professionalism and religious tolerance break down in the workplace, all business comes to a halt and the unique transformative power of global corporations diminishes. Workers in the global economy must develop the skills to be powerful and effective in a multi-ethnic, multi-religious workplace that spans continents and time zones.

Dr. Carroll's programs provide the knowledge business leaders and employees need to increase their awareness of religious and cultural differences, and to build the necessary adaptive skills for success in the global workplace. With that success comes a corporate culture of tolerance, respect, and a cultural acumen that is good for business, and provides a valuable model of human relations for larger society.

Dr. Carroll is Adjunct Associate Professor in the Department of Religious Studies at Rice University. She is a recognized expert on issues of religion and religious tolerance in the workplace, in public life and in global politics. Her areas of specialty include: the role of religion in world politics, comparative world religions, trends in American religion, and the impact of religious diversity in global business. From 2004 to 2009 she directed (first as associate then as executive director) the Boniuk Center for Religious Tolerance at Rice University.

Dr. Carroll earned her Ph.D. in Religious Studies from Rice University in 1994. She is the author of numerous articles and four books. A recent book, *A Dialogue of Civilizations: Gulen's Islamic Ideals and Human Discourse* was a *Publishers Weekly* bestseller in religion, having been in a "Top 10" category on Amazon in May 2007. She is a frequent guest on radio and television programs, and has been interviewed by *The New York Times*, PBS, and Good Morning America. She combines her scholarly knowledge with a flair for "real world"

application. Through her own consulting business, and in collaboration with others, she has conducted religious diversity training for individuals, groups and corporations.

Dr. Carroll's programs build knowledge and awareness of religious diversity in the workplace, whether among co-workers, managers and executives, global business partners, or clients. Programs oriented toward employees train them in an expansive, culturally competent professionalism that will naturally generate appropriate behaviors in multi-religious, multi-ethnic settings. Focus is drawn to best practices and the "do's and don'ts" of religion in the workplace. Programs oriented toward managers and executives focus on developing global leadership perspectives and skills that today's high-level business leaders must possess to be effective in the global workplace. These sessions provide executives the basics of global leadership in a fast-paced, "no frills" format that delivers maximum results in minimal time.

Dr. Carroll is a dynamic speaker with a gift for simplifying complicated matters without stripping them of their substance and nuance. Moreover, she communicates in an informational, "faith neutral" and humorous manner that sets the appropriate context for discussing sensitive issues in a professional setting.

Sample comments:

"Your enthusiasm and passion as well as your sense of humor makes you a natural for delivering a often tension filled and emotionally charged topic."

"I just wanted to share with you my deepest appreciation for your substantive knowledge of religions in general and the geopolitical affairs in many areas in the world in specific. You truly represent issues in clear and objective perspective."

"Well...what can I say? WOW! Fantastic presentation."

"She is a "star" – making the complicated & difficult simple."

"Not only instructive and interesting, but entertaining."

Available Topics:

Religious Diversity in the Workplace: Do's and Don'ts

Dr. Carroll provides an overview of the ways in which religious diversity impacts our daily work lives and how we can negotiate religious difference in business-appropriate ways. First, she explains the notion of "diversity" as demographics – not ideology or agenda. Then, she describes why religious issues require extra sensitivity, and how self-awareness in this area is key to being powerful and effective in the midst of religious differences at work. Finally, she describes the "best practices" regarding religion in the workplace, which will preserve a professional, comfortable and effective environment for business.

Cultural Competency: What Is It and Why Should I Have It?

Despite the fact that the ability to navigate cultural differences is a ground-level skill for those working in today's global business, very few people are actually trained in why this is so, and how to behave in culturally competent ways. Dr. Carroll provides this training in this program. She first defines cultural competency and addresses the most common "resistances" or blocks people have about diversity and/or "cultural sensitivity" training. Then, using examples and case studies drawn from successful global businesses, she demonstrates and trains some of the basic learning categories in cultural competency for business, including: cross cultural verbal and non-verbal communications; understandings of leaders and followers; various time and distance sensitivities; rank and title valuations; gender relations, and more. Attendees leave with a clear sense of the importance of cultural competency, and the tools to develop it within themselves in ways that fit their particular business situation.

Global Leadership Skills: Finding Your Place in the New World

Today's business leaders require a specific set of skills to succeed in today's global business world, and Dr. Carroll covers those skills in this program. They include the ability to: conduct successful transactions

and negotiations cross-culturally; to tolerate ambiguity in a culturally “new” situation; to withhold judgments in a culturally “foreign” context; to avoid personalizing the behaviors of others of a different culture; to navigate collaborationist chains of command in a decentralized global organization; and more. In short, global leadership requires managers and executives to expand greatly their zones of comfort and effectiveness.

Religion in Your Business Marketplace: The Basics of (Fill in the blank)

Religion continues to shape human life and behavior all over the world, and this can impact your business activities in both positive and negative ways. Savvy business leaders will understand the religious cultures of the regions and countries in which they do business, from Islam in Lybia to Orthodoxy in Russia, from Buddhism in Thailand to Shinto in Japan. Dr. Carroll provides custom training in this program on the religion(s) relevant to your particular region of global business. Attendees learn the basic history, core beliefs and central figures of each religion, as well as the practices they are most likely to encounter from co-workers, clients or customers from each religion. Most importantly, attendees learn to navigate these beliefs and practices in the workplace for maximum professionalism and effectiveness.

All programs can be customized to last from 45-90 minutes and can be formatted for a classroom or seminar style session, or a luncheon.