

Multicultu**REAL**[®]

Communications, Inc.

Productivity begins with engaging **REAL** conversations, with **REAL** respect, building **REAL** relationships, for **REAL** results.



What are **YOU** willing to invest to create an environment where people want to contribute their full talents, gifts, and skills to the success of your organization?

We all bring our own unique values, beliefs, and life experiences to work every day. Though we are on the same team, those differences often surface cross-culturally; when conflict arises, tension escalates, trust declines, and respect diminishes... manifesting in strong emotions,

negative attitudes, unprofessional behavior, and lost productivity.

Our customization approach empowers both leaders and employees with tools, skills, strategies, knowledge, and awareness for immediate workplace application.

Troy's leadership and communication competencies are quite remarkable.

In an age of instant results, Troy gets the job done while building healthy, respectful, and productive relationships.

Tom Tauke, Retired Executive VP of Public Affairs, Policy, and Communications - Verizon

1 Valuing diversity, creating an environment of inclusion, and building cultural competence—Business imperative or the right thing to do?

3 Our Results

Improve Quality of Work Life

- » The 6 C's - Increase **C**omfort, **C**ompetence, and **C**onfidence to **C**onnect, **C**ommunicate, and **C**ollaborate cross-culturally.
- » Gain new tools, skills, strategies, knowledge, and awareness to build healthy, respectful, and productive relationships.
- » Minimize and manage implicit bias.
- » Improve emotional intelligence through proactive behavior techniques.

Culture Change

- » Energize the stagnant work environment and improve employee engagement and performance, including; attracting top talent, improving retention, and increasing productivity.
- » Improve individual, interpersonal and institutional accountability.
- » Improve communication between departments.
- » Improve morale.

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The MulticultuReal® 'Relationship' & 'Accountability' Model™

- 4 Level / 10 Step "game-changer" Tool designed to facilitate relationships and establish accountability

The solution we need in our world and workplace today

Delivered as half-day or full-day workshops

- Followed by coaching and consulting
- Tracking results with pre & post testing/surveys

PRODUCTION

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Our Training

Cutting-edge Customization Approach

- » Diversity & Inclusion
- » Leadership Development
- » Service Excellence
- » Conflict Resolution
- » Team Building
- » Motivational Mentoring

MulticultuREAL®
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Troy Cicero
President and Chief Skill Officer

Affectionately known as 'America's Chief Skill Officer,' Troy is a dynamic, engaging, and highly effective consultant, speaker, facilitator, and trainer who places great value on client satisfaction.

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For more than 2 decades, Troy's training and consulting services have successfully supported **health care, education, law enforcement, manufacturing, non-profits, and corporate America.**

Studies show there is a link between positivity and productivity. **5**



Statistical Sources: Columbia University Study, Harvard Business Review Blog, The Department of Economics at the University of Warwick, <http://bit.ly/1Xx6lTA>