



# 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, ethno-centric, traditional, policies and actions that incite resistance.

### 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

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“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.

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### 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



Roots of Justice in Social Change freedigitalphotos.net

## Underlying, Unaddressed Injustices

People of Importance, wealth or in jobs in which they are racially or gender overrepresented, Group A, are often unaware of events and circumstances which provide “routine” and unacknowledged privileges only to them. Because their experiences seem “normal” or “regular, Group A beneficiaries are generally unaware of and insensitive to the experiences of other groups.

Members of Group B, do not have the same kinds of social options.—benefits and experiences. Without the same resources received by Group A, Group B members, who live “outside or without privileges,” have no possibilities of meeting the same standards and achieving the same successes.

Despite the disparities, both A and B groups are governed by and accountable to the same laws, rules and policies. The bases of these regulations lie in the foundations of the communities and civic organization at local, regional and national levels. These foundations, including foundational documents (like constitutions), are the positive, institutional, mechanisms or social order, but also may be the root of underlying, unaddressed social injustices.

Only by examining the factors which are positive and unifying and those which are divisive and destructive, can current social conflicts be understood and resolved. Understanding past and current of conflicts and resolutions will provide examples which generate actions leading to positive, systemic change which benefits all.

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

## 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**



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# 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:

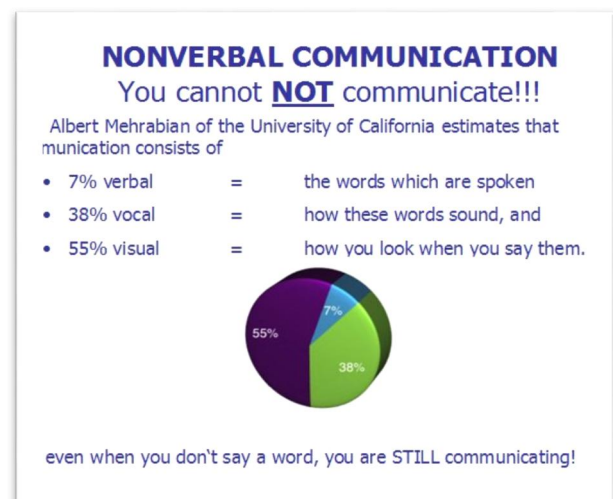
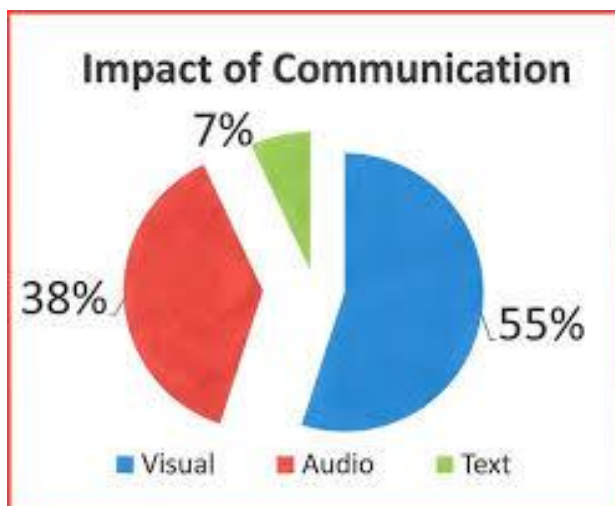
All Executives, Boards and Senior Administrators

## 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



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



## 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?



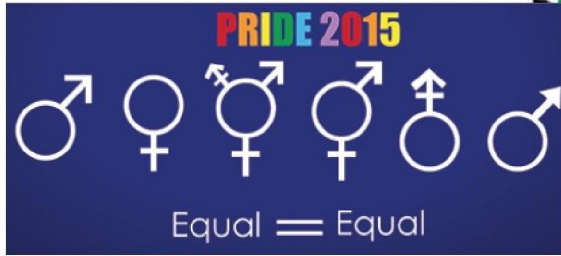
## Constructive Conflict

- 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 to benefit from their



## Social Movements

## Escalation or Resolution ?

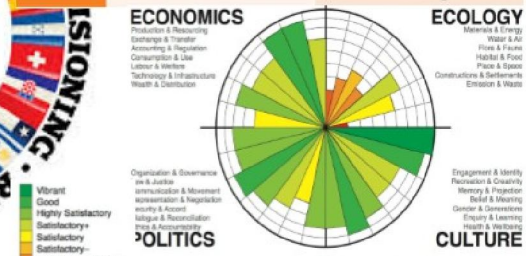


### CONSTRUCTIVE CONFLICTS



### Common Conflict Behaviours

	Constructive	Destructive
Active	<ul style="list-style-type: none"> <li>• Perspective taking</li> <li>• Creating solutions</li> <li>• Expressing emotions</li> <li>• Reaching out</li> </ul>	<ul style="list-style-type: none"> <li>• Winning at all costs</li> <li>• Displaying anger</li> <li>• Demeaning others</li> <li>• Retaliating</li> </ul>
Passive	<ul style="list-style-type: none"> <li>• Reflective thinking</li> <li>• Delay responding</li> <li>• Adapting</li> </ul>	<ul style="list-style-type: none"> <li>• Avoiding</li> <li>• Yielding</li> <li>• Hiding emotions</li> <li>• Self-criticising</li> </ul>



566 FEDERALLY RECOGNIZED TRIBES  
OVER 170 SPOKEN INDIGENOUS LANGUAGES

ON THE STREETS OF AMERICA:  
HUMAN RIGHTS ABUSES

# 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,

**WomenWorldCulture brings you the world**

### Total Communication

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## Contact Us

Contact us for more information about our services and products

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Visit us on the web at



PLACE  
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