

# *StirFry Seminars & Consulting*



*Services for Social Service Providers*

## StirFry Seminars Services for Social Service Professionals

For the past twenty years, StirFry Seminars has revolutionized the field of diversity through its internationally-acclaimed films and seminars. Over 30 million viewers worldwide have seen *The Color of Fear*, as well as many of the other groundbreaking films produced and directed by Lee Mun Wah, StirFry's founder, Master Trainer, community therapist, author, educator, and poet. His latest book, *The Art of Mindful Facilitation*, is widely considered a classic in the field of communications, diversity, and group process. In 1995 Oprah Winfrey produced a one-hour special on Lee Mun Wah's life and the impact of *The Color of Fear*.

Thousands of participants from educational, government, corporate, and social service agencies have taken StirFry's trainings and seminars. StirFry Seminars is recognized by many of the top 500 corporations and social agencies as having one of the most outstanding cross-cultural and communications training programs for therapists, social workers, managers, supervisors, H.R., and top administrative executives. Clients such as the YWCA, California Society of Clinical Social Workers, Association for Humanistic Psychology, and the Center for Independent Living have resounded with praise and awe at having participated in some of the most life changing and phenomenally useful trainings of their experience.

What makes StirFry Seminars so unique is our approach to how we value and observe each communication. We call this 'mindfully listening', which means being attentive to the subtleties in each communication, such as intent and impact. The following are some of the reasons why so many companies have chosen to work with us:

- ❖ We emphasize developing inquiry skills in place of adversarial and defensive statements
- ❖ We help participants acquire the art of mindfully resolving conflicts within seconds through the use of observation and responsive techniques
- ❖ We demonstrate ways to create an environment where staff and administration work together as a supportive community rather than as individuals coming from an oppositional or power perspective
- ❖ We develop the art of noticing keywords throughout the communication process that unlock the needs and issues of a particular cultural group or individual
- ❖ We train participants to observe differences and similarities through a multicultural and multi-sensory approach and perspective
- ❖ We use personal stories as a way to broaden one's understanding and compassion for the history of one's journey and its impact on present day behaviors and attitudes
- ❖ We train managers and supervisors to not only listen for what is being said, but also to what is not being expressed because of discriminatory or retaliatory behaviors and attitudes
- ❖ We train agencies to notice the importance of intent and impact in all their communications
- ❖ We use curiosity as a gateway to empathy and trust
- ❖ We explore through a multicultural lens rather than a monocultural one
- ❖ We help managers and supervisors deepen their understanding of cross-cultural issues and values through role plays and real life vignettes so that what they are learning is practical, useful and appropriate

- ❖ We create opportunities for on-going dialogues so that different cultural groups can ask each other questions and deepen their relationships
- ❖ We provide on-going training on how to facilitate and resolve conflicts peaceably without coming from a reactive or defensive position
- ❖ We use our internationally-acclaimed films on diversity issues to foster dialogue and deeper understandings
- ❖ Participants practice their communication and mediation skills through viewing our unique training films that mirror actual business scenarios and on-going workplace problems and issues
- ❖ StirFry Seminars provides on-going consultation, mentoring and coaching throughout each level of our trainings and seminars
- ❖ We provide a Certification Program
- ❖ We cover a variety of diversity workshops, as well as communications training and organizational development courses
- ❖ We work with individuals as well as groups from 3 to 14,000 participants
- ❖ We have countless National Training Centers all over the United States
- ❖ Our consultants, facilitators and trainers are from a variety of multicultural backgrounds
- ❖ We provide manuals, training guides, films and books that are authored solely by StirFry Seminars & Consulting
- ❖ Our clients range from the top 500 corporations to almost every major university, government and social agency in the United States
- ❖ Our films and books are the foundation for most diversity trainers around the United States
- ❖ Our films such as *The Color of Fear* (appearing on *The Oprah Winfrey Show* in 1995) have won international and national awards
- ❖ All of our trainers and facilitators have years of diversity experience and are Certified Master Diversity Trainers
- ❖ Our presenters, trainers, facilitators, and consultants come from a myriad of professions, including from educational, corporate, therapeutic and social services sectors

## SERVICES FOR SOCIAL SERVICE PROVIDERS

for therapists, human resource specialists, diversity consultants,  
facilitators, social workers, administrators

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# Seminars

The following Seminars are ideal for Therapists, Social Workers, Human Resource Specialists, Facilitators, Diversity Trainers, Consultants, Diversity Presenters, Educational Consultants, Psychologists, Law Enforcement, and Administrators.

## Cultural Competency for Leaders

In today's workplace environment, cultural competency is a must, not only because we are entering into a global economy, but because an increasing number of employees are entering into the workplace from a vast variety of cultures and geographic regions. With those new faces come different perspectives and unique ways of approaching leadership and workplace situations. Unless those different perspectives are understood and valued, an environment of distrust, confusion, and fear threatens to erupt in the form of conflicts, lawsuits and communications breakdowns.

In this unique workshop and training, participants will learn that cultural competency requires not only an awareness of cultural differences, but also many other cultural competencies, including cross-cultural communications skills, community development expertise, and an awareness of social issues and contexts.

Through the use of films, role plays, and a variety of experiential exercises, and personal stories, participants will learn:

- ❖ How to turn judgments into curiosity
- ❖ The art of inquiry instead of statements
- ❖ The art of listening and responding
- ❖ How to de-escalate a conflict within minutes
- ❖ A variety of ways to reframe our perceptions
- ❖ How past experiences influence our perceptions and reactions



## A Dialogue on Racism

So often we are afraid to begin a conversation on racism because we have had a bad experience or feel we will say something wrong or hurtful. This seminar is particularly exciting and satisfying, because it allows everyone to practice talking to someone who is different from them in a compassionate and honest way. Participants will learn that they are not alone in their fears and that all of us lack a “model” of how begin this type of conversation. The most important ingredient is our sincerity and our willingness to learn and understand each other.

We will practice sharing with each other through films, small group interactions, role plays, and personal stories. Participants will learn:

- ❖ To notice the impact and intent of our communications on other cultures
- ❖ Ways to respond compassionately and openly about diversity issues
- ❖ How to listen mindfully and with awareness
- ❖ How personal stories can affect our perceptions and attitudes
- ❖ Ways to create a sense of community through dialogue and stories
- ❖ How to work with conflict and hurt when diversity issues are involved

## *A Cross-Gender Conversation*

This popular seminar focuses on the challenges and opportunities present when diverse race and gender groups interact with each other. Though diversity offers tremendous potential for learning and enrichment, there are also moments of conflict and tension over differences in perspective and approach. This program offers the skills necessary to develop and support an effective learning environment where everyone feels valued and acknowledged for their uniqueness and contributions.

Using a variety of learning tools, this program will mix films, personal stories, experiential exercises, discussion and lectures.

Participants can expect the following:

- ❖ Learn how gender and race issues affect one's perspectives and behaviors
- ❖ Gain a deeper understanding of how gender and race can enhance and stimulate a stronger sense of community and cooperation
- ❖ Learn how to work with diverse groups to identify and realize strengths and areas of improvement
- ❖ Understand divergent communication styles, perspectives, and expectations
- ❖ Practice effective listening and responsive communication techniques
- ❖ Discover ways to mediate gender and race issues cross-culturally
- ❖ Learn new means to begin a conversation of gender and race

## The Practice of Honoring Diversity

It is often easier to celebrate and honor diversity than to actually have to practice our skills or knowledge in situations involving diversity issues. This seminar looks at the different types of necessary skills and the kinds of diversity issues one may encounter. This is one of our most popular seminars because of the hands-on exercises and skills we offer.

Through the use of training films, role plays, diversity exercises, and personal stories, participants will learn:

- ❖ How to de-escalate a diversity conflict with minutes
- ❖ To observe the intent and impact inherent in all communications around diversity
- ❖ The importance of a Conflict History Assessment
- ❖ The Art of Listening & Responding
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate
- ❖ What Stands Between Us

## Mindfully Resolving Cross-Cultural Conflicts

Cross-Cultural conflicts in our workplaces can be the result of misunderstandings and stereotypes that can intensify tensions and create strong reactions. This training will help deepen the understanding between groups and individuals in cross-cultural conflict. Learning how to resolve these conflicts will lead to an alignment of mutual outcomes and an on-going supportive process where everyone is valued, acknowledged and respected. This training introduces participants to the dynamics of conflicts and the need for appropriate and useful communication interventions and skill sets particular to diversity issues. Three key areas will be covered: perception, strategy, and intervention. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn the facilitation and inquiry techniques needed to resolve diversity conflicts that often occur in workplaces.

Participants will:

- ❖ Develop listening and observation techniques
- ❖ Practice noticing the intent and impact in all cross-cultural communications
- ❖ Learn how to assess a conflict by listening for three key focus areas
- ❖ Discover a myriad of de-escalation techniques
- ❖ Learn advanced communication listening techniques used by master mediators
- ❖ Learn how to utilize the art of inquiry to connect with different groups in conflict
- ❖ Identify what a person is saying and not saying cross-culturally

## *Creating Community in Small Diverse Group Settings*

This introductory program provides basic, practical techniques on how to develop alliances and a sense of community between multicultural groups. We will focus on how to create an environment of trust and a sense of community where similarities and differences are valued, acknowledged, and considered useful. Participants will be taken through a series of exercises that will help them learn more about each other and what each has to offer that is uniquely theirs. In addition, opportunities will be provided for participants to share the stories and life experiences that have shaped and impacted who they have become, as well as their aspirations for the future. This very intimate and moving experience often leaves participants feeling they have grown closer in friendship and in understanding. We highly recommend this seminar for those participants who have either grown up or worked in mostly monocultural environments.

Participants will learn the following:

- ❖ Insight, ideas, and suggested resources needed to build and maintain alliances interpersonally and cross-culturally
- ❖ Strategies to motivate and retain multicultural groups
- ❖ Techniques on how to listen and respond to intercultural communications
- ❖ Ways to integrate mainstream cultures with new entries into the workplace
- ❖ The Art of Listening & Responding
- ❖ Nine Healthy Ways to Communicate

## *A Conversation on Homophobia & Heterosexism*

So often, we are afraid of asking the wrong question or saying something that we fear might be inappropriate. Our newest seminar breaks new ground by fostering a greater understanding of the roots of homophobia in our society, including the historical, cultural and legal sources of discrimination, and the fear and misconceptions about those who are lesbian, gay, bisexual and transgender.

In this seminar, participants are encouraged to explore their own history of homophobia and heterosexism and to learn how those stories and experiences have affected their attitudes and behaviors in their relationships with each other.

Using films, experiential exercises, discussions and personal stories, participants will learn the following:

- ❖ How to respond to homophobic statements and behaviors
- ❖ How to empathetically listen and respond to personal stories
- ❖ Ways to facilitate a dialogue and conversation on gay and lesbian concerns
- ❖ Proactive steps to end homophobic behaviors and attitudes
- ❖ Various issues facing gays and lesbians in school settings
- ❖ The historical roots of heterosexism and homophobia

## The Color of Fear – 3-Day Retreat

The sharing of each other's stories and lives is a rare experience, but an important and essential one if we are ever to understand each other and to develop an authentic relationship. For those of you who have seen The Color of Fear and who have often wondered what it would have been like there – this is an opportunity of a lifetime! In one weekend, participants will have the opportunity to learn about each other's lives and to develop a more trusting relationship with someone from a different ethnic group.

Under the guidance of a trained StirFry group facilitator, participants will learn different approaches to having an intimate and honest dialogue with each other. They will also learn how to deal with their differences and similarities in a peaceful and compassionate way.

Participants will learn the following:

- ❖ Ways to listen and respond to cultural differences
- ❖ How to empathetically relate to someone
- ❖ How to mediate cultural conflicts
- ❖ The Art of Listening
- ❖ To observe the impact of our communications
- ❖ To use of different communication styles and approaches

## *Alliance Building Across Cultures*

This introductory program provides basic, practical techniques on how to develop alliances between multicultural groups. We will focus on how to create an environment of trust and a sense of community, where similarities and differences are valued, acknowledged, and considered useful. We will take participants through a series of exercises that will help them learn more about each other and what each has to offer that is uniquely theirs. In addition, opportunities will be provided for participants to share the stories and life experiences that have shaped and impacted who they have become, as well as their aspirations for the future. This very intimate and moving experience often leaves participants feeling they have grown closer in friendship and in understanding. We highly recommend this seminar for those folks who have either grown up or worked in mostly monocultural environments.

Participants will learn the following:

- ❖ Insight, ideas, and suggested resources needed to build and maintain alliances on the interpersonal and interorganizational levels
- ❖ Strategies to motivate and retain multicultural groups
- ❖ Techniques on how to listen and respond to intercultural communications
- ❖ Ways to integrate mainstream cultures with new entries into the workplace
- ❖ To observe the impact of our communications
- ❖ To use different communication styles and approaches



## *Cross-Cultural Facilitation Techniques For Therapists, Facilitators, Diversity Trainers and Social Workers*

Facilitating a group with many cross-cultural perspectives and experiences requires a keen understanding and thorough knowledge of how cultural differences can impact group dynamics, relationships and one's sense of safety.

In this unique training, each participant will be guided through a series of exercises and mindful techniques that will enhance their understanding of the impact of culture on relationships, conflictual cultural situations, as well as how to develop a deeper and more authentic sense of community and openness within diverse groups.

Participants will explore their perceptions and attitudes about diversity issues through the use of films, books, vignettes and personal stories. They will learn to:

- ❖ Listen and respond from a Buddhist & Eastern Approach
- ❖ Notice the Impact and Intent of all our communications and actions and make use of that knowledge to create a sense of community
- ❖ Discover the importance of curiosity as a mediation and learning tool
- ❖ Make use of non-verbal communications cross-culturally
- ❖ Use Mindful Techniques to de-escalate a conflict within minutes
- ❖ Utilize 26 Culturally -Sensitive Questions that create safety & trust

## *Cross-Cultural Group Dynamics*

### *Case Studies Training – Beginning Level*

Understanding the dynamics inherent in the group process can be complicated by the impact of cross-cultural issues. In this exciting new training, therapists, facilitators, diversity trainers, social workers, human resource specialists and school counselors will have the unique opportunity to practice with one or more Master Facilitators whose specialty is working with cross-cultural issues within the dynamics of the group process. Participants will have hands-on practice with actual group case studies, with a focus on cultural components. Participants will explore these techniques through the use of training films, personal stories, and a vast variety of diversity materials.

Particular emphasis will be on:

- ❖ Observing the intent and impact of all group communications
- ❖ Making use of non-verbal communications to enhance the group process
- ❖ Learning Mindful Facilitation Techniques from a Buddhist & Eastern perspective
- ❖ Utilizing culturally-sensitive inquiries to enhance the group process and cohesiveness
- ❖ Creating a sense of community based on trust and curiosity
- ❖ Making use of cross-cultural perspectives to deepen the understanding and appreciation of our differences and similarities
- ❖ The Art of Listening & Responding from a cross-cultural perspective

## *Cross-Cultural Group Dynamics*

### *Case Studies Training – Intermediate Level*

Understanding the dynamics inherent in the group process can be complicated by the impact of cross-cultural issues. This training is a continuation of the case studies learned from the Beginning Level. In this Intermediate Level, participants will once more have the unique opportunity to practice with Master Facilitators whose specialties are working with cross-cultural issues within the dynamics of the group process. Participants will have hands-on practice with actual group case studies, with a focus on cultural components. The emphasis will be on increasingly complex diversity issue case studies involving conflict, racism and sexism. Participants will explore these techniques through the use of training films, personal stories, and interactive role plays.

Participants will learn:

- ❖ Mindful Intermediate Conflict Facilitation Practices
- ❖ How to facilitate a conflict involving three or more participants
- ❖ To listen for key phrases and issues to use as interventions
- ❖ To develop group empathy
- ❖ How to create community and group responsibility
- ❖ The Art of Summary and Closure
- ❖ To notice when to intervene and when to simply observe
- ❖ To trust the process & utilize the wisdom of a group

## *Cross-Cultural Group Dynamics*

### *Case Studies Training – Advanced Level*

Understanding the dynamics inherent in the group process can be complicated by the impact of cross-cultural issues. This training is a continuation of the case studies learned from the Beginning and Intermediate Levels. In this Advanced Level Training, participants will learn how to use the social context of an interaction and transform it into an educational moment that can stimulate dialogue and create a deeper understanding amongst group members. Facilitators will also review how major issues such as blame, guilt, and grief can impact the group process interpersonally and from a cultural perspective. Case studies will also focus on how to segue from individual issues into a group perspective and understanding. These techniques will be explored through the use of training films, personal stories, and advanced interactive role plays.

Participants will develop a deeper understanding of:

- ❖ How to stimulate and encourage group sharing and curiosity
- ❖ Moving from adversarial statements to those of openness and inquiry
- ❖ How the issues of blame, guilt and grief impact the group process
- ❖ Ways to encourage disclosure as a means to achieve closure
- ❖ Assessing different communication styles
- ❖ Developing and practicing de-escalation techniques
- ❖ Ways to create and stimulate cross-cultural conversations
- ❖ How to develop a group sense of community during moments of conflict
- ❖ Learning Advanced Mindful Techniques to facilitate group conflicts

## Responding to a Discriminatory Incident Initial Response Initiatives & Training – Part One

So often when a discriminatory incident occurs such as a racial or sexist epithet, a noose hanging, or verbal/physical abuse, the initial response is one of fear and shock. Very few workplaces, schools, or communities are prepared to respond to such incidences except in anger or defensiveness. Often lawsuits and demonstrations occur because of ineffective responses due to lack of knowledge, training and/or preparation.

In this much-needed workshop and training we will explore the underlying issues of these discriminatory incidents, as well as effective individual and group responses to such incidents both from a solutions and preventive perspective.

Using various learning methods such as training films, role plays, and personal stories, participants will learn:

- ❖ Conflict Intervention Skills
- ❖ Ways to initially respond to a discriminatory incident from a group/individual perspective
- ❖ To utilize Responsive and Listening Techniques in the Intervention Process
- ❖ To observe how Intent and Impact affect all our communications
- ❖ Ways to learn and respond to cultural and gender differences
- ❖ Nine Healthy Ways to Communicate
- ❖ How to listen compassionately and mindfully

## Responding to a Discriminatory Incident Creating a Culturally-Competent & Sensitive Community – Part Two

This unique workshop and training will explore how to create a culturally competent and sensitive workplace and community that is able to embrace, respond to and accept diversity. So often, lawsuits and discriminatory incidents emerge from environments and communities where issues of diversity are seldom discussed and where cultural differences are often celebrated but not practiced or represented.

Using various learning modalities, with an emphasis on experiential exercises, discussion and lecture, films, and personal stories, participants will:

- ❖ Learn how to ask meaningful and intimate questions of individuals from diverse cultures
- ❖ Understand how racial and gender differences can affect relationships, communications and behaviors
- ❖ Discover how to observe and make use of the intent and impact of all our communications
- ❖ Learn the Art of Listening and responding cross-culturally
- ❖ Understand how one's personal and community history affects one's self-esteem and sense of safety
- ❖ Learn ways to respond with honesty and compassion when a conflict occurs that involves a diversity issue
- ❖ Create a sense of community and understanding amongst diverse cultures



# Trainings

The following Trainings are ideal for Therapists, Social Workers, Human Resource Specialists, Facilitators, Diversity Trainers, Consultants, Diversity Presenters, Educational Consultants, Psychologists, Law Enforcement, and Administrators

## Mindfully Resolving Conflicts for Diversity Issues

Conflicts in our agencies and groups can be the result of misunderstandings and stereotypes that can intensify tensions and create strong reactions. This training will help deepen the understanding between groups and individuals in conflict. Learning 'mindful' techniques on how to resolve conflicts will lead to an alignment of mutual outcomes and an on-going supportive process where everyone is valued, acknowledged and respected. This training introduces participants to the dynamics of conflict and the need for appropriate and useful communication interventions and skill sets. Three key areas of understanding will be focused on: understanding one's self, others, and the societal context. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn the facilitation and inquiry techniques needed to resolve conflicts that often occur in workplaces.

Participants will:

- ❖ Develop listening and observation techniques
- ❖ Practice noticing the intent and impact in all communications
- ❖ Learn how to assess a conflict by listening for three key focus areas
- ❖ Discover a myriad of de-escalation techniques
- ❖ Learn advanced communication listening techniques used by master mediators
- ❖ Learn how to utilize the art of inquiry to connect with groups in conflict
- ❖ Identify what a person is saying and not saying



## Ten-Part Communications Program

This is one of our most popular communications programs because it not only offers dynamic exercises and techniques to improve one's communications skills, but is also supported by a myriad of realistic vignettes to integrate the skills and theories of effective communication. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn facilitation and inquiry techniques.

Participants will learn to:

- ❖ Assess their own communication styles and their impact on others
- ❖ Develop meaningful and authentic ways of responding
- ❖ Create environments and relationships that are proactive rather than reactive
- ❖ Develop relevant and effective skills to assess and mediate conflicts
- ❖ Create avenues for conversations to be developed and practiced
- ❖ Explore how our past experiences impact our good intentions
- ❖ Learn how to assess a variety of communication styles
- ❖ Develop facilitation skills to adapt to various environments
- ❖ Use advanced communication listening techniques utilized by master mediators
- ❖ Develop the art of creating safe and dynamic working environments
- ❖ Create work situations that encourage relaxed sharing and curiosity

## Five-Part Diversity Communications Program

Much like our Ten Part Communications Series, emphasis is placed on developing practical skills and assessing situations where diversity is an issue and effective communication skills are needed. Participants will learn proactive listening skills and how to respond compassionately and effectively to stressful situations. We will focus on how to create an environment of trust and a sense of community, where similarities and differences are valued, acknowledged, and considered useful. We will take participants through a series of exercises that will help them learn more about each other and what each has to offer that is uniquely theirs.

Participants will:

- ❖ Learn how to assess a diversity conflict and utilize de-escalation techniques
- ❖ Develop meaningful ways of listening and responding to diversity concerns
- ❖ Learn how to be proactive rather than reactive in their communications
- ❖ Create avenues for conversations to be developed and practiced
- ❖ Discover how our past experiences with diversity issues impacts others
- ❖ Learn how to assess a variety of diverse communication styles
- ❖ Develop facilitation skills to adapt to various diverse environments

## Using Films on Diversity to Create Cross-Cultural Dialogues

This is one of our most practical and well attended trainings. It is here that participants are exposed to our internationally-acclaimed and award winning films and the diversity exercises that accompany each of them. Participants also learn how to introduce our films and present a variety of diversity exercises. They learn ways to facilitate key film questions, and various techniques on how to deal with various audience reactions. A very dynamic and stimulating training where participants are encouraged to share their own techniques and experiences in presenting the film in their various communities.

Participants will learn the following:

- ❖ Over 20 StirFry film presentation exercises
- ❖ Audience Assessments
- ❖ Presenting film questions
- ❖ Dyad exercises to enhance listening and responsive skills
- ❖ The Art of Listening
- ❖ How to facilitate an audience discussion
- ❖ To observe the intent and impact of the audiences' reactions
- ❖ To teach the Art of Inquiry

## *Cross-Gender Conversations*

This training will heighten the awareness that gender issues, when unabated, have a negative impact on individual and group creativity, productivity and self-esteem. In this training, we will address some of the issues, attitudes, and behaviors that contribute to this problem, as well as ways to heighten our awareness and move towards a more inclusive environment.

Participants will learn the following:

- ❖ Ways to talk about gender issues openly and honestly
- ❖ Exploring and practicing egalitarian beliefs, attitudes and behaviors
- ❖ Effective tools for creating positive, non-sexist communications and behaviors
- ❖ How to facilitate gender based conflicts through mediation techniques
- ❖ Developing an awareness of how gender issues negatively and positively impact an individual, a group and a workplace

## Working with a Diverse Group

There are a variety of cross-cultural dynamics inherent in working with diverse groups. Often practitioners are unsure of how to assess the differences and similarities of a groups' dynamics because of their lack understanding and knowledge of the cultural factors and stressors impacting folks from different perspectives and countries. In this training, we will explore the roots of racism and stereotyping, as well as its impact on the self-esteem and safety of diverse groups and individuals.

Through the use of films, role plays, personal stories and a variety of exercises, participants will:

- ❖ Understand how one's personal and community history affects one's self-esteem and sense of safety
- ❖ Explore, experience and learn how to converse from a diverse perspective
- ❖ Understand how racial differences can affect relationships, communication and behaviors
- ❖ Learn how to listen and respond to personal experiences from a cultural perspective
- ❖ Discover ways to create a sense of community through dialogue and stories
- ❖ Learn how to work with conflict and hurt when diversity issues are involved

## Unlearning Heterosexism and Homophobia

Heterosexism, the belief that all of us are heterosexual or that heterosexuality is the norm can lead to misunderstandings, pain and have a negative impact on individuals and groups. Homophobia, an extreme fear of anyone from the Lesbian, Gay, Bisexual, Transgender community, is the root of hate crimes, slurs and can create an unsafe environment.

There is much confusion about gender identity, sexual orientation, and how to respect people from the queer community. Unaddressed sexual orientation issues contribute to increased absenteeism and turnover, as well as sex discrimination and sexual harassment cases. This training will heighten the awareness that sexual orientation and gender issues, when unabated, can affect individual and team creativity, productivity and self-esteem. In this training, we will address some of the issues, attitudes, and behaviors that contribute to this problem, as well as ways to heighten our awareness and move towards a more inclusive environment.

Participants will learn the following:

- ❖ Ways to talk about sexual orientation and gender issues openly and honestly
- ❖ Exploring and practicing egalitarian beliefs, attitudes and behaviors
- ❖ Effective tools for creating positive, non-heterosexist communications and behaviors
- ❖ How to facilitate sexual orientation and gender based conflicts through mediation techniques
- ❖ Developing an awareness of how sexual orientation and gender issues negatively and positively impact the workplace

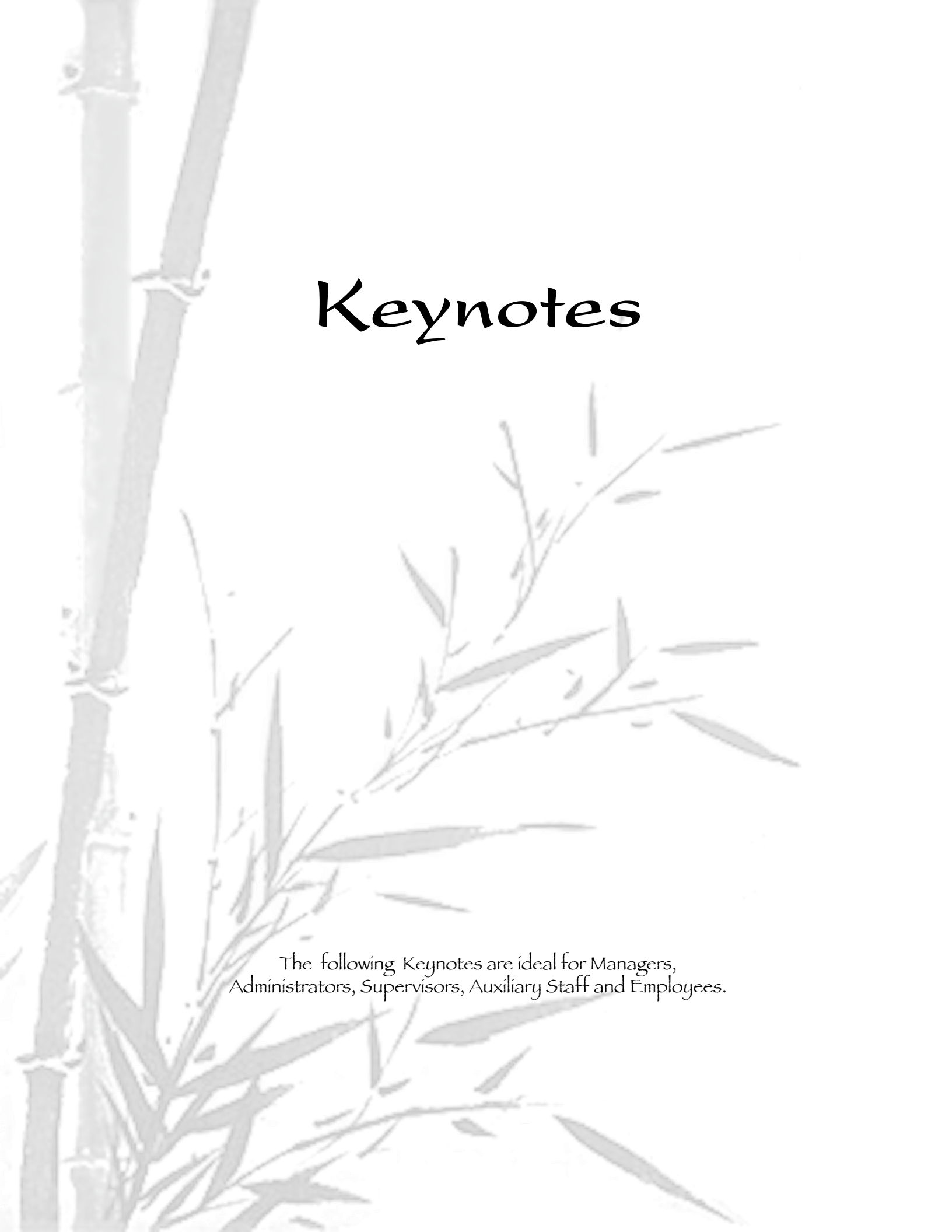
## Four-Part Cultural Competency Training For Therapists & Counselors

Cultural Competency Training for Therapists requires developing practical skills to assess situations where diversity is an issue and effective communications skills are needed. Cross-cultural miscommunication can be the result of stereotypes and misunderstandings that can intensify tensions and separate groups and individuals. Learning how to de-escalate and resolve these conflicts can lead to a re-alignment of mutual outcomes and an ongoing supportive process where everyone feels valued, acknowledged and respected.

This training introduces participants to the dynamics of cross-cultural issues and the need for appropriate and useful communication interventions and skill sets particular to diversity issues. Four key areas will be covered: individual and group perceptions, listening and responsive skills techniques, mindful inquiry and facilitation interventions, and community alignment strategies.

Through the use of our training films, experiential exercises, and a variety of Mindful techniques, we offer participants an opportunity to:

- ❖ Assess their own communication styles and their impact on diverse groups
- ❖ Develop meaningful and authentic ways of responding to diversity issues
- ❖ Create educational environments & relationships that are proactive rather than reactive
- ❖ Develop relevant and effective skills to assess and mediate cultural conflicts
- ❖ Explore how our past cultural experiences impact our good intentions
- ❖ Learn how to assess a variety of cultural communication styles
- ❖ Learn advanced communication listening techniques that are used by Master Mediators
- ❖ Learn the art of creating safe and dynamic cross-cultural working environments
- ❖ Create everyday classroom situations that support cross-cultural sharing and understanding



# Keynotes

The following Keynotes are ideal for Managers,  
Administrators, Supervisors, Auxiliary Staff and Employees.



## Walking Across the Room

So often we ponder how to begin a conversation with people who are culturally different from ourselves. Where do we begin? How do we keep from offending someone? What if they get angry or hurt? These are just some of the many barriers and fears that keep us apart and in silence. Together we will explore what it will take to walk across the room - what we can learn in that journey about ourselves, and in the process, develop an authentic and meaningful relationship with each other, even in the midst of a conflict or misunderstanding.

Using various learning methods with an emphasis on experiential learning and personal stories participants will learn:

- ❖ How to engage in a conversation with someone who is culturally different
- ❖ Conflict intervention skills
- ❖ Exploration of intent and impact on the communication process
- ❖ The use of responsive and listening techniques
- ❖ The Art of Responsive Inquiry
- ❖ How ethnicity, gender, age, and sexual orientation affect responses
- ❖ Communication skills needed for a multicultural world
- ❖ Use of *The Art of Mindful Facilitation* to resolve conflicts

## *An Unfinished Conversation*

So often in the workplace, because we feel misunderstood and invalidated for our cultural differences, we begin conversations behind closed doors and with our own affinity groups. We need these conversations to be brought out into the light and talked about from the view of curiosity and honesty. This workshop is about all those unfinished conversations that have the possibility of connecting us to the beauty of our differences and the obstacles that we confront on a daily basis. Come join us with your story and your journey. Perhaps through our sharing, we can find our way home together.

Participants will:

- ❖ Learn ways to ask questions that illuminate rather than create walls
- ❖ Discover the importance of curiosity as a tool towards empathy
- ❖ Acquire the art of listening from a Buddhist and Eastern perspective
- ❖ Notice the effect of intent and impact in our communications
- ❖ Learn how to resolve cross-cultural conflicts through the art of inquiry
- ❖ Learn ways to develop the art of associating content with non-verbal styles of communication

## The World Is All Around Us

When agencies desire to become more multicultural, what will they need to prepare themselves? What kinds of skills will they need? What kinds of cultural knowledge will they need to traverse this new world? How will they attain this level of expertise and from whom? These and many other questions will be answered in this dynamic and popular interactive session about creating a more multicultural environment.

Participants will learn the following:

- ❖ Ways to listen and respond to cultural differences
- ❖ How to empathetically relate to someone
- ❖ How to mediate cultural conflicts and misunderstandings
- ❖ To discover the Art of Listening
- ❖ To observe the impact of our communications
- ❖ To use different communication styles and approaches
- ❖ Strategies to motivate and retain multicultural groups
- ❖ Techniques on how to listen and respond to intercultural communications
- ❖ Ways to integrate mainstream cultures with new entries into the workplace

## Conflict in the Workplace

Many discussions around diversity issues are bound to have communication issues and potential for some form of conflict or misunderstanding. The Buddhists say that conflict is both an opportunity and a sign of danger. At StirFry we call it a “dangerous opportunity”! In our experience conflicts are often opportunities for growth and deeper understandings. In this very dynamic and exciting seminar we will explore a myriad of techniques to more effectively mediate diversity conflicts and misunderstandings.

We will use Lee Mun Wah’s “The Art of Mindful Facilitation” and various other communication techniques that help to de-escalate a conflict within minutes. Through the use of role plays, personal stories, films, listening exercises, and ‘mindfully responding’ techniques, participants will learn facilitation and inquiry techniques normally reserved for advanced trainers.

Participants will learn the following:

- ❖ How to de-escalate a conflict with minutes
- ❖ To observe the intent and impact inherent in all communications
- ❖ The importance of a Conflict History Assessment
- ❖ The Art of Listening & Responding
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate

## *A Promise Still to Keep*

A recent survey showed that 70% of EuroAmericans thought that race relations had improved, while in the same survey 68% of people of color thought that they had gotten worse. What is the disparity between these two groups? Is this the two Americas? In 1965 Martin Luther King Jr. alluded to a promissory note now being cashed by Black Americans. As we move into the new millennium, is there a promise still to keep?

Using various learning modalities, with an emphasis on experiential learning, discussion and lecture, participants will:

- ❖ Understand how one's personal and community history affects one's self-esteem and sense of safety
- ❖ Explore, experience and learn how to converse from a diverse perspective
- ❖ Understand how racial differences can affect relationships, communication and behaviors
- ❖ Learn how to listen and respond to personal experiences from a cultural perspective
- ❖ Discover how to listen compassionately and mindfully
- ❖ Learn how to begin where someone is, not where we want them to be
- ❖ Practice ways to respond with honesty and compassion when a conflict involving diversity issues occurs
- ❖ Learn how to ask meaningful and intimate questions of individuals from diverse cultures

## What Stands Between Us

Someone once said that westerners are very good at honoring diversity, but not very good at practicing it. If we are ever going to learn about someone who is different from ourselves, we are going to have to leave the comfort of our familiar world and begin a relationship, not just by talking about ourselves, but by truly wanting to make a connection. This will take honesty, curiosity and a willingness to be open to new ideas and perceptions. That kind of relationship will require sharing stories, listening with a desire to learn, a willingness to respond emotionally, and wanting to establish a friendship of mutual understanding and respect. The world is not a plane flight away. It has always been close at hand. We can never become a global community until we have first learned about those who we work with, our next door neighbors, and those we have been taught to be afraid of. What we are talking about is breaking down the walls we have created out of fear and truly desiring to confront what stands between us.

Participants will learn:

- ❖ To notice the impact and intent of our communications
- ❖ Ways to respond compassionately and openly about diversity issues
- ❖ How to listen mindfully and with awareness
- ❖ How personal stories can affect our perceptions and attitudes
- ❖ Ways to create a sense of community through dialogue and stories
- ❖ How to work with conflict and hurt when diversity issues are involved
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate

## *Only a World Away*

As a new world of different cultures enters into the workforce, what is needed to begin this journey together? How does one come to appreciate all the myriad of new perceptions and insights, resources and skills? Where does one begin? How does one avoid making mistakes or saying something offensive? And as we move into a global economy, what now needs to be understood and respected? How does one come to appreciate and make use of all of the differences in language, customs, and beliefs? Discover the tools and mindsets needed to sustain this new relationship and partnership. Learn how to listen and to respond cross-culturally, so that each person feels valued and appreciated, supported and acknowledged. For in actuality, we are really only a world away.

Participants will learn:

- ❖ To notice the impact and intent of our communications
- ❖ Ways to respond compassionately and openly about diversity issues
- ❖ How to listen mindfully and with awareness
- ❖ How personal stories can affect our perceptions and attitudes
- ❖ Ways to create a sense of community through dialogue and stories
- ❖ How to work with conflict and hurt when diversity issues are involved
- ❖ How to converse from a diverse perspective
- ❖ How racial differences can affect relationships, communication and behaviors

## The Art of Being Mindfully Present

The art of listening and being fully present with someone isn't easy, given the world we live in today, with all its distractions and responsibilities. However, our inattention costs us missed opportunities to connect and to truly learn about each other. In the world of social services, where connecting with someone is essential in cementing trust and alliances, the consequences can be high-priced. How much do we miss in our communications and relationships that could be of value to everyone? Do we truly know what each person has to offer? Do we value differences as much as we value similarities? How much do we miss in our communications because we are more interested in the answer than we are in the possibilities of each question? Or more involved in the solution than the journey and the lessons learned.

Come explore what it truly means to be present with each person. Learn how asking questions and being curious are the gateways to empathy. Discover what it means to listen, not only to what is being said, but also to what is not. Observe what it means to truly notice the impact and ramifications of each of our communications on the quality of our connections and relationships.

Participants will learn:

- ❖ The Art of Listening & Responding
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate
- ❖ How to empathetically listen and respond to personal stories
- ❖ How to utilize the Art of Inquiry to connect with different groups in conflict
- ❖ To use different communication styles and approaches





# Testimonials

*“Insights realized and skills honed are useful whether counseling individuals, facilitating group interactions, or delivering a speech. Since I do all of these things this training was extremely helpful. The memory of it lives on as a rich resource for the further development of my professional skills.”*

Stephen F. Hard, Prevention Advocate  
Women and Families Center  
Sexual Assault Crisis Services

*“Words cannot express how thrilled I was with the seminar this weekend. The overwhelming response of those in attendance was that this was a ‘life altering’ experience for them. Thank you so much for coming to this little town in Wyoming and helping us to grow.”*

Jean Wade, Development Director  
YWCA – Sweetwater County, WY

*“...the essence of StirFry: providing the inspiration to do more, to make a change, to have hope that change is possible.”*

Kathy Leeds, Director  
Wilton Library, Wilton, CT

*“The Girls & Youth team did their own training for themselves yesterday and used what they’ve learned from you: they put together scenarios from real life experiences in their work with youth. They role played these scenarios using mindful facilitation, followed by their own debrief. It was a powerful experience for them. In their debrief, they said, ‘Asking What Would Mun Wah Do?’ is the way...and they laughed together. I thank you for the gifts of mindful inquiry that you have generously shared with us. It is making a powerful difference in our work at the YWCA.”*

Joyce Yamamoto, Director  
YWCA – Minneapolis, MN

*“You (Lee Mun Wah) have a great style for leading the discussion. I learned a lot from you about using humility, love, and laughter to set up a safe environment. I also learned some techniques for facilitating this kind of discussion. It was very powerful the way you allowed people the space to voice their feelings, frustrations and sentiments one on one and then engaged us in a very controlled and powerful group dialogue that clearly demonstrated the frustration of people of color in our organization. You have been instrumental in showing our top brass that we can have this dialogue without breaking down into hostility and negativity.”*

Joni Foster, Program Director  
LISC

*“Your unique ability to create a safe space where our staff members could speak their truths and openly share their experiences has prompted us to further engage in a process of deep introspection and examination of the core issues racism and white privilege throughout all levels of our organization. Your training sowed the seeds for profound personal and institutional change. Now, we endeavor to bring those seeds to fruition.”*

Nancy Hite, Chief Executive Officer  
YWCA – Minneapolis, MN

*“Lee Mun Wah is an artist in action, creating an atmosphere of safety and openness that is vital in looking at one’s own racism. In watching Lee Mun Wah I learned how to pay closer attention to the subtle nuances in language and body language when people are discussing racism and its impact on them. I learned to look for what is not said as well as what is said. I also learned to be attentive to the pain, shame and guilt that we all carry as a result of our learned racism....I would recommend him as a speaker/facilitator to any organization that is truly committed to overcoming racism.”*

Jere C. Sitko, Ph.D, Clinical Psychologist  
Department of Psychiatry  
Kaiser Permanente Medical Center

*“NorthPoint Health & Wellness Center is an urban community clinic located in North Minneapolis. To better understand both the diverse staff and patient populations, NorthPoint recently engaged the services of Lee Mun Wah, director of StirFry Seminars & Consulting to facilitate two seminars, one for all staff and one for our community board....Staff appreciated Lee Mun Wah’s unique approach in presenting information regarding racism. Through specific examples and group interactions, staff learned how it feels to be excluded from specific groups and gathered a greater appreciation of co-workers and different cultures....I would highly recommend StirFry Seminars & Consulting as an excellent resource for increasing cultural awareness.”*

Gary L. Cunningham, Chief Executive Officer  
NorthPoint Health & Wellness Center

*“Forty years ago Dr. Theodore Reik wrote his famous book ‘Listening with the Third Ear’ in which he focused on his ‘extra sense’ to hear hidden meanings in what is said and unsaid. I think that you’ve (Lee Mun Wah) taken this idea one step further by having the courage to listen with your heart, and then to explore and process meaningful subtleties. And to do this in such a gentle and unobtrusive manner that invites the participants to tell the truth, as painful as it might be.”*

Gilberto Madrid, LCSW,  
The Permanente Medical Group, Inc.

*“I thoroughly relished the two days I shared with you in Minneapolis; it was insightful and deeply moving. I have never experienced a “diversity” training like that in my life. You are a treasure to this world and I am grateful to have met you. I know you must receive many letters such as this, but it was important for me to express my appreciation and respect for your spirit and brilliant craft. The past experience has affirmed my passion and purpose in impacting the world, one spirit at a time as a facilitator, speaker and consultant. Thank you!”*

Catrice M. Jackson, Founder and Executive  
Mentor  
Emerge Consulting

*“Participants were enthusiastic in their praise of the seminar. Lee Mun Wah’s skill provides a safe context in which to do the work of creating meaningful community and respectful dialogue.”*

Marilyn McPherson,  
The Permanente Medical Group, Inc

*“Race and racism are not easy topics to discuss and the world needs more people like you who are willing to encourage and facilitate that conversation. I look forward to working with StirFry Seminars to provide more workshops and trainings for the Boulder community.”*

Janet Beardsley, Executive Director  
YWCA, Boulder CO

*“The training you offered our staff was moving, insightful, provocative and a catalyst for energy and change throughout our organization. Four weeks later, staff and volunteers continue to discuss the event and its impact. In fact, a small group of staff immediately took the opportunity to attend your “Mindful Facilitation” seminar.”*

Robyn-Jay Bage  
Sharlene Kerelejza  
Women and Families Center

*“Words cannot experience how thrilled I was with the seminar this weekend. The overwhelming response of those in attendance was that this was a “life altering” experience for them. Thank you so much for coming to this little town in Wyoming and helping us to grow.”*

Jean Wade, Development Director  
Sweetwater County YWCA

*“It is very rare that we as people are accepted for who we are. More often than not, we are judged on how well we conform to the criteria of the day. Conformity, being the path of least resistance, is often chosen by more than a few. There are those amongst us that have paid the cost of being ourselves and that price is high but worth it. For us, it is a rare occurrence to be affirmed for just being. Your training was just such an affirmation. It was a gift that I will never forget. Thank you.”*

Keith Vaughan  
Manager of Training & Development  
Human Resources, Corning, Inc.

*“What an amazing experience it was for me to witness the power of Lee Mun Wah’s teaching. He has the unique ability to transform his surroundings by sharing himself. Mun Wah creates a feeling of intimacy and a calm environment of caring and trust that encourages participants to interact openly and honestly. Our audience was fairly large, yet each individual felt personally connected. I am still receiving glowing remarks about the event, specifically his keynote address and workshop.”*

Talima Aaron  
S&T Human Resources  
Corning Incorporated

*“It was very powerful the way you allowed people the space to voice their feelings, frustration, and sentiments one on one, and then engaged us in a very controlled and powerful group dialogue that clearly demonstrated the frustration of people of color in our organization.”*


Joni Foster  
Program Director, Local Initiatives  
Support Corporation

*“The training was both mind opening and affirming. Prior to the training, I had never known quite what to do with strong emotions, so I often “winged” it. Sometimes the “winging” worked well and sometimes it did not. With Lee Mun Wah’s model and the concept of “staying with” the situation until there is resolution, I can be much more focused and serve the purpose more intentionally and skillfully. I believe my facilitation skills have been enhanced beyond measure. I do recommend this workshop and have been doing so to my colleagues and professional acquaintances.”*

Kate Koski  
Independent Consultant  
CultureWorks Consulting

*“On behalf of all the Kings View staff, I want to thank Lee Mun Wah for his challenging and thought/feeling provoking seminar. Through his facilitation I believe all of us learned more about ourselves, our personal prejudices and how to more effectively approach each other. For me I was reminded once again about the importance of being more now and present in my life. Thank you for sharing of yourself with us.”*

Jeff Gorski, LCSW, MFT  
Director of Business Development  
Kings View Behavioral Health



# Select Clients

## Select Client List

American Psychiatric Association  
Americorps  
Association for Humanistic Psychology  
Because We Care  
California Society of Clinical Social Workers  
Center for Independent Living  
Children's Council of San Francisco  
Family Housing Fund  
Families First, Inc.  
Health Partners  
KPFA  
Leadership Greater Chicago  
Leadership Hayward  
League of Women Voters  
Minnesota Cultural Diversity Center  
Missouri Historical Society  
Nation of Men  
National Association of Student Financial Aid Administrators  
National Conference on Race & Ethnicity  
National Staff Development Council  
Owatonna Cultural Diversity Network  
Peer Assistant Services  
Project Equality  
Kellogg Foundation  
Seneca Center  
Spirit Rock Meditation Center  
State Council on Asian Pacific Minnesotans  
Teach for America  
Westchester Jewish Community Services  
YWCA



Lee Mun Wah, Executive Director  
StirFry Seminars & Consulting

A nationally acclaimed lecturer and Master Diversity & Communications Trainer, Lee Mun Wah is a Chinese American community therapist, documentary filmmaker, Special Education educator, performing poet, Asian folkteller and author. He is also the Executive Director of StirFry Seminars & Consulting, which works with corporations, government agencies, educational institutions, and social agencies to facilitate diversity issues through healthy and authentic cross cultural relationships.

In 1993 his first film on Asian Americans, *Stolen Ground*, won the San Francisco International Film Festival's Certificate of Merit Award for Best Bay Area Documentary. The National Media Network voted his second film, *The Color of Fear*, the Gold Medal for the Best Social Studies Documentary in 1995. In 1998 *The Color of Fear 2* won the Cindy International Film Festival's Silver Medal for Best Social Studies Award. The spring of 2005 marks the release of *The Color of Fear 3*, completing *The Color of Fear* three part film series. His latest film, *Last Chance for Eden*, a three-part film series on racism and sexism was released in the Spring of 2003. Most recently, Lee Mun Wah has released his first book, *The Art of Mindful Facilitation* (2004).



In 1995 Oprah Winfrey presented a one hour special on his work and life which was viewed by over 15 million viewers across the nation. Thousands have taken his workshops and trainings throughout the United States and around the world. Lee Mun Wah believes when we value others for their uniqueness and differences, then we enhance the possibilities for our children and ourselves.