

PROGRAM OVERVIEW

EMOTIONAL INTELLIGENCE, TOLERANCE & DIVERSITY FOR WHITE GUYS ...AND OTHER HUMAN BEINGS

(Understanding the Neurology of Intolerance and Emotions)

by

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WHY TRADITIONAL TOLERANCE/DIVERSITY PROGRAMS TYPICALLY FAIL!

They Are Not Tied To Strategic Goals

In January 2009, Rebecca R. Hastings, SPHR, the online editor/manager for the Society for Human Resource Management, or SHRM, the world's largest human resource professional association, published an article entitled, "Should Diversity Pay the Price in an Unstable Economy?"

In this article, Ms. Hastings made it very clear that the norm in bad economic times is for organizations to drop their diversity and tolerance programs. In support of her position, she spoke with a leader in the diversity field, Howard Ross, founder and chief learning officer for Cook Ross, Inc.

"I've been doing this for 25 years and I've never seen an economic downturn yet that hasn't reduced some investment in external resources for diversity," says Ross.

Why is it that whenever the economy takes a nose dive the Diversity and Tolerance Programs are usually the first to go? Why don't organizations drop their Customer Service Programs? Why don't they drop their Marketing Programs? Their Safety Programs? Why?

Because Diversity/Tolerance Programs are still widely viewed as being nice politically correct things to do ... but they are not really viewed as supporting the organization's Strategic Goals.

Think of it this way: You don't see companies dropping their Safety Programs, their Customer Service Programs or their Sales Training Programs in a tough economy because all of these programs are tied directly to the Strategic Goals of the organization, so their value is understood. We rarely do this with our Diversity/Tolerance Programs. Rather than showing the organization how these programs can help it reach its Strategic Goals ... **WE TELL BUSINESSES WHY THEY NEED US!**

Such an approach is insane for any program ... so what makes us think we can implement, sustain and support a Diversity/Tolerance Program that is not clearly tied to the organization's strategic goals?

Let's face it:

The vast majority of Diversity and Tolerance Programs implemented by corporate America every year fail miserably.

Actually, just using the terms "Diversity" or "Tolerance" to most Americans results in a turned up nose and some comment like, "Oh...yeah. *THAT* will be a good use of my time! I'd rather take a nap."

Traditionally, Diversity/Tolerance Programs tend to focus their attention on "cultural issues." In most Diversity/Tolerance Programs, we bring people in and train them in some specific culture ... which is usually that culture or a group of people the organization is dealing with at that time, such as Hispanics, or African Americans, or older folks and younger folks and so on.

The end result: Most Diversity Programs turn into "How To Appreciate Minorities Programs."

Consequently:

- Far too many people simply feel left out, so they do not support the program. The majority of the white Anglo-Saxon Protestant straight males like me sit through these classes and think,

"What in the heck does this have to do with me?"

You have just alienated most of the white males in the room. *Congratulations!*

- The white attendees feel that minorities are getting "special attention" or even "special treatment" that they will not receive, which creates a "What about me?" type of atmosphere and
- White people not only feel left out of the program, but they also feel that they are now being classified as "second class" citizens and they have been "singled out" as "bad people." In other words, many white people feel as if they are the only ones

who need to change their ways because of the way minorities have been oppressed in the past.

To reinforce this “Special Treatment” fear, we then see seminars all over the country with such themes as, “Diversity for Women,” “Diversity for Latinos,” “Diversity for _____,” (fill in the blank with you favorite minority group) and so on.

THE RESULT: More resentment festers against these programs by anyone who is not a minority, so an “US vs. THEM” environment can easily emerge. Such feelings of resentment become suppressed rather than resolved, because few people want to look like a bigot by actually opposing the “politically correct” Diversity/Tolerance Program. So, these suppressed emotions later erupt with a vengeance in other forms.

In the end, even the very term “diversity” has come to be viewed by many as an entitlement program for minorities ... which was not the original goal at all.

How bad is this wave of fear in America? It is increasing at unprecedented proportions.

In the February 2009 edition of the “Intelligence Report,” the Southern Poverty Law Center reported on the continued growth of hate groups in America. It reported that fueled by fears of immigration, the economic crisis and the election of a black president, racist hate groups are increasing their numbers by leaps and bounds. SPL Center has documented a staggering 926 hate groups operating in our country, which is more than a 50% increase since 2000 ... and those are just the groups we know of and can track. **1**

The SPL Center reported that hate group leaders are exploiting the difficult economic times to swell their ranks, and their anti-Semitic, white supremacist propaganda is promoting violence. The SPL Center quoted a neo-Nazi leader from a story in USA Today as saying, “When the economy suffers, people are looking for answers. ... We are the answer for white people.” **2**

The civil rights movement was all about obtaining “*equal*” rights for *everyone* ... not “*special*” rights for *anyone*. Before the civil rights movement, minorities of all kinds across this country were denied the right to vote, to use bathroom facilities, to educate their children, to dine whenever they wanted and, by far the most important of all, to obtain and maintain employment. Whites and blacks alike marched together, were beaten and even killed in order to attain equal rights for everyone.

That was the basis of Martin Luther King’s “dream”: **Equal rights.**

1 Southern Poverty Law Center’s February 2009 “Intelligence Report”; <http://www.splcenter.org/center/petitions/standstrong/index.jsp>

2 Southern Poverty Law Center’s February 2009 “Intelligence Report”; <http://www.splcenter.org/center/petitions/standstrong/index.jsp>

Those who opposed the reforms of the civil rights movement at the time argued that granting equal rights to minorities would ultimately result in the erosion of the rights of white Americans. In other words, those who opposed the civil rights movement were afraid of losing their rights.

Today, that is once again the rallying cry of the Klan and other hate groups ... and it is working.

Unfortunately, we are giving the hate groups all the fodder they need to not only reach but to actually exceed their goals for recruitment.

Why is this approach to recruitment working for hate groups? What is the issue driving all of this fear and hate? It is the issue that quickly escalates into not only violence, but into riots and revolutions. It is the same issue Jackie Robinson faced in 1947.

JOBS

Remember: The issue with Jackie Robinson playing in the majors had nothing to do with whether he was good enough to play major league baseball. The real issue was if a black man played first base for the Dodgers ... then one white man would not. It is all about making a living.

What fears then race through many white people's minds when they feel that others are getting "special treatment"?

- "This new Diversity/Tolerance Program is going to tell me how to think ... what to believe. They are going to force me to sacrifice my beliefs and accept lifestyles that I do not approve."
- "What's really happening here is that we are becoming 'Politically Correct,' so I will have to walk on eggshells all the time because the hypersensitive minorities will run the place from now on. Soon, I won't be able to put up a little Christmas tree on my desk because it might 'offend' someone."
- Many white employees wonder, "Will I be replaced by a minority even though I might be more qualified?"
- "Will Affirmative Action become the driving force? Will become a 'Second-Class Citizen'? Will this program take away all of *my* rights?"
- "Of course, I cannot complain about any of this. If I do, I will be labeled a bigot because I am white. In the end, I am not going to be able to express my opinions anymore. I had better just shut up and take it ... then talk to all my white friends about our frustrations in confidence."

This is why our traditional Diversity/Tolerance Programs can easily cause more harm than good by fostering silent yet deep feelings of resentment in the minds of people of majority status

Now ... having said all of that ...

You then announce that the company is going to start this *great* new Diversity/Tolerance Program that is really going to help the company by teaching us all how to better appreciate and communicate with minorities!

You tell everyone how much this program will help the company by being more in touch with its minority clients and employees!

This will be great for everyone!

Of course, the only concerns that are being addressed here are the MACRO Needs of the organization: **What is in this for the organization?**

However, what the Diversity/Tolerance program has failed to address are the critical MICRO Needs: **What is in this for ME!?!**

Rather than getting the buy-in from everyone ... including the white folks, the diversity expert just alienated many of them.

Think of it this way: **Why would I support a program that *might* be good for the company but is going to hurt me personally?**

So ...

How much support do you think you will get from the white Anglo Saxon Protestant straight guys?

I hope can now see why so many Diversity/Tolerance Programs can actually cause more harm than good. So many of these programs tend to alienate white folks ... and we actually wonder why we don't get the buy-in from the employees? We actually wonder why we hold programs on this topic and very few people attend?

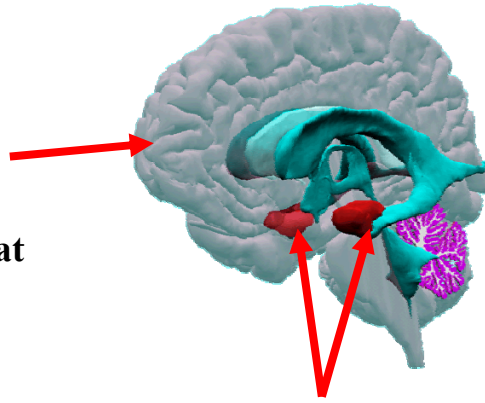
That is why this program is called "Emotional Intelligence, Tolerance and Diversity for White Guys ... And Other Human Beings."

This is a program that will not exclude anyone. It will apply to anyone who is human, which includes all of us white guys as well. Rather than focusing on our differences, it will examine what makes us all the same: Our brains, which is the "Neurology of Emotions and Intolerance."

In other words, if you are human, this program is for you.

BRAIN FACTS:

Frontal Lobes:
**Logical Center,
&
Emotional Thermostat**



Amygdalae: Emotions

- **All** human beings have a brain.
- Our brain is involved in **EVERYTHING** we do. So, when our brain works right ... **WE** work right. However, when our brain **DOES NOT** physically work right ... **WE DO NOT WORK RIGHT.**
- Our brain determines **HOW** we think, feel, act and interact with others ... including how tolerant we are of others.
- It determines **WHO** you are as a parent, friend, child and human.
- All humans have basically the same logical brain (frontal lobes) and the same basic emotional brain (amygdalae). (see above)
- All humans have basically the same chemicals and electrical charges that power their brain.

As a result, becoming an Emotionally Intelligent and therefore a tolerant person means having the ability to control our EMOTIONS and EGOS, which is no small task. Since our brain controls everything we do, in order to become more Emotionally Intelligent and tolerant of others, we human beings must understand how our brains work. Therefore, the true study of Emotional Intelligence, or tolerance, is really the “Neuroscience of Intolerance and Emotions” ... which is learning how to care for your brain and how to control your EGO and EMOTIONS.

Unfortunately, most of us take better care of our feet than we do our brain.

That is why I don't care about your race, religion, age, gender, sexual preference or any other demographic classification. This program is designed to specifically include all people ... including us white guys.

CULTURAL-BASED DIVERSITY/TOLERANCE PROGRAMS

Next, one of the clear problems with implementing culturally based Diversity/Tolerance Programs is that they *cannot possibly* address all of the different types of cultures employees will encounter. If an organization has trained its employees in sexism, Japanese Culture, Chinese Culture and Somalia Culture, all of which would represent quite a bit of training, then what are the employees supposed to do when they encounter someone from Uganda or someone who is Muslim? Do they simply say:

“Oh, wait! I haven’t had that class yet!”

That is ridiculous. There are **hundreds** of different viewpoints we encounter in any given week from **dozens** of different types of people. Are we going to train our people in **EVERYONE’S DIFFERENT POINT OF VIEW?** That is impossible.

The futility of such an approach rings through. In the end, few people directly and openly oppose the Diversity/Tolerance Program. Instead, “passive resistance” ends up killing it because most people find other “more important” things to do rather than come to a tolerance/diversity event. It simply “dies on the vine.”

A NEW APPROACH TO Diversity/Tolerance PROGRAMS: Skill-Based Diversity/Tolerance v. Cultural-Based Diversity/Tolerance

Rather than focusing on cultures first, if we begin by focusing on the *skills* needed to become an **EMOTIONALLY INTELLIGENT** and thus a **TOLERANT** person, and then focus on the skills we need to become effective **COMMUNICATORS**, then employees will be given the *skills* they need to use *whenever they encounter anyone who is different from them.*

It is sort of like the old “teach-a-man to fish” strategy. If I give a man a fish (teach him about a *specific culture*), then I have fed him for the day.

However, if I teach him *how* to fish, if I teach him the *skills* needed to control his EGO and EMOTIONS, which will allow him to be more tolerant of the differences of others and their opinions so he will be better equipped to communicate with this person, then I have given him with the skills he needs to learn about and address whatever culture he encounters in the future.

In other words, emotionally intelligent people have the self-control to have an open mind and communicate effectively.



Of course, once we have given our people the chance to learn the skills of becoming “Emotional Intelligent,” or “Tolerant,” and once we have taught them the skills of being a “Good Communicator,” *then and only then* should we educate them in the different cultures they might encounter on the job. The process is sequential. Otherwise, put the “cart before the horse” and you end up with what we have today, which are programs that are not tied to corporate goals and met with widespread passive resistance.

The answer?

Focus on building the SKILLS necessary to become EMOTIONALLY INTELLIGENT (“TOLERANT”) and a GOOD COMMUNICATOR. You must also show why these programs are vital to ALL aspects of the business and our personal success at both the MACRO (corporate) and the MICRO (individual) levels.

In short, the traditional way of implementing Tolerance and Diversity Programs has got to go. It does not work, even though it is professed by 95% of the so called “diversity experts” out there today. We need a new approach ... and that approach is the use of skills:

Emotionally Intelligent Communication.

WHAT IS “EMOTIONAL INTELLIGENCE”?

What Does EMOTIONAL INTELLIGENCE Have To Do With TOLERANCE & DIVERSITY?

Common questions I am asked when I present a session on Emotional Intelligence and Tolerance are:

What does EI (or “Emotional Intelligence”) have to do with Tolerance and Diversity?

What does EI (or “Emotional Intelligence”) have to do with my business?

Isn’t this just another fuzzy feel good program?

How do I tie this to my business goals?

To these questions I will ask...

“Well, is it good to have diversity in an organization?”

I will then hear a resounding “YES” from the audience.

I will then ask the audience, “Really? Is it *really*?” The audience will then think about it for a few seconds.

I will then ask them, “Is it good to have ‘older’ people and ‘younger’ people working together?”

Again, I will always hear a resounding, “YES!”

I will then ask, “Well, what do older people bring to the table?”

The audience will then say things like, “Experience!” “Been there ... Done that!” “Wisdom!”

I will then ask, “And what do younger people contribute to the organization?”

The audience will then respond by saying things like, “Energy!” “Technology!” “New ideas!”

I will then ask the audience, “And so ... you think it is good to put these people together?”

They will then inevitably respond by shouting, “Yes! That would really help an organization out!”

I will then lean into the audience and ask, “Really? Do you *really* think it is a good idea to put these people together who view the world in such *VERY* different ways?”

The audience thinks about it for a second, then I ask, “And what is going to happen the first time that young ‘whipper-snapper’ tells that older more experienced person that he is *wrong*?”

The audience thinks about that for a second. Most of the people begin to smile, thinking of the inevitable clash of egos that is going to occur. I then ask the audience, “And what is going to happen the first time that older more experienced person tells that young pompous MBA graduate that he is *wrong*?”

The audience usually laughs out loud at that that point as they see the destructive nature of intolerance and immaturity starting to rear its ugly head. **THAT** is where our diversity, or our “Diversity of Ideas,” works against us. In other words, we are *very* tolerant people ... as long as everyone agrees with us.

THE BOTTOM LINE?

Is having diversity in an organization, which results in a “Diversity of Ideas,” good? Yes ... **IF** you are smart enough to use it, which means controlling your **EGO and EMOTIONS** long enough to listen to someone else’s ideas, which is tolerance ... *especially* when that someone *disagrees* with you.

THAT is when our **Diversity of Ideas** works.

The premise of diversity is actually pretty simple:

“Diversity” is anything that makes us different from one another.

In fact, if we put 50 white Anglo-Saxon Protestant straight males into a room together, it wouldn’t look like we had very much diversity. But think about it:

**How long would it be until they disagreed with one another
and were at each other’s throats?**

You see, black people don’t hate white people because of their skin color, and vice versa. Likewise, Jewish people don’t hate Muslims because of their religion, older people don’t hate younger people because of their age, Gays don’t hate straight people because of their sexual orientation, and so on and so on. People hate each other because they think differently from each other. Someone dared to disagree with them on some issue of vital importance to them, which stepped on their EGO and caused their EMOTIONS to go out of control.

We then take the next inevitable step:

**We objectify “all those people” who think differently from us.
That is bigotry ... and it is at epidemic proportions in American workplaces.**

The issue here is really quite simple:

- First of all ... you don’t train people in “**DIVERSITY**.” “Diversity” is a noun. “Diversity” is what you **ARE** ... not what you **DO**. We “have” diversity ... we “do” tolerance.
- You train people to be “**TOLERANT**.” “Tolerance” is a verb. You train people in the skills they need to be “tolerant” of anyone who is different from them.

- **“DIVERSITY”** is simply surrounding yourself with people who have a different way of looking at things so you can get their **IDEAS**. Therefore, “diversity” is much more than just a race or religion issue. “Diversity” is anything that makes us different, such as older people and younger people, management and labor, engineers and architects, “odd” people and more “odd” people, and so on. If we do not allow others to express ideas that differ from ours in an “Honest Respectful” manner, then we perpetuate a “groupthink” mentality, which, as history shows us, ultimately ends in disaster. (i.e., Bay of Pigs, Hitler invading the Soviet Union, Enron, NASA and Challenger and Columbia, etc.) In other words, if an organization does not foster a culture where people can express their differing ideas in an “Honest-Respectful” manner, then we will end up being surrounded by a bunch of “bootlickers.” Fostering an environment that values the **“Diversity of Ideas”** prevents a “groupthink” and “bootlicker” culture.

However ... simply having a diverse environment is not enough. Surrounding ourselves with people whose ideas differ from one another will end in disaster if we do not also have a culture of tolerance where it is “safe” to speak up, which means having Emotionally Intelligent people on board.

For example, I once had a client that did not employ very many minorities. This fact kept them from securing several government contracts. So, the company hired a human resource “expert” to help it solve this problem. The HR consultant told the company that it needed to become more diverse. He told the company that it had to hire more qualified minorities, such as more qualified blacks, Hispanics, and so on.

The company understood the logic of what the consultant was saying, so they got right to work looking for more qualified minorities. Within a year, the organization hired many different qualified minorities. It had truly become a diverse organization.

However, the company did **nothing** to address the Emotional Intelligence or the tolerance level of the organization. As a result of bringing in all of these new people who saw the world as being very different from the company’s veterans, the workplace quickly erupted. This was great! Now the company’s “old guard” did not even have to leave the building to find someone to **hate**.

Within two years, the company had several civil rights charges pending, a workplace violence incident and a couple of full-blown lawsuits.

But then, diversity, and all of the various ideas that come with it, is a good thing...**RIGHT?**

- **EMOTIONAL INTELLIGENCE** refers to our ability to control our **EGOS** and **EMOTIONS ... PERIOD**. If an organization is filled with emotionally immature people, then **INTOLERANCE** will dominate the culture. If such intolerance, or emotional immaturity, is allowed to exist in a culture, then persecution will follow whenever someone dares to disagree with the “emotional child.” These emotional children ultimately kill any diverse ideas coming from the organization’s employees because they kill the trust.

In short, it is not safe to speak up ... so no one does. “Trust” is destroyed ... which kills every program the organization tries to implement.

Simply put, emotionally immature people have very fragile egos and are unable to control their emotions. They cannot stand it if anyone tells them they are wrong or that there might be a better way of doing something, which is pure intolerance. In the end, their goal is to be “right” and to boost their own egos ... *not* to do what is best for the team. “Winning” a disagreement becomes the primary goal. Actually, the success of the organization, as well as the attainment of that person’s own personal goals, becomes secondary. Most people will risk harming their own goals in order to be “right.” **TOLERANCE**, and therefore any degree of **TRUST** that might have previously existed in the organization, dies. Tolerance of another person’s differing opinion is impossible to achieve without **EMOTIONAL INTELLIGENCE**.

When “Emotional Children” dominating the organization, conflicts do not get resolved. Instead, the culture allows us to crucify anyone who dares to disagree with us.

Emotional Intelligence skills are what we use to become more “Tolerant.”

Learning the skills of Emotional Intelligence results in us humans being better able to control our EGO and EMOTIONS. When we are better able to control our EGO and EMOTIONS, we become more “Tolerant” towards other people who disagree with us.

Therefore, Tolerance is the result of Emotional Intelligence.

Therefore, in reality, a proper Emotional Intelligence/Tolerance Program allows us to resolve conflicts. In other words:

**Your Emotional Intelligence/Tolerance Program
is also your Conflict Resolution Program**

IT ALL BEGINS WITH EMOTIONAL INTELLIGENCE

Have you ever wondered why so many of the different programs corporate America puts into place each year fail? Why? Because we spend so much time planning how to implement and maintain the program itself that we ignore the most important factor of all:

We are trying to implement a good program with “Emotional Children.”

Tying your Emotional Intelligence/Tolerance Program to your Strategic Goals is not too difficult. In short, if you do not have emotionally intelligent people working with you, *none* of your programs that require a sharing of ideas will work.

- “Safety Programs” fail because people do not want to get into trouble for causing an accident, so they will not communicate with each other. Many employees are intimidated by supervisors who manage like they are on an ego trip. Likewise, employees are bullied by co-workers who do not want to get into trouble for breaking a safety rule and causing the accident, so no one talks. Also, most people have terrible listening skills, largely because they only care about their opinion, so messages are not received correctly. In the end, more of the same types of accidents occur again and again.
- “Employee Relations Programs” fail because managers and employees will alienate one another in order to gain a position of power over the other so they can simply boost their own tremendously fragile egos. Supervisors and their employees begin to struggle for power in an effort to “bully” each other, so the goal of having a successful organization falls by the wayside. The goal now becomes to “stick it to you.” Employees, management and labor alike, actually begin to sabotage each other. Emotions take over to the point that labor and management begin to simply hate each other. Grievances rise, production falls off and quality drops. In many of these situations, the union just walks right in and organizes the company’s employees ... and rightfully so.
- “Teambuilding Programs” will fail because speaking up to correct a problem could make someone look bad and the “Social Leaders,” or perhaps the organization itself, will punish anyone who might embarrass them. “Groupthink” becomes the norm.
- “Change Management Programs” fail because the egos of emotional children are so fragile that they cannot stand the thought of failure. They are so afraid they will fail that they continually resist any organizational changes.
- “Leadership” will also fail because far too many emotional children assume positions of power in order to take their own personal ego trip, so they will “kill the messenger” whenever anyone disagrees with their “brilliance.” Leaders begin to think they are “too good” to eat with their subordinates. Private parking is needed because “I am more important than everyone else, so I deserve a better parking spot.” Relationships fall apart. Distrust between management and labor grows, so the ROI the company was getting on its cost of labor, which for most organizations is the biggest part of their budget, begins to drop. Production levels and quality starts to drop, call offs from work begin to rise, grievances increase, digestive health claims start to skyrocket, along with the prescriptions for psychotropic medications, and so on.

- “Production” and “Quality” drop because the front-line employees are so frustrated from being bullied that they just don’t care as much about the company any more ... and since their emotions are running the show, they forget about their own direct self-interest in the company’s success. Many employees will even sabotage the company’s product ... or steal from the company in order to “equify” the situation. Rather than helping the organization succeed, the primary goal of most people is to, “Stick it to you.”
- “Workplace Violence” increases because people finally “snap.” Since emotional children are constantly trying to show everyone how important they are, they bully others to move up in the “pecking order.” This increased bullying from these people finally reaches its breaking point when the staplers and coffee cups go flying.
- “Customer Service” goes to pot because the employees who are dealing with upset or “difficult” customers are not able to control their EGOS and EMOTIONS, so they escalate these situations rather than diffuse them.
- “Sales” drop because sales people cannot build effective relationships with clients, they cannot read the verbal and nonverbal cues sent by customers regarding what they really want and they will not listen to advice that will help them improve.
- And so on, and so on, and so on ...

In other words, no other program you will ever adopt in your organization will have as much impact on each of these nine vital areas of your business than will implementing and “Emotional Intelligence Communication Program.” The studies in this area are overwhelming clear:

Nothing good happens in your organization if you cannot control your EGO and EMOTIONS and act like a big person!

EMOTIONAL INTELLIGENCE = TOLERANCE

I know what I am good at and what I am not good at, so I can admit my shortcomings. As a result, I am in control of my **EGO** and **EMOTIONS**, so I can control my impulses and I can remain focused on my true **GOAL**. I can communicate as an **HONEST RESPECTFUL COMMUNICATOR**, I am able to build real **TRUST** with the people around me and I am able to engage in **EMPATHIC LISTENING**. In the end, I am in control of my **EGO** and **EMOTIONS** instead of them controlling me.

As a result, I can allow others to have their opinions without me feeling threatened. In the end, I am more tolerant of others and their opinions because I am comfortable with myself. So, a culture of tolerance for others' ideas becomes the norm. "Bullying" drops way off throughout the organization.



COMMUNICATION

Since I am an Emotionally Intelligent and Tolerant person, I can communicate with others without feeling threatened. So, communication "opens up."

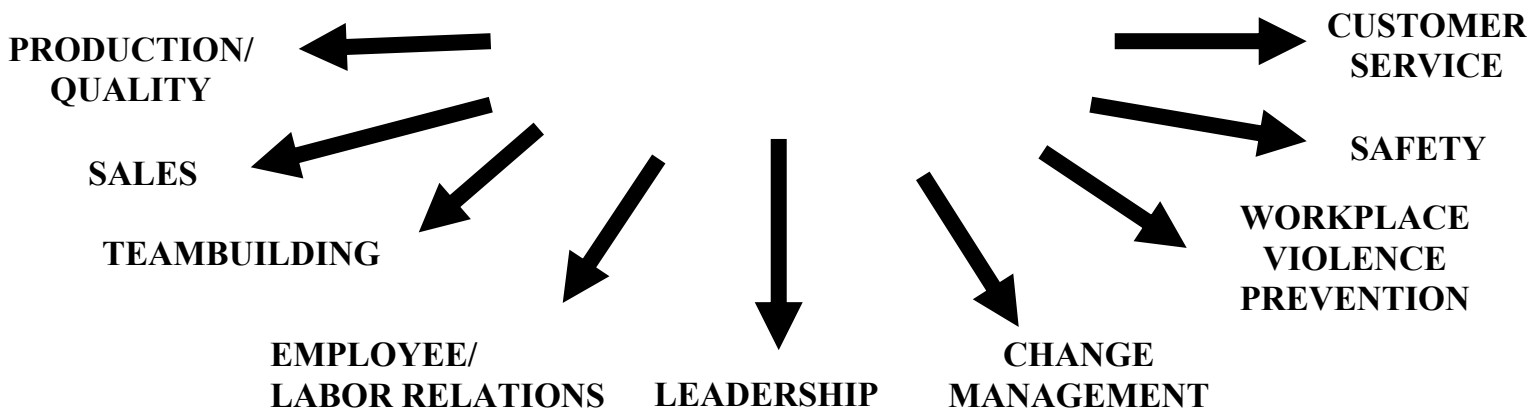


DIVERSITY of IDEAS

Others can now bring their different opinions and viewpoints to the table. Since my organization has a cultural basis of Emotional Intelligence, we are more tolerant of others when they voice a contrary idea.

We consider and value the perspectives of other people, rather than adopting a "kill the messenger" mentality. In this type of environment, the diverse ideas we all have helps the organization because "trust" is established: It is "safe" to speak up and voice a contrary opinion in an Honest Respectful manner, which allows the organization's other programs to flourish. As a result, the organization enjoys a free flow of ideas.

In the end, we are not offended by someone for simply disagreeing with us. Since we can control our egos and emotions, **LOGIC** can prevail, so we do not sabotage our own goals in an effort to "stick it" to others.





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Scott Warrick specializes in working with organizations to prevent employment law problems from happening while improving employee relations. Scott uses his unique background of **LAW** and **HUMAN RESOURCES** to help organizations get where they want to go.

Scott travels the country presenting his revolutionary **"Emotional Intelligence, Tolerance & Diversity for White Guys ... And Other Human Beings: Understanding the Neurology of Intolerance."** This one of a kind **SKILL-BASED** program is the **only SKILL-BASED Emotional Intelligence/Tolerance/Diversity Program** in the country approved by HRCI-SHRM for **STRATEGIC** SPHR Credit because it creates an atmosphere of open communication so we are better able to resolve all kinds of conflicts in our organizations.

Scott's **"Do It Yourself HR Department & Legal Compliance CD"** is a favorite among Human Resource Professionals across the country to not only inform clients of the changes in Employment Law but to also bring their departments into compliance ... **AND KEEP THEM THERE!**

Scott's academic background and awards include:

- Capital University College of Law (Class Valedictorian (1st out of 233))
- Master of Labor & Human Resources and B.A. in Organizational Communication: The Ohio State University
- The Human Resource Association of Central Ohio's Linda Kerns Award for Outstanding Creativity in the Field of Human Resource Management and the Ohio State Human Resource Council's David Prize for Creativity in Human Resource Management

Solving Employee Problems BEFORE They Happen!