

BUILDING BETTER RELATIONSHIPS WITH AFRICAN-AMERICAN CO-WORKERS & GUESTS

Improve your cultural intelligence with training focused on fostering better relationships with African-American co-workers and guests. This interactive e-learning course will improve understanding and appreciation of the factors that influence communication and collaboration with African-Americans. Set in familiar foodservice and hospitality settings, this course will help reduce misunderstandings and elevate managers' abilities to engage, manage and serve African-Americans.

AUDIENCE

Managers
Assistant Managers
General Managers
HR Professionals

LENGTH

40 - 45 minutes

FEATURES

Interactive discovery
Video components
Integrated quiz
Case studies

ACCESSIBILITY

English narration
Onscreen transcript option
Mobile ready

PROGRAMS

MFHA eLearning Series



HIGHLIGHTS

- Provides education and overall awareness of the African-American community, with emphasis on cultural values
- Teaches how to apply this knowledge to improve outcomes with employees and guests
- Discusses cultural identity and its role in shaping an individual's perspective
- Covers the values that influence relationships with African-Americans
- Activity with interactive tips that reveal practical ways to build stronger relationships
- Testimonials featuring individuals sharing perspectives on their cultural identity
- Case studies that allow practice recognizing the values that impact perceptions
- Integrated quiz to confirm understanding of how to build better relationships