Welcome to Lenora’s Digital Brochure

Whether through keynotes, half-day workshops, or multi-day seminars, Lenora Billings-Harris’ thought-provoking presentations are lively, positive, and non-judgmental. Using marbles and other props as metaphors, she will help your group discover how to:

- Use diversity as a competitive advantage
- Progress beyond diversity rhetoric
- Use Cultural Intelligence to create a respectful workplace that values differences and similarities
- S.T.O.P. inappropriate behavior and preserve the professional relationship

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Throughout this digital brochure, you may encounter links accompanied by a globe icon. These links will open a browser window in an attempt to access a website or other resource on the internet. Please know that an active internet connection is required to access these resources.
Lenora Billings-Harris is a Certified Speaking Professional (CSP), diversity consultant and author of The Diversity Advantage: A Guide to Making Diversity Work. With more than twenty-five years of experience in the public and private sectors, Lenora has developed a unique way of presenting sensitive topics in a fun, thought-provoking and non-judgmental way. Her interactive style and immediately applicable "how tos" have inspired clients to invite her back again and again. She designs and delivers presentations that help facilitate diversity initiatives for Fortune 500 companies, professional associations, government agencies and educational institutions.

Lenora was the 2006-2007 president of the National Speakers Association. She served as an adjunct professor for Arizona State University, and is currently on the adjunct faculty of the Bryan School of Business and Economics, University of North Carolina-Greensboro. She has presented to audiences in 15 countries on 5 continents.

Lenora is founder and president of Excel Development Systems, Inc., a full service training and consulting firm that delivers high quality programs, learning tools, and performance improvement interventions that enable clients to discover the competitive advantages of creating and effectively leading a diverse multicultural workplace. Before founding Excel Development Systems, Inc. in 1986, Lenora held several key positions with CIGNA, General Motors and the University of Michigan.

"People are like marbles, with a hard protective covering of the varied components inside that make them each a culture of one."

Lenora Billings-Harris, CSP
WHY LENORA, WHY NOW?

Why select Lenora for your project or event? Lenora will help you make your project have long-term measurable results that translate into a competitive advantage. If you wish, she will:

- Visit your organization free for one day to conduct in-depth research to customize the project. The only cost to you is travel and lodging.
- Provide follow up via tele-seminars, reminder emails, or voicemails for all participants. You choose which method will fit your culture best.
- Provide 30 minutes of coaching for a key leader, free.
- Write an article for your in-house magazine or newsletter to reinforce the learning, free.

Others have recognized Lenora's expertise:

- 2006-2007 president of the National Speakers Association, an organization of experts who speak professionally.
- Adjunct faculty member at the Bryan School of Business and Economics, University of North Carolina-Greensboro.
- Award winning research partner for a project studying diversity within organizations across the United States.
- Past board chair of Win-Win Resolutions, Inc., a nonprofit organization that teaches conflict resolution and diversity sensitivity using interactive drama for K-12 students in her community.

Lenora's services include keynote presentations, workshops, diversity strategic planning facilitation, organizational assessments, individual profiles, individual crisis coaching, train-the-trainer workshops and consulting.
Lenora has appeared on numerous radio talk shows and has been featured in these publications:

**MAGAZINES**
- Diversity Woman
- Diversity Inc
- Legal Management
- SPEAKER
- Vitality
- Black Perspective

**NEWSPAPERS**
- News & Record
- The Arizona Republic

Additional Magazines & Publications:
- Adult Ed Today Magazine
- Managing Diversity Newsletter
- Employment Review Online
- The International Journal of Human Resource Management
INTERNATIONAL ACADEMYスピーカー、教育者、詩人、Lenora Billings-Harris CSPは、5大陸にわたり数千人の人々に講演を行ってきました。彼女は、彼女の強力なビジネスの背景、特にGMとミシガン大学のGraduate School of Businessの位置に立つことで、敏感なトピックを高エネルギーよりも、盛りだくさんで、思いやりのある方法で提示する独自の方法を発展させました。彼女の交互作用のスタイル、そしてすぐに適用できる"how to's"は、クライアントを彼女を再び招待することに引き付けます。

KEYNOTES & TRAINING PROGRAMS

The Diversity Advantage: The OZ Perspective

The Diversity Advantage: Turning Barriers into Bridges

From Adversaries to Allies: Gender Communication in the Workplace

Beyond Diversity Rhetoric

Real Sales and Marketing Strategies for Today’s Multicultural Market

OVERVIEW

Internationally acclaimed speaker, educator and poet, Lenora Billings-Harris, CSP has delivered presentations to thousands of people across five continents. Using her strong business background, including positions with General Motors, and the Graduate School of Business at The University of Michigan, Lenora has developed a unique way of presenting sensitive topics in a high-energy, fun-filled, yet thought-provoking way. Her interactive style, and immediately applicable" how to's" have caused clients to invite her back again and again.
THE DIVERSITY ADVANTAGE: THE OZ PERSPECTIVE

Lenora uses the characters of the Wizard of Oz as a metaphor to help you understand how you can use your brain, heart and courage to make a real difference in today’s multi-cultural world. This fun, yet thought-provoking message will inspire you to connect the gifts you have with the gifts of others to increase your organization’s options for multicultural success. By realizing the power to make a difference is within each individual, you will discover ways to go beyond stereotypes and bias to create and sustain an environment that supports high productivity while celebrating differences. Lenora uses life-size stand-ups of the characters and music from The Wizard of Oz and The Wiz to create an entertaining yet impactful keynote.

As a result of attending this session, participants will be able to:

- Use their knowledge (oz-brain) to determine ways to learn about and interact effectively with people different than themselves;
- Use their heart to connect to others with compassion instead of stereotypical judgments;
- Use their courage to say and do what is necessary to sustain high performance

“It is not often that I see a speaker receive a standing ovation after their presentation. In your case, it was genuinely deserved.”

Betty Doran
Vice President
American Heart Association
The diversity Advantage: Turning Barriers into Bridges

This highly interactive and results-oriented program provides an opportunity for participants to explore the biases of our society’s “isms,” such as racism, sexism, ableism, and ageism, as well as homophobia and other prejudices that impede productivity. Participants of this program will be better equipped to improve their cultural intelligence thus enhancing organization performance.

This information-packed program includes the Discovering Diversity Profile, which provides confidential individual feedback to participants regarding their views about people who are different from themselves, enabling them to develop a specific plan of action to change behaviors.

As a result of attending this session, participants will be able to:

• Limit the influence of stereotypes on their personal actions;
• Use the S.T.O.P. technique to minimize multicultural mishaps;
• Identify the four cornerstones for improving cultural competencies.

This program can be delivered in a full day of learning or two half day modules. An abbreviated version is available for conference breakout sessions.

“We were trying to institute broad cultural change within our customer service organization, and you brought us specific ideas and processes to implement that change. They have become the core of our customer service function …”

Barbara DiLanciano
Southeast Toyota Distributors, Inc.
This fun presentation will help you improve your communication skills with the opposite gender. You will explore ways to say what you mean in a way the other gender will understand. This insightful session will help both men and women learn how to express themselves in a way that improves results. By practicing techniques that recognize communication differences without value judging, you will discover your own hidden communication strengths.

As a result of applying the principles and skills presented, you will be able to:

- Identify the 3 major male and female communication tendencies;
- Explore the 5 habits that hinder effective communication;
- Manage gender conflict more effectively.

The focus of this session is on communication solutions not gender bashing, thus both men and women can enhance their effectiveness. By applying a few simple rules each will be able to refrain from trying to “fix” the other.

"The content of your program was so timely and applicable to our delegates. They really walked away with new knowledge that will help them improve their business practices as owners and managers.”

Heather Matthews
American Bus Association
Are you ready to go beyond diversity awareness? Is your organization ready to effectively create and sustain an environment that enables all contributors to achieve their highest potential without regard to their differences? Are your leaders ready to learn and then implement the Transformational Diversity Management Principles™ that will support your organization’s vision, mission, and business strategy? If so, this program is for you.

This presentation offers participants an opportunity to enhance awareness and understanding of Transformational Diversity Management Principles™ based on the work of Lenora Billings-Harris, CSP in her book The Diversity Advantage: A Guide to Making Diversity Work, and her research with the University of North Carolina-Greensboro.

Join Lenora for this informative session exploring inclusiveness and diversity from a business bottom-line point of view. Determine whether or not diversity is required in your organization in order to achieve high performance. You will be surprised with some of the outcomes.

Your participants will:

- Determine if leveraging diversity is required
- Explore missed multicultural opportunities
- Define multicultural leadership competencies
- Examine the ways diversity impacts an environment of respect in the workplace
- Identify the next steps needed for your organization’s diversity success

Beyond Diversity Rhetoric

KEYNOTES & TRAINING PROGRAMS

The Diversity Advantage: The OZ Perspective

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Beyond Diversity Rhetoric

Real Sales and Marketing Strategies for Today’s Multicultural Market
REAL SALES AND MARKETING STRATEGIES FOR TODAY’S MULTICULTURAL MARKET

Are your sales representatives losing opportunities to attract prospects and close sales because they are pre-judging the client or customer? Are they only prospecting and selling to people who are “just like them?” If so, this program is for them. This session includes practical techniques and solutions, as well as specific marketing strategies. This program is for people who already know the market and sell, and are looking for ways to increase results through effective relationship-building techniques within today’s diverse market.

As a result of applying the strategies and tactics presented, you will be able to:

- Identify key behaviors that often reduce trust, respect, and cooperation across diverse groups and replace them with behaviors that work;
- Quickly identify a prospect’s “comfort zone” surrounding the sales process and determine the best ways to initiate contact, make the presentation, negotiate, close the sale, and maintain positive client relationships;
- Develop a marketing plan that produces results in the African American, Asian, Latino and GLBT market.
Testimonials

Even though we made the task of delivering the diversity theme all the more difficult by asking you to incorporate the work our Diversity Council had done creating a Mission Statement and Objectives, you accepted the challenge and delivered a program above our expectations. We sincerely “Thank You” for all your hard work!

S. Krupa
Billings Solutions and Service Directorate
AT&T

WOW! Thank you for all of your efforts in delighting our organization with such a moving and memorable presentation at our Quality Forum. We all loved our trip to Oz!

Berlinda Williams-Strong
Manager
City of Memphis

The content of your program was so timely and applicable to our delegates. They really walked away with new knowledge that will help them improve their business practices as owners and managers.

Heather Mathews
Meetings and Education Coordinator
American Bus Association

It is not often that I see a speaker receive a standing ovation after their presentation. In your case, it was genuinely deserved.

Betty Doran
Vice President
American Heart Association

Thank you for being a guide as we learn to leverage both our diversity and commonality in ways that drive our business success. We walked away with more than just a few philosophical ideals; we learned how to put diversity and inclusion into action.

Damaris Patterson
Vice President
Office of Corporate Diversity
National City

It is clear that your program presented the attendees with many powerful ideas to help them improve their performance. A sampling of attendee evaluation comments are: “Bring her back the next time.” “Outstanding.” “Awesome.” “Very engaging speaker with infectious enthusiasm.” “Great illustration (use of Wizard of Oz).” “Inspirationally challenging.”

Nancy F. Mikkelsen
National Association of Colleges and Employers

Thank you for your guidance. You assisted Domino’s Pizza in the development of an initiative that did not become obsolete in a year or two after its debut. This approach has been very effective in helping to keep our team members focused on diversity, in the broadest sense, and not just on the race and gender issues.

Jim Betts
Sr. Director of Diversity
Domino’s Pizza
### PARTIAL CLIENT LIST

#### Corporate
- Aetna
- AIG
- AT&T
- American Express
- Blue Cross/Blue Shield
- Chrysler Corporation
- Domino's Pizza
- ExxonMobile
- FedEx
- Ford Motor Corporation
- General Motors
- Harley-Davidson
- Hewlett Packard
- Krispy Kreme
- Motorola
- National City
- Nissan
- Publix Super Markets
- Siemens
- TGI Friday's
- The Ritz-Carlton
- Toyota
- Wescom Credit Union
- Wyeth Pharmaceutical

#### Educational Institutions
- Arizona State University
- Brookstone College
- Clemson University
- Cornell University
- Deer Valley High School
- Fort Valley State University
- Greensboro Day School
- Indiana University
- Maine Technical College System
- Phoenix College
- Primedia Workplace Learning
- North Carolina A&T State University
- University of North Carolina
- USMA (West Point)

#### Professional Associations
- American Heart Association
- American Payroll Association
- American Physical Therapists Association
- American Society of Military Comptrollers
- Case Management Society
- Institute of Electronic and Electrical Engineers
- International Personnel Management Association
- National Assoc. of Temporary Staff Services
- National Assoc. of Women Business Owners
- National Education Association Member Benefits
- North Carolina Quality Leadership
- Society of Consumer Affairs Professionals
- Society of Human Resource Management
- Society for Intercultural Education Training and Research

#### Government
- Cities of: Memphis, Phoenix, Seattle, Tempe, Winston-Salem
- Bureau of Land Management
- Environmental Protection Agency
- Social Security Administration
- Mecklenberg County (NC)
- US Army Staff College
- US Department of Agriculture
- US Postal Service
- Wake County Government
Discover Your Inclusivity Quotient™ / DVD
This live workshop is a must have DVD for trainers and speakers who want to engage their entire audience. If you want your message to relate to the broad diversity of people in your sessions or audience, then learn from Lenora’s fun yet straight forward tips and techniques to help you connect. Her illustrations and suggestions can be applied to any learning environment no matter what the topic. The two-hour program comes complete with handouts in PDF format. Additionally, it includes a diversity assessment specifically for speakers and trainers.

This book represents a conversational approach to sharing critical information about diversity. Using a question and answer format for easy reading, this book is filled with practical tips and dozens of resources to help you learn how to increase respect and inclusiveness in the workplace as well as in general life situations.

Mem-cards for the Diversity Advantage / flashcards
A deck of cards representing key concepts, practical tips and action ideas from the book, The Diversity Advantage: A Guide to Making Diversity Work. Great for use by individuals or teams as a follow up to diversity and inclusion training, or for ongoing practice of diversity competencies. A great, affordable gift for conference attendees, diversity champions and others in your organization.

Discovering Diversity Profile: Exploring Differences in the Workplace / personal assessment workbook
Realizing the benefits of diversity requires self-awareness, understanding, and commitment. This self-directed learning tool provides a safe, confidential way to explore the complex issues surrounding diversity in four key areas: knowledge, understanding, acceptance and behavior.
BOOK LENORA

Contact Information

For information on booking Lenora for your event, e-mail, write, fax, or call:

Lenora Billings-Harris, CSP
Excel Development Systems, Inc.
PO Box 1628
Greensboro, NC 27402-1628

1-336-282-4443 (Voice)
1-888-288-8885 (Toll Free)
1-336-282-4487 (Fax)

lenora@lenoraspeaks.com (E-mail)

Pre-program Questionnaire

Provide information about your organization to help Lenora deliver a fully customized presentation.

Pre-Program Questionnaire
http://www.lenoraspeaks.com/questionnaire.aspx

Visit lenoraspeaks.com

Find additional resources, including free articles and pre-program resources, and sign-up for Lenora's E-zine, Multicultural Musings: The Diversity Advantage at lenoraspeaks.com.