

## Our Mission

Business and Education Research & Training Organization (BERTO) is a research and development consulting and training organization that promotes knowledge and awareness of educational, organizational development, and strategic initiatives necessary for the enhancement of individuals and organizations in the domestic and global marketplace. BERTO consultants have over 20 years in the postsecondary education and business industries. BERTO assists organizations and individuals in the implementation of their educational, organizational development, and strategic planning initiatives in a clear and concise manner by offering training seminars, workshops, and consulting services.

## Training and Consulting Services

BERTO is an innovator in Training and Consulting Services providing a variety of customized research and training services to meet the needs of most businesses and postsecondary education institutions. Research and Training areas include:

- Management and Leadership
- Motivation and Team Building
- Change Management
- Seamless Service Delivery Systems
- Customer Oriented Service Training
- Process Analysis and Improvement
- Conflict Resolution
- Strategic and Tactical Planning
- Customer Relationship Management

*“Taking individuals and organizations to the next level through research and training.”*

## ***Diversity in Workplace: The Pot of Gold at the End of the Rainbow***



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### ***Why Diversity in the workplace Training?***

Diversity in the workplace occurs when there is acknowledgement of diverse thinkers with unique talents. Many organizations realize this fact, but lack a strategy that will integrate individual differences into the organization culture.

Organizational diversity refers to the variety of differences between employees, staff, and leadership within organization.

Organizational diversity can relate to race, gender, ethnic group, age, personality, cognitive style, tenure, organizational function, education, and background differences. Successful organizations recognize the need for immediate action and are ready and willing to spend resources on managing diversity in the workplace.

Training workshops are customized events consisting of:

- ❖ PowerPoint Presentation
- ❖ Training Manual
- ❖ Handouts
- ❖ Group and Individual Hands-on Activities

Organizational areas impacted:

- ❖ Staff Productivity
- ❖ Customer satisfaction
- ❖ Quality and quantity of service provided to internal and external customers
- ❖ Management and Leadership
- ❖ Organizational processes
- ❖ Policies and procedures
- ❖ Conflict Resolution

Participants will receive a certificate of completion.

\*Training programs listed are not all inclusive. If you do not see the training program desired, contact BERTO for a more complete listing of our training programs.



*“Working together for continuous quality improvement in business and education.”*

**BERTO**

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