

Georgia Association of REALTORS®

*EXPEDITION:
EXCELLENCE*

2012 Inaugural Meeting
Grand Hotel Marriott Resort, Golf Club & Spa
Point Clear, Alabama • February 8-11



Education Session R

Do You Really Know Who You Are? Diversity

Anne Powell

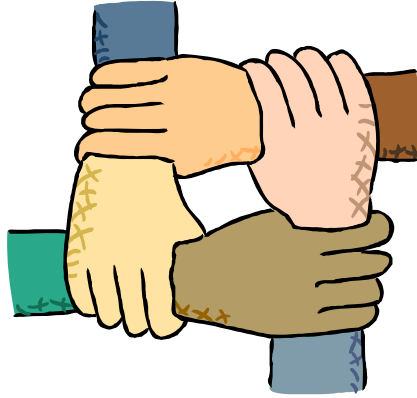
Friday, February 10, 2012

You must attend three (3) mini-sessions in order to earn three (3) hours Georgia C.E. credit, six (6) sessions for six (6) hours credit. Partial credit is not available. The mini-session course codes are 62153 and/or 62154.

Due to seating capacities dictated by local fire code ordinances, seating for all education sessions will be based on a first come-first serve basis. GAR will not be allowed to have attendees sitting on the floor or standing up once the room's seating is full.

In order to foster a spirit of camaraderie and to avoid the appearance of recruitment, no nametags or clothing with a company logo will be allowed in the education courses. Should an attendee have one on at the time of entering an education course, the facilitators will kindly ask you to remove the name badge or place a blank nametag over the company logo. We appreciate your cooperation in regards to this matter!

DO YOU REALLY KNOW
WHO YOU ARE?
DIVERSITY



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COMMUNICATIONS

- Eye contact is a positive thing
- Pointing is allowed
- Showing agreement by...
- Low context: Spoken words carry the message
- High context: Nonverbal cues override spoken message
- Interruptions are allowed

PERSON AND SPACE

- Shake hands is allowed; does it matter if it is the same sex or a member of the other sex
- How close to stand to another person
- Physical privacy is very important
- Slap on the back is allowed
- Handholding hands or kissing between males and females in public is accepted

RELATIONSHIPS

- Length of time to establish a friendly relationship is short or long
- When to use personal names, quickly or not
- Okay to ask personal questions about job, family, etc.; if so how quickly
- Keep business relationships distinct from personal ones or they overlap
- Live in strong, cohesive families that often include distant relatives

TIME

- Punctual and use time effectively; expect others to be punctual
- Time is money; time is a limited resource so it is important to get down to business; do not spend time on preliminaries
- In a hurry; value getting to the point quickly
- May be a bit impatient

COMMUNICATIONS	MY GROUP IS _____
Eye Contact	
Pointing	
Show agreement	
Low Context	
High context	
Interruptions	
PERSON AND SPACE	
Shake hands	
Stand close	
Physical privacy	
Slap on the back	
Holding hands	
RELATIONSHIPS	
How long it takes to establish a relationship	
Use personal names	
Ask personal questions	
Business separate from personal relationships	
Live in strong, cohesive families	
TIME	
Punctual	
Time is important	
Value getting to the point quickly	
A bit impatient	