

Major Benjamin F. Brooks

Providing You With:

SOLUTIONS to Sexual Harassment in the Workplace STRATEGIES for Dealing With Difficult People STRATEGIES For Improving Your Personal Image IMPLEMENTATION of Cultural Diversity Programs

Benjamin F. Brooks is a retired Major of the Pennsylvania State Police. As founder of Major Ben's Consulting Agency, Ben is now a Management Consultant. Ben specializes in providing you and your company with assistance for *effectively* implementing your Cultural Diversity Program.

As a licensed Private Investigator, with three decades of experience, Major Ben has a keen awareness of sensitive workplace issues.

Major Ben's specific areas of expertise include:

- A *unique* approach to Understanding, Valuing and Managing Diversity
- How You Deal with Difficult People
- Policing Your Image
- [Preventing Sexual Harassment](#) in the Workplace
- How You Deal with and Prevent Workplace Violence

Ben Brooks is a native of Elizabethtown, North Carolina. He received his Bachelor of Arts Degree in Sociology from Kutztown University in Kutztown, Pennsylvania.

He completed the Commonwealth of Pennsylvania's Management Training Program for Senior Managers, Training from the FBI National Academy, Pennsylvania State University Police Supervisor In-Service Training and Police Executive Development Program. He is also certified by the U.S. Department of Justice for Diversity Training.

Ben Brooks' yearning for justice led him to enlist in the Pennsylvania State Police in 1961. He was one of the first African-Americans to join the Pennsylvania State Police. In fact, Ben rose through the ranks, becoming the first African-American Captain/Troop Commander.

17 Years Experience *Resolving Sexual Harassment*

In 1987, Major Brooks became the first enlisted member of the Pennsylvania State Police to head the Affirmative Action/Contract Compliance Division. In that capacity, Ben developed the State Police's Sexual Harassment policy and training program. Ben *redefined* the concept of Affirmative Action for the State Police and its relationship to Cultural Diversity.

Ben was also a member of a multi-agency task force which was responsible for training Police and Corrections Departments throughout Pennsylvania in the Ethnic Intimidation laws relating to hate crimes.

Major Brooks has appeared on "About the Law," a program at WHAG-TV and NBC affiliate in Hagerstown, Maryland. Ben educated viewers about "Affirmative Action in Law Enforcement," and "Sexual Harassment in the Workplace."

Major Brooks is a member of the National Speakers Association, American Seminar Leaders Association, Dale Carnegie Group, Liberty Bell Speakers Association and the National Organization of Black Law Enforcement Executives (NOBLE). He is a published author and a distributor for Inscape Publishing.

Workshop Descriptions

Policing Your Image

This workshop examines the various elements that impact on the image of the individual as well as on the *Organization*. Each participant will have an opportunity to do an analysis of how he or she thinks others perceive them. Then all participants will be given actual *strategies* on improving their own self-image, as well as the image of the Organization.

What You'll Learn

- How Your *Image* is Everything
- How *perception can differ* from *reality*
- Taking stock of your image
- How you *communicate* a positive image
- How to boost your self-esteem
- How you communicate with *courtesy*
- Making a commitment to a total *quality* image
- Discover your action plan

By the end of the program, each participant will see themselves in a more positive light. They'll **know** what a good image looks like. They'll actually employ the strategies they learned for effectively interacting with fellow employees and the public in a more *professional* manner.

Cultural Diversity

This workshop examines various aspects of Culture and how it impacts on the diverse Organization.

What You'll Learn

- How to *appreciate* Cultural Diversity
- How the words you use can impact on others
- The *implications* of demographics, individuality and organizationality
- How your behavior is affected by your attitude and stereotyping
- Cultural do's and don'ts
- How you can make your interpersonal communication more effective
- Understanding a diverse workforce
- How to value and manage a diverse workforce
- How you can build a cohesive and effective team

By the end of the workshop each participant will understand the concept of Diversity. They'll know exactly how being a part of a *diverse* society relates to them individually and as a member of the Organization.

Prevention and Handling of Sexual Harassment

This workshop examines the complex relationships between males and females in the workplace. You'll learn the definition of Sexual Harassment. You'll find out about Management and Supervisory responsibility. And you'll know *exactly* how to handle complaints and investigations.

What You'll Learn

- So what *exactly is* Sexual Harassment?
- How to identify Sexual Harassment—you'll learn its characteristics
- The different types of Sexual Harassment
- The steps you can take to prevent Sexual Harassment
- EEOC Guidelines
- What is needed to prove Sexual Harassment
- Employer *liability* for Sexual Harassment by Supervisors
- Employer *liability* for Sexual Harassment by co-workers
- Employer *liability* for Sexual Harassment by non-employees
- The problem of the affair gone sour
- The mixed motive problem
- Constructive discharge—when firing is the answer
- The effects of Sexual Harassment
- How you can *minimize* your exposure to Sexual Harassment
- How to handle complaints
- Other formal complain processes

By the end of the workshop, all participants will have a thorough knowledge of what *exactly* Sexual Harassment is. They'll know how it affects them and the Organization. You'll know all the methods of handling and investigating any incidents of Sexual Harassment.

How To Achieve *Harmony* In The Workplace (Through Effective Interpersonal Communication)

This workshop examines the impact of attitude, ego, self-esteem and image on *effective* interpersonal communications when handling difficult people and situations in the workplace.

What You'll Learn

- How to **know thyself**
- What are the characteristics of Difficult People
- How to recognize a Difficult Person
- The pitfalls to avoid when dealing with Difficult People
- The steps you should take in dealing with Difficult People
- The steps for solving the problem

By the end of the workshop, all participants will know how to apply the techniques learned to handle *any* situation they encounter in the work environment or home situation.

Proactive Customer Service

This workshop identifies the hallmarks of quality Customer Service. The participants will discover their role in developing a realistic, quality Customer Service strategy.

What You'll Learn

- The big benefit of effective *listening* skills
- Understanding the positive and negative aspects of *nonverbal* communication
- Assessing your own attitude
- Getting through to the customer in a positive manner
- How to be a true professional

At the end of the workshop, all participants will understand the connection between attitude and effective customer service. They will know how to communicate effectively with the customer. They'll know how good customer service impacts on the image of the Organization—and on its “Bottom Line.”

Effective Supervision/Management

This workshop examines the relationship between Supervisor and Subordinate. It will give the Supervisor effective strategies for handling any situation they encounter—particularly in a diverse work environment. Supervisors will learn the proper method of conducting a performance evaluation (Feedback—Documentation).

What You'll Learn

- The *Dynamics* of Leadership
- Team Building
- Goal Setting
- When and how to use praise
- Counseling
- How to be a motivator
- Performance documentation
- Performance evaluation (Feedback)

By the end of the workshop, all participants will understand the dynamics of leadership. They will know how to build an *effective* team, how to set realistic goals, how to counsel effectively and

how to apply motivational strategies that last. They'll know how to conduct effective performance appraisals through systematic documentation and feedback.

In addition to the above listed workshops, Major Ben's Consulting Agency is a distributor for Inscape Publishing.

PLEASE NOTE: All sessions are completely **customized** to address specific needs/concerns of the Organization.

Continued on the next page...

For Authorized Clients...

Learn How To Prevent Sexual Harassment...**FOR FREE!**

Dear Friend,

Now you can learn how to prevent sexual harassment—FOR FREE! Simply contact me now and I will give you, with my compliments, my unique interactive self-teaching computer program on PREVENTING SEXUAL HARASSMENT. There's no cost or obligation whatsoever.

My FREE computer program will teach you—in a practical *cost-effective* way How To Prevent Sexual Harassment.

Now you can learn all about preventing Sexual Harassment without interrupting your regular work schedule. You'll be engaged in an active learning process—at your own pace.

The New Jersey Supreme Court Said:

“The Most Important Tool In Prevention Of Sexual Harassment is the Education of Both Employees and Employers”

That's what the New Jersey Supreme Court had to say in its 1993 landmark Toys 'R' Us decision.

And now you can educate yourself and train ALL your employees on How To Prevent Sexual Harassment. And you'll do it FOR FREE!

You can document when each employee took the course and the score achieved in the mastery test.

Why wait till you actually have the problem...and then have to deal with the headache of trying to solve it? Now you can **prevent it!** And it's completely FREE!

After 17 years of dealing with Sexual Harassment in the workplace, please believe me when I tell you...

Sexual Harassment Conflicts Are Among The Ugliest and Disruptive in the Workplace...

As Well As Among The COSTLIEST!

Now you can put this problem **behind you!** You can prevent it...before it happens to your Organization.

Your employees will appreciate the concern you've shown for their welfare. Now everyone can learn what is and what is NOT acceptable in today's workplace.

No one should have to put up with Sexual Harassment as the price of keeping a job. And as an employer--YOU are legally responsible. Eliminate your liability NOW!

This FREE, no obligation program will help you eliminate Sexual Harassment from *your* workplace now.

Why wait? All you need to do is simply give me a call at **(610) 409-0214**. Or fax your request at **(610) 409-8902**. Or you may log-on to my website and enter your request at **www.majorben.speaks4u.com**.

No one *wants* to think about Sexual Harassment. Take steps to PREVENT it now and you won't have to!

Get your FREE computer program on How To Prevent Sexual Harassment today.

I look forward to hearing from you.

Best Regards,

Major Benjamin F. Brooks
Major Ben's Consulting Agency

P.S. [Click here](#) to see what clients have to say about this incredible program.