
Earn a Certificate in Human Relations

Four free ongoing workshops and a little of your time required

By **Kat Avila, Contributing Writer** | Published on LatinoLA: December 3, 2012



If you live in Orange County, you can earn an **"Effective Human Relations in the Workplace" certificate**. There are four free workshops in the series, which you can attend in any order at the One-Stop centers in Buena Park, Irvine, and Westminster. They are conducted by a community and court mediator from the nonprofit agency OC Human Relations.

You can register for the workshops by calling or signing up in person at One-Stop. Just remember to bring your driver license and social security card if it is your first visit to a center. Your free membership card is good at all the centers.

The ongoing two-hour workshops are: 1) Nonverbal Communication and Active Listening, 2) Managing Conflict, 3) Diversity Awareness, and 4) Effective Negotiation. You can attend in the afternoon (1:30 - :30 p.m.) or evening (5:00 - 7:00 p.m.).

1. NONVERBAL COMMUNICATION AND ACTIVE LISTENING: "All I know is what I hear."

Good observation skills can tell you a lot about someone before they even say their name. It's all on display: their presentation (hair, makeup, accessories, and clothing), body language, and how close or far they are standing from you. Active listening makes you dig for the actual meaning of what is being said that spoken words alone do not reveal.

2. MANAGING CONFLICT: "There's always a nut on every family tree."

On the one hand there is destructive conflict that results from poor communication, and on the other hand there is constructive conflict that saves relationships. Toward different types of conflicts, we have developed predictable ways to deal with them. Do you tend to avoid, accommodate, collaborate, compete, or compromise?

3. DIVERSITY AWARENESS: "It's all in the way you look at it."

Challenge stereotypes and prejudice. But how aware are you of your own assumptions? And do you recognize the breadth of your own cultural diversity that allows you to be uniquely connected to each individual in a room full of strangers?

4. EFFECTIVE NEGOTIATION: "He tried to get a bird in the hand and two in the bush, but what he got was a horse of another color."

We negotiate to protect our interests. In preparing for a negotiation, it is important to identify what and how much is negotiable. Some situations leave little room for negotiation, so it is important to prioritize.

For extra credit: MEDIATION CERTIFICATION TRAINING

OC Human Relations also offers Mediation Certification training. The next 32-hour (website

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¡LATINOLA RECOMMENDS!

Don Marcelino Huichol Elder Offering Bendicones and Limpias
Friday, December 7
to Wednesday, December 12

Championship Charreada, Mexican Rodeo and Tamborazo Zacatecano
Friday, December 7

Mariachi Concert! Tesoro de San Fernando, Los Reyes
Saturday, December 8

The Power of Movement
Saturday, December 8
to Sunday, January 6

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says 40) in-class training will begin on January 16, 2013. There is a registration fee, but this deposit is fully refundable after completing a 120-hour internship. Please see their website under "Programs" for the registration form and more details.

OC Human Relations, building community by fostering respect, resolving conflict and pursuing equality - <http://www.ochumanrelations.org>

Orange County One-Stop Centers, linking business and people - <http://www.oconestop.com>

An urban hobo who revels in the multicultural tapestry and geological diversity of Southern California.

Find this story online at latinola.com/story.php?story=11405

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