

StirFry Seminars & Consulting



Services for Corporations

StirFry Seminars Services for Corporations

For the past twenty years, StirFry Seminars has revolutionized the field of diversity through its internationally-acclaimed films and seminars. Over 30 million viewers worldwide have seen *The Color of Fear*, as well as many of the other groundbreaking films produced and directed by Lee Mun Wah, StirFry's founder, CEO and Master Trainer. In 1995 Oprah Winfrey produced a one-hour special on Lee Mun Wah's life and the impact of *The Color of Fear*.

Thousands of participants from educational, government, corporate, and social service agencies have taken StirFry's trainings and seminars. We are recognized by many of the top 500 corporations as having one of the most outstanding cross-cultural and communications training programs for managers, supervisors, H.R. and top administrative executives. Clients such as Corning, NASA, Best Buy, Whirlpool, and IBM have all resounded with praise and awe at having participated in some of the most life-changing and phenomenally useful trainings of their experience.

What makes StirFry Seminars so unique is our approach to how we value and observe each communication. We call this 'mindfully listening,' which means being attentive to the subtleties in each communication, such as intent and impact. The following are some of the reasons why so many companies have chosen to work with us:

- ❖ We emphasize developing inquiry skills in place of adversarial and defensive statements
- ❖ We help participants acquire the art of mindfully resolving conflicts within seconds through the use of observation and responsive techniques
- ❖ We demonstrate ways to create an environment where staff and administration work together as a supportive community rather than as individuals coming from an oppositional or power perspective
- ❖ We develop the art of noticing keywords throughout the communication process that unlock the needs and issues of a particular cultural group or individual
- ❖ We train participants to observe differences and similarities through a multicultural and multi-sensory approach and perspective

- ❖ We use personal stories as a way to broaden one's understanding and compassion for the history of one's journey and its impact on present day behaviors and attitudes
- ❖ We train managers and supervisors to not only listen for what is being said, but also to what is not being expressed because of discriminatory or retaliatory behaviors and attitudes
- ❖ We train agencies to notice the importance of intent and impact in all their communications
- ❖ We use curiosity as a gateway to empathy and trust
- ❖ We explore through a multicultural lens rather than a monocultural one
- ❖ We help managers and supervisors deepen their understanding of cross-cultural issues and values through role plays and real life vignettes so that what they learn is practical, useful and appropriate
- ❖ We create opportunities for on-going dialogues so that different cultural groups can ask each other questions and deepen their relationships
- ❖ We provide on-going training on how to facilitate and resolve conflicts peacefully without coming from a reactive or defensive position
- ❖ We use our internationally-acclaimed films on diversity issues to foster dialogue and deeper understandings
- ❖ Participants practice their communication and mediation skills through viewing our unique training films that mirror actual business scenarios and on-going workplace problems and issues
- ❖ StirFry Seminars provides on-going consultation, mentoring and coaching throughout each level of our trainings and seminars
- ❖ We cover a variety of diversity workshops, as well as communications training and organizational development courses
- ❖ We work with individuals as well as groups from 3 to 14,000 participants
- ❖ Our consultants, facilitators and trainers are from a variety of multicultural backgrounds
- ❖ We provide manuals, training guides, films and books that are authored solely by StirFry Seminars & Consulting

- ❖ Our clients range from the top 500 corporations to almost every major university, government and social agency in the United States
- ❖ Our films and books are the foundation for most diversity trainers throughout the United States
- ❖ Our films such as *The Color of Fear* (appearing on *The Oprah Winfrey Show* in 1995), have won international and national awards
- ❖ All of our trainers and facilitators have years of diversity experience and are Certified Master Diversity Trainers
- ❖ Our presenters, trainers, facilitators, and consultants come from a myriad of professions, including from educational, corporate, therapeutic and social services sectors

SERVICES FOR CORPORATIONS

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Seminars

The following Seminars are ideal for Managers,
Administrators, Supervisors, Auxiliary Staff, and Employees.

Cultural Competency for Leaders

In today's business environment, cultural competency is a must, not only because we are entering into a global economy, but also because an increasing number of employees are entering into the workplace from a vast variety of cultures and geographic regions. Along with those new faces come different perspectives and unique ways of approaching leadership and workplace situations. Unless those different perspectives are understood and valued, an environment of distrust, confusion, and fear threatens to erupt in the form of conflicts, lawsuits and communications breakdowns.

In this unique workshop and training, participants will learn that cultural competency requires not only an awareness of cultural differences, but also many other cultural competencies, including cross-cultural communications skills, community development expertise, and an awareness of social issues and contexts.

Through the use of films, role plays, and a variety of experiential exercises, and personal stories, participants will learn:

- ❖ How to turn judgments into curiosity
- ❖ The art of inquiry instead of statements
- ❖ The art of listening and responding
- ❖ How to de-escalate a conflict within minutes
- ❖ A variety of ways to reframe our perceptions
- ❖ How past experiences influence our perceptions and reactions

Unlearning Racism in the Workplace

One of our most popular seminars, Unlearning Racism, provides a forum for participants to discover the conscious and unconscious ways in which racism permeates our attitudes and behaviors in the workplace and affects our relationships. Intimately powerful, this program is experientially based and designed to foster a deeper appreciation of our individual and cultural differences through personal stories, group exercises, and a variety of films and articles. Participants will receive many handouts on how to successfully communicate cross-culturally as well as how to listen and respond effectively in stressful and conflictual situations involving diversity issues.

Using various learning modalities, with an emphasis on experiential learning, discussion and lecture, participants in this program will learn the following:

- ❖ How one's personal and community history affects their self-esteem and sense of safety
- ❖ How to converse from a diverse perspective
- ❖ How racial differences can affect relationships, communication and behaviors
- ❖ How to listen and respond to personal experiences from a cultural perspective
- ❖ How to compassionately validate and understand the emotional impact of racism on an individual, a group and community that is different from our own

A Cross-Gender/Race Conversation in the Workplace

This popular seminar focuses on the challenges and opportunities present when diverse race and gender groups interact with each other. Though diversity offers tremendous potential for learning and enrichment, there are also moments of conflicts and tension over differences in perspective and approach. This program offers the skills necessary to develop and support an effective learning environment where everyone feels valued and acknowledged for their uniqueness and contributions.

Using a variety of learning tools, this program will mix films, personal stories, experiential exercises, discussion and lectures. Participants can expect the following:

- ❖ Learn how gender and race issues affect one's perspectives and behaviors
- ❖ Gain a deeper understanding of how gender and race can enhance and stimulate a stronger sense of community and cooperation in the workplace
- ❖ Learn how to work with diverse groups to identify and realize strengths and areas of improvement
- ❖ Understand divergent communication styles, perspectives, and expectations
- ❖ Practice effective listening and responsive communication techniques
- ❖ Discover ways to mediate gender and race issues cross-culturally
- ❖ Learn new means to begin a conversation of gender and race

Film Series Programs (2-7 Hour Programs)

This is our most asked for program because of the quality of our diversity films and the remarkably intimate and stimulating conversations that follow each showing. Each of the films have won international and national awards and acclaim from companies and agencies for their honesty, compassion and insights into what it essentially means to be different. From the internationally-acclaimed film, *The Color of Fear*, to *Last Chance for Eden*, over 30 million viewers have seen our films. Director/Producer Lee Mun Wah was interviewed in 1995 on the Oprah Winfrey Show viewed by 20 million people around the world. Over 600,000 participants have since gone through our film workshops and trainings. Cornell West calls *The Color of Fear* the best film on racism in the 20th century.

Directly following the film showing, participants will engage in a myriad of exercises designed to increase awareness of differences and begin and sustain a conversation on diversity.

Using various experiential exercises, personal stories, small group interactions, and films, participants will:

- ❖ Learn ways to notice the intent and impact of all our communications
- ❖ Discover how to listen compassionately and mindfully
- ❖ Learn how to begin where someone is, not where we want them to be
- ❖ Practice ways to respond with honesty and compassion when a conflict involving diversity issues occurs
- ❖ Learn how to ask meaningful and intimate questions of individuals from diverse cultures

Unlearning Homophobia & Heterosexism in the Workplace

So often we are afraid of asking the wrong question or saying something that we fear might be inappropriate. Our newest seminar breaks new ground by fostering a greater understanding of the roots of homophobia in our society, including the historical, cultural and legal sources of discrimination, and the fear and misconceptions about those who are gay, lesbian, bisexual and transgender.

In this seminar, individuals are encouraged to explore their own history of homophobia and heterosexism and to learn how those stories and experiences have affected their attitudes and behaviors in the workplace and their relationships with each other.

Using films, experiential exercises, discussions and personal stories, participants will learn the following:

- ❖ How to respond to homophobic statements and behaviors
- ❖ How to empathetically listen and respond to personal stories
- ❖ Ways to facilitate a dialogue and conversation on gay and lesbian concerns
- ❖ Proactive steps to end homophobic behaviors and attitudes
- ❖ Various issues facing gays, lesbians, bisexuals and transgendered people in the workplace
- ❖ The historical roots of heterosexism and homophobia

Diversity Conversations in the Workplace

So often we are afraid to begin a conversation on diversity issues because we have had a bad experience or feel we will say something wrong or hurtful. This seminar is particularly exciting and satisfying, because it allows everyone to practice talking to someone who is different from them in a compassionate and honest way. Participants will learn that they are not alone in their fears and that all of us lack a “model” of how to begin this type of conversation. The most important ingredient is our sincerity and our willingness to learn and understand each other.

We will practice sharing with each other through films, small group interactions, role plays, and personal stories.

Participants will learn:

- ❖ To notice the impact and intent of our communications
- ❖ Ways to respond compassionately and openly about diversity issues
- ❖ How to listen mindfully and with awareness
- ❖ How personal stories can affect our perceptions and attitudes
- ❖ Ways to create a sense of community through dialogue and stories
- ❖ How to work with conflict and hurt when diversity issues are involved

How to Manage Diversity Conflicts & Communication Issues

Many discussions around diversity issues are bound to have communication issues and potential for some form of conflict or misunderstanding. The Buddhists say that conflict is both an opportunity and a sign of danger. At StirFry we call it a “dangerous opportunity”! In our experience, conflicts are often opportunities for growth and deeper understandings to take place. In this very dynamic and exciting seminar we will explore a myriad of techniques to more effectively mediate diversity conflicts and misunderstandings.

We will use Lee Mun Wah’s “The Art of Mindful Facilitation” and various other communication techniques that help to de-escalate a conflict within minutes. Through the use of role plays, personal stories, films, listening exercises, and ‘mindfully responding’ techniques, participants will learn facilitation and inquiry techniques normally reserved for advanced trainers.

Participants will learn the following:

- ❖ How to de-escalate a conflict with minutes
- ❖ To observe the intent and impact inherent in all communications
- ❖ The importance of a Conflict History Assessment
- ❖ The Art of Listening & Responding
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate

Fireside Conversations about Diversity Issues

Have you ever wanted to have an informal conversation around diversity issues but were hesitant because you didn't have the facilitation skills or the acumen to lead such a discussion? Well, StirFry Seminars has the trained facilitators to lead a group in a dynamic and exciting conversation around such issues. Here is a great opportunity to bring one of our trained facilitators along when you have a small group discussion or retreat and need someone who has the diversity training and expertise to help the discussion be productive and safe. We offer films, diversity exercises, and conversation starters that will get a group interested and stimulated to begin a meaningful conversation on diversity. It's a splendid opportunity to learn effective listening skills as well as a chance to get to know each other in a more intimate and honest way.

Participants will learn the following:

- ❖ How to lead a discussion on diversity issues
- ❖ Different ways to listen and respond to another's story
- ❖ Ways to listen mindfully and compassionately
- ❖ The Art of Listening
- ❖ A myriad of diversity exercises to promote deeper understanding
- ❖ How to identify what a person is saying and not saying

The Color of Fear – 3 Day Retreat

The sharing of each other's stories and lives is a rare experience, but an important and essential one if we are ever to understand each other and to develop an authentic relationship. For those of you who have seen The Color of Fear and who have often wondered what it would have been like there – this is an opportunity of a lifetime! In one weekend, participants will have the opportunity to learn about each other's lives and to develop a more trusting relationship with someone from a different ethnic group.

Under the guidance of a trained StirFry group facilitator, participants will learn different approaches to having an intimate and honest dialogue with each other. They will also learn how to deal with their differences and similarities in a peaceful and compassionate way.

Participants will learn the following:

- ❖ Ways to listen and respond to cultural differences
- ❖ How to empathetically relate to someone
- ❖ How to mediate cultural conflicts
- ❖ The Art of Listening
- ❖ To observe the impact of our communications
- ❖ To use different communication styles and approaches

Introduction to Multicultural Alliance Building Parts One & Two

This introductory program provides basic, practical techniques on how to develop alliances between multicultural groups. We will focus on how to create an environment of trust and a sense of community, where similarities and differences are valued, acknowledged, and considered useful. Participants will be taken through a series of exercises that will help them learn more about each other and what each has to offer that is uniquely theirs. In addition, opportunities will be provided for participants to share the stories and life experiences that have shaped and impacted who they have become, as well as their aspirations for the future. This very intimate and moving experience often leaves participants feeling they have grown closer in friendship and in understanding. We highly recommend this seminar for those folks who have either grown up or worked in mostly monocultural environments.

Participants will learn the following:

- ❖ Insight, ideas, and suggested resources needed to build and maintain alliances on the interpersonal and interorganizational levels
- ❖ Strategies to motivate and retain multicultural groups
- ❖ Techniques on how to listen and respond to intercultural communications
- ❖ Ways to integrate mainstream cultures with new entries into the workplace

A Cross-Cultural Conversation – 3-Day Retreat

In one weekend, participants will have an opportunity to learn about each other's lives and to develop a more trusting relationship with someone from a different cultural group. Sexism, racism, classism, ageism, heterosexism, and many other diversity issues will be discussed. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will begin a conversation across cultures.

Under the guidance of a trained StirFry group facilitator, participants will learn different approaches to having an intimate and honest dialogue with each other. They will also learn how to deal with their differences and similarities in a peaceful and compassionate way.

Participants will learn:

- ❖ Ways to listen and respond to cultural differences
- ❖ How to empathetically relate to someone
- ❖ How to mediate cultural conflicts
- ❖ The Art of Listening
- ❖ To observe the intent and impact of our communications

Preparing for a Global Market

This is one of our most popular seminars because of the growing need to prepare our workplaces for a new world market. In this seminar we will teach your staff key skills that will help them adapt to their new environments and clients. We will develop their ability to listen and respond, and teach awareness of key words that will enable their communications to not only be more effective, but more easily understood and appreciated.

Participants will learn:

- ❖ Ways to listen and respond to cultural differences
- ❖ How to empathetically relate to someone
- ❖ How to mediate cultural conflicts and misunderstandings
- ❖ The Art of Listening
- ❖ To observe the impact of our communications
- ❖ To use different communication styles and approaches
- ❖ Strategies to motivate and retain multicultural groups
- ❖ Techniques on how to listen and respond to intercultural communications
- ❖ Ways to integrate mainstream cultures with new entries into the workplace

Responding to a Discriminatory Incident Initial Response Initiatives & Training – Part One

So often when a discriminatory incident occurs such as a racial or sexist epithet, a noose hanging, or verbal/physical abuse, the initial response is one of fear and shock. Very few workplaces, schools, or communities are prepared to respond to such incidences except in anger or defensiveness. Often lawsuits and demonstrations occur because of ineffective responses due to lack of knowledge, training and/or preparation.

In this much-needed workshop and training we will explore the underlying issues of these discriminatory incidents, as well as effective individual and group responses to such incidents both from a solutions and preventive perspective.

Using various learning methods such as training films, role plays, and personal stories, participants will learn:

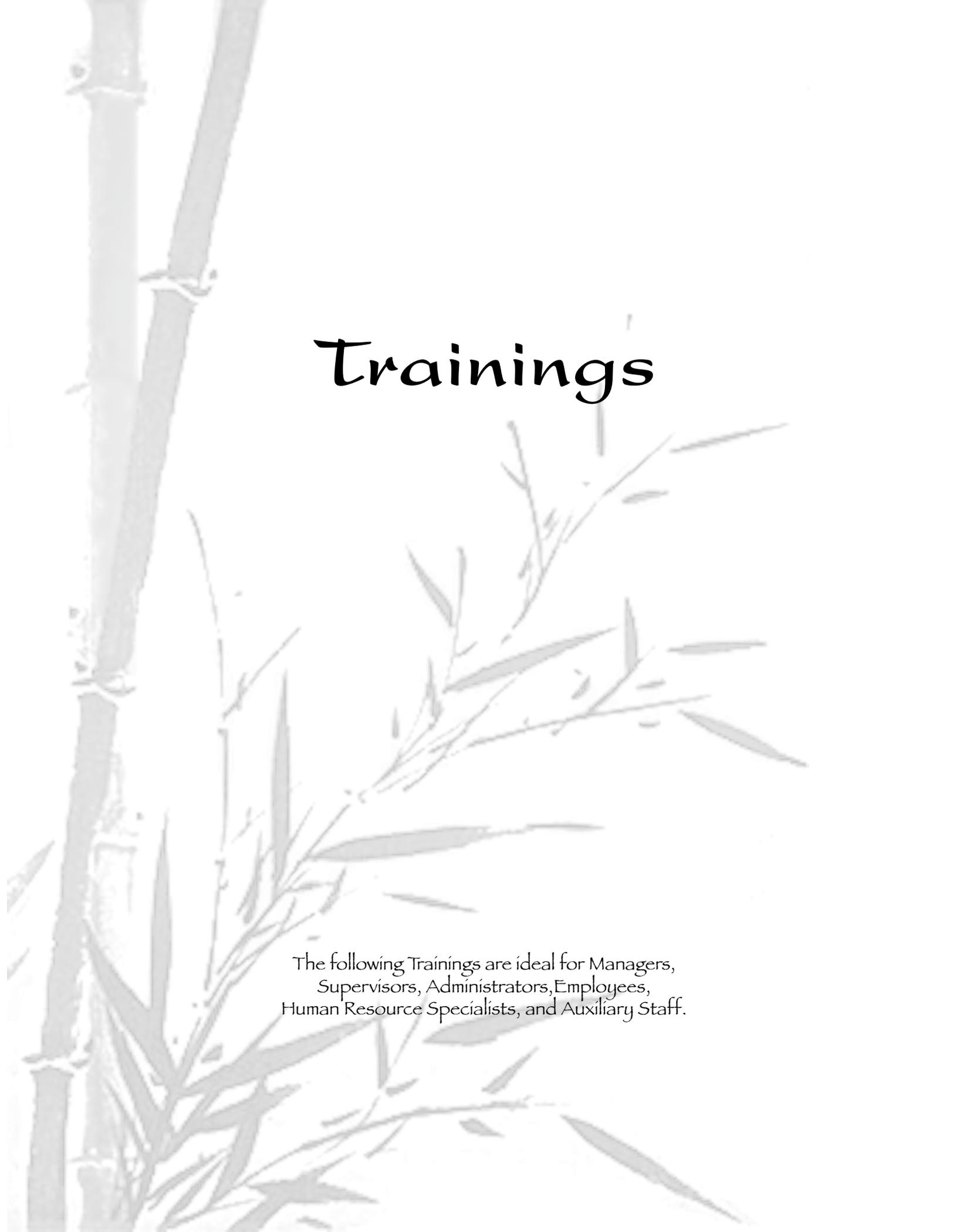
- ❖ Conflict Intervention Skills
- ❖ Ways to initially respond to a discriminatory incident from a group/individual perspective
- ❖ To utilize Responsive and Listening Techniques in the Intervention Process
- ❖ To observe how Intent and Impact affect all our communications
- ❖ Ways to learn and respond to cultural and gender differences
- ❖ Nine Healthy Ways to Communicate
- ❖ How to listen compassionately and mindfully

Responding to a Discriminatory Incident Creating a Culturally-Competent & Sensitive Community - Part Two

This unique workshop and training will explore how to create a culturally competent and sensitive workplace and community that is able to embrace, respond to and accept diversity. So often, lawsuits and discriminatory incidents emerge from environments and communities where issues of diversity are seldom discussed and where cultural differences are often celebrated but not practiced or represented.

Using various learning modalities, with an emphasis on experiential exercises, discussion and lecture, films, and personal stories, participants will:

- ❖ Learn how to ask meaningful and intimate questions of individuals from diverse cultures
- ❖ Understand how racial and gender differences can affect relationships, communications and behaviors
- ❖ Discover how to observe and make use of the intent and impact of all our communications
- ❖ Learn the Art of Listening and responding cross-culturally
- ❖ Understand how one's personal and community history affects one's self-esteem and sense of safety
- ❖ Learn ways to respond with honesty and compassion when a conflict occurs that involves a diversity issue
- ❖ Create a sense of community and understanding amongst diverse cultures



Trainings

The following Trainings are ideal for Managers,
Supervisors, Administrators, Employees,
Human Resource Specialists, and Auxiliary Staff.

Ten-Part Communications Program

This is one of our most popular communications programs because it not only offers dynamic exercises and techniques to improve one's communications skills, but is also supported by a myriad of realistic vignettes to integrate the skills and theories of effective communication. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn facilitation and inquiry techniques.

Participants will learn to:

- ❖ Assess their own communication styles and their impact on others
- ❖ Develop meaningful and authentic ways of responding
- ❖ Create environments and relationships that are proactive rather than reactive
- ❖ Develop relevant and effective skills to assess and mediate conflicts
- ❖ Create avenues for conversations to be developed and practiced
- ❖ Explore how our past experiences impact our good intentions
- ❖ Learn how to assess a variety of communication styles
- ❖ Develop facilitation skills to adapt to various environments
- ❖ Use advanced communication listening techniques utilized by master mediators
- ❖ Develop the art of creating safe and dynamic working environments
- ❖ Create work situations that encourage relaxed sharing and curiosity

Five-Part Diversity Communications Program

Much like our Ten-Part Communications Series, emphasis is placed on developing practical skills and assessing situations where diversity is an issue and effective communication skills are needed. Participants will learn proactive listening skills and how to respond compassionately and effectively to stressful situations. We will focus on how to create an environment of trust and a sense of community, where similarities and differences are valued, acknowledged, and considered useful. We will take participants through a series of exercises that will help them learn more about each other and what each has to offer that is uniquely theirs.

Participants will:

- ❖ Learn how to assess a diversity conflict and utilize de-escalation techniques
- ❖ Develop meaningful ways of listening and responding to diversity concerns
- ❖ Learn how to be proactive rather than reactive in their communications
- ❖ Create avenues for conversations to be developed and practiced
- ❖ Discover how past experiences with diversity issues impacts others
- ❖ Learn how to assess a variety of diverse communication styles
- ❖ Develop facilitation skills to adapt to various diverse environments

Mindfully Resolving Conflicts for Diversity Issues

Conflicts in the workplace can be the result of misunderstandings and stereotypes that can intensify tensions and create strong reactions. This training will help deepen the understanding between groups and individuals in conflict. Learning these 'mindful' techniques on how to resolve conflicts will lead to an alignment of mutual outcomes and an on-going supportive process where everyone is valued acknowledged and respected. This training introduces participants to the dynamics of conflict and the need for appropriate and useful communication interventions and skill sets. Three key areas will be covered: perception, strategy, and intervention. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn the facilitation and inquiry techniques needed to resolve conflicts that often occur in workplaces.

Participants will:

- ❖ Develop listening and observation techniques
- ❖ Practice noticing the intent and impact in all communications
- ❖ Learn how to assess a conflict by listening for three key focus areas
- ❖ Discover a myriad of de-escalation techniques
- ❖ Learn advanced communication listening techniques used by master mediators
- ❖ Learn how to utilize The Art of Inquiry to connect with groups in conflict
- ❖ Identify what a person is saying and not saying

Film Facilitation Program

This is one of our most practical and well attended trainings. It is here that participants are exposed to our internationally-acclaimed and award winning films and the diversity exercises that accompany each of them. Participants also learn how to introduce our films and present a variety of diversity exercises. They will learn ways to facilitate key film questions, and techniques on how to deal with various audience reactions. A very dynamic and stimulating training where participants are encouraged to share their own techniques and experiences in presenting the film in their various communities.

Participants will learn the following:

- ❖ Over 20 StirFry film presentation exercises
- ❖ Audience assessments
- ❖ Presenting film questions
- ❖ Dyad exercises to enhance listening and responsive skills
- ❖ The Art of Listening
- ❖ How to facilitate an audience discussion
- ❖ To observe the intent and impact of the audiences' reactions
- ❖ To teach the Art of Inquiry

Cross-Gender Conversations

Issues of gender, like racism, have a debilitating effect on the workplace. Unaddressed gender issues contribute to increased absenteeism and turnover, as well as sex discrimination and sexual harassment cases. This training will heighten the awareness that gender issues, when unabated, have a negative impact on individual and team creativity, productivity and self-esteem. In this training, we will address some of the issues, attitudes, and behaviors that contribute to this problem, as well as ways to heighten our awareness and move towards a more inclusive workplace environment.

Participants will learn the following:

- ❖ Ways to talk about gender issues openly and honestly
- ❖ Exploring and practicing egalitarian beliefs, attitudes and behaviors
- ❖ Effective tools for creating positive, non-sexist communications and behaviors
- ❖ How to facilitate gender based conflicts through mediation techniques
- ❖ Developing an awareness of how gender issues negatively and positively impact the workplace

Diversity Mediation Training

Diversity conflicts in the workplace can be the result of misunderstandings and stereotypes that can intensify tensions and create strong reactions. This training will help deepen the understanding between groups and individuals in cross-cultural conflict. Learning how to resolve these conflicts will lead to an alignment of mutual outcomes and an on-going supportive process where everyone is valued, acknowledged and respected. This training introduces participants to the dynamics of conflict and the need for appropriate and useful communication interventions and skill sets particular to diversity issues. Three key areas will be covered: perception, strategy, and intervention. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn the facilitation and inquiry techniques needed to resolve diversity conflicts that often occur in workplaces.

Participants will:

- ❖ Develop listening and observation techniques
- ❖ Practice noticing the intent and impact in all cross-cultural communications
- ❖ Learn how to assess a conflict by listening for three key focus areas
- ❖ Discover a myriad of de-escalation techniques
- ❖ Learn advanced communication listening techniques used by master mediators
- ❖ Learn how to utilize the art of inquiry to connect with different groups in conflict
- ❖ Identify what a person is saying and not saying cross-culturally

Unlearning Heterosexism and Homophobia

Heterosexism, the belief that all of us are heterosexual or that heterosexuality is the norm can lead to misunderstandings, pain and stress with our students and each other. Homophobia, an extreme fear of anyone from the Lesbian, Gay, Bisexual, Transgender community, is the root of hate crimes, slurs and can create an unsafe environment for learning.

There is much confusion about gender identity, sexual orientation, and how to respect people from the queer community. This training will heighten the awareness of sexual orientation issues, that when unabated, have a negative impact on individual and team creativity, productivity and self-esteem. It will also raise awareness of gender identity and how it does and does not relate to sexual orientation. In this training, we will address some of the issues, attitudes, and behaviors that contribute to this problem, as well as ways to heighten our awareness and move towards a more inclusive educational environment.

Participants will learn the following:

- ❖ Ways to talk about sexual orientation and gender issues openly and honestly
- ❖ Exploring and practicing egalitarian beliefs, attitudes and behaviors
- ❖ Effective tools for creating positive, non-heterosexist communications and behaviors
- ❖ How to facilitate sexual orientation and gender based conflicts through mediation techniques
- ❖ Developing an awareness of how sexual orientation and gender issues negatively and positively impact students and other school personnel



Organizational Development

The following seminars are ideal for Managers, Administrators,
Human Resource Specialists, Auxiliary Staff, Supervisors,
Diversity Trainers, Facilitators, and Directors of Diversity.

Managing Organizational Conflict

Conflict is both inevitable and a natural consequence of all human interactions. It is important to learn how to turn misunderstandings and differences into valuable learning opportunities with productive outcomes. This program studies conflict as a valuable part of every healthy workplace and relationship. Through the use of role plays, personal stories, films, listening exercises, and 'mindfully responding' techniques, participants will learn the facilitation and inquiry techniques needed to resolve the many conflicts that can occur in organizations.

Participants will:

- ❖ Gain a clear understanding of the nature of conflicts
- ❖ Practice various conflict resolution skills and techniques
- ❖ Develop effective listening and responsive techniques
- ❖ Practice with real life vignettes involving conflicts in the workplace
- ❖ Learn how to assess for keywords in every communication
- ❖ Develop an awareness of intent and impact on all communications

Participating in a Changing Workforce

This program emphasizes important skills and concepts related to workforce diversity in forward-looking organizations. Employees evaluate their own actions within the context of changing workforce demographics and changing organizational needs. This program is highly interactive in nature to enhance discussion, disclosure, team building, and creation of a community spirit of cooperation.

Using various learning methods, including experiential learning, discussion and lecture, participants will learn:

- ❖ Why diversity has become a bottom-line for their organization
- ❖ How diversity can bring benefits to everyone in the workplace
- ❖ What is needed from managers in their approach to diversity
- ❖ Ways to adapt to a changing workforce

Embracing Team Membership within the Company Vision

This course focuses on supporting team membership, developing a common purpose, and instilling the company vision in each employee. Our focus is on creating a communication network that fosters positive reinforcement and enhances a collaborative perspective and effort.

Through the use of experiential exercises, films, and role plays, participants will learn:

- ❖ How to generate an inspiring company vision
- ❖ Creating and managing a team effort and vision
- ❖ Ways to motivate people with different cultural lifestyles
- ❖ How to encourage and support employees to see the benefits of their company vision
- ❖ Ways to listen and respond to the team's needs
- ❖ When to direct and when to let the team work independently

Manager as Coach – Creating the Coaching Environment

Coaching is a powerful tool for managers to effect change in their teams. We will explore how to establish a coaching relationship and ways to maintain a safe, dynamic environment where communication and support are appropriate and educational.

Through the use of group discussion, role plays, and experiential exercises, participants will learn:

- ❖ How and when to offer coaching
- ❖ Utilizing different modes of communication that are appropriate for each person
- ❖ Creating compelling outcomes
- ❖ How to set limits within a coaching situation
- ❖ Ways to teach effective listening and responsive techniques
- ❖ Effective observational techniques
- ❖ Practicing effective questions instead of statements

Manager as Coach – Coaching Through Conflict

Conflict is an inevitable part of working together. The focus of this seminar is to provide a set of tools to help managers improve their skills in mediating by creating a safe, yet effective process whereby each employee feels listened to and understood.

Through the use of films, experiential exercises, and personal stories, participants will:

- ❖ Practice on real life vignettes involving conflicts in the workplace
- ❖ Learn how to assess for keywords in every communication
- ❖ Gain a clear understanding of the nature of conflicts
- ❖ Practice various conflict resolution skills and techniques
- ❖ Develop effective listening and responsive techniques
- ❖ Develop an awareness of intent and impact on all communications

Manager as Coach – Listening Between the Lines

The art of listening is an intricate balance between observation, awareness, and the patience to allow the dialogue to unfold. So often managers rush to a solution or questions that will lead to a solution, rather than allowing time to observe the intent and impact of all our communications.

Throughout this seminar we will be using training films, role plays, and experiential listening exercises to enhance and demonstrate:

- ❖ Ways to listen for what someone needs
- ❖ Looking for keywords
- ❖ Observing non-verbal cues
- ❖ Creating a connection based on trust and authenticity
- ❖ Noticing what stands between us
- ❖ Hearing what is not being said

Professional Diversity Management

This course familiarizes professionals with strategies that can turn the potential inherent in a diverse workforce into a valued organizational asset. We prepare professionals to move beyond organizational reactions to diversity challenges to proactive organizational initiatives and policies. Professionals become leaders in making diversity an integral element of the company's overall mission and goals.

Through the use of experiential exercises, questions, role plays, discussion and lecture, participants will learn:

- ❖ How to identify possibilities created by the presence of diverse populations
- ❖ The types of processes needed to initiate, maintain, and support diversity projects within organizations
- ❖ How to develop the skills for handling the discomfort that may occur when an organization experiences the influx of diverse populations
- ❖ How to discover opportunities to increase understanding diversity as an issue

Visionary Leadership

The goal of this seminar is to develop the inner attitudes of leadership through identifying how perceptions govern our behaviors. Throughout this process we will also learn how to change our perceptions and our behaviors so we can build a stronger sense of self confidence and enhance our leadership skills.

Through training films, personal stories, and experiential exercises, participants will learn:

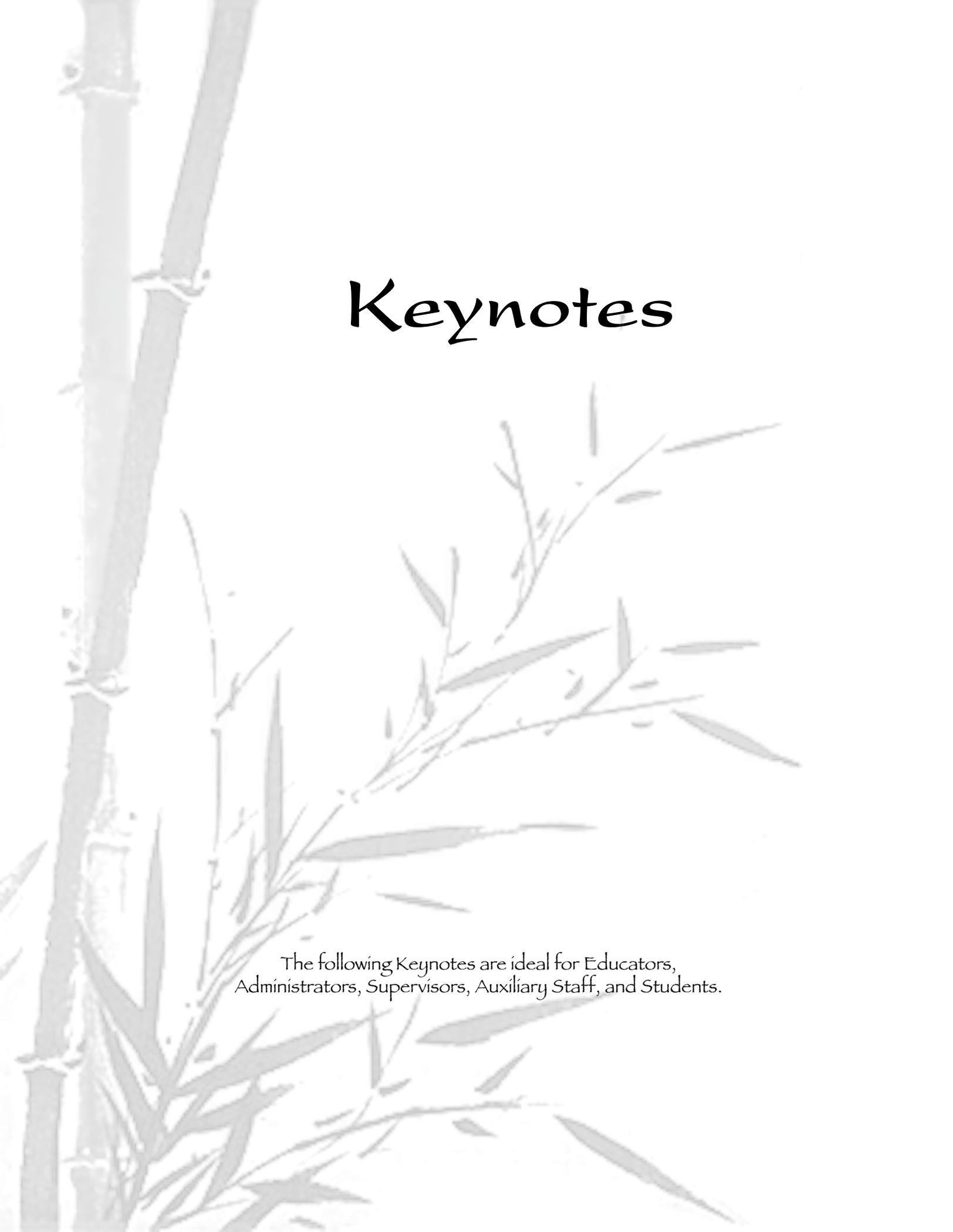
- ❖ Keys to creating your own vision and mission
- ❖ How to lead congruently
- ❖ Awakening the leader in each us
- ❖ Refining your perceptions
- ❖ How to create alignment on teams
- ❖ Managing perceptions – the ladder of influence
- ❖ How the mind map works
- ❖ How to turn judgment into acknowledgement
- ❖ Creating quality communications within teams

Team Rhythm

Team Rhythm encourages participants to see, hear, and feel the benefits of team synergy by being continually present and in rhythm with each other. This seminar engages people in playing instruments together to create a musical experience that enhances their team skills. After each musical phase, the facilitator applies the insights they have learned into everyday workplace reality.

Using role playing, musical instruments, lecture, and group discussions, participants will learn:

- ❖ Effective creative collaboration
- ❖ How to balance personal power with collective responsibility
- ❖ Ways to model authentic feedback and responses
- ❖ Developing a road map for effective change management
- ❖ Exploring the importance of authentic listening skills



Keynotes

The following Keynotes are ideal for Educators,
Administrators, Supervisors, Auxiliary Staff, and Students.

Walking Across the Room

So often we ponder over how to begin a conversation with people who are culturally different from ourselves. Where do we begin? How do we keep from offending someone? What if they get angry or hurt? These are just some of the many barriers and fears that keep us apart and in silence. Together we will explore what it will take to walk across the room - what we can learn in that journey about ourselves, and in the process, develop an authentic and meaningful relationship with each other, even in the midst of a conflict or misunderstanding.

Using various learning methods with an emphasis on experiential learning and personal stories participants will learn:

- ❖ How to engage in a conversation with someone who is culturally different
- ❖ Conflict intervention skills
- ❖ Exploration of intent and impact on the communication process
- ❖ The use of responsive and listening techniques
- ❖ The Art of Responsive Inquiry
- ❖ How ethnicity, gender, age, and sexual orientation affect responses
- ❖ Communication skills needed for a multicultural world
- ❖ Use of The Art of Mindful Facilitation to resolve conflicts

An Unfinished Conversation

So often in the workplace, because we feel misunderstood and invalidated for our cultural differences, we begin conversations behind closed doors and with our own affinity groups. We need these conversations to be brought out into the light and talked about from the view of curiosity and honesty. This workshop is about all those unfinished conversations that have the possibility of connecting us to the beauty of our differences and the obstacles that we confront on a daily basis. Come join us with your story and your journey. Perhaps through our sharing, we can find our way home together.

Participants will:

- ❖ Learn ways to ask questions that illuminate rather than create walls
- ❖ Discover the importance of curiosity as a tool towards empathy
- ❖ Acquire the art of listening from a Buddhist and Eastern perspective
- ❖ Notice the effect of intent and impact in our communications
- ❖ Learn how to resolve cross-cultural conflicts through the art of inquiry
- ❖ Develop the art of associating content with non-verbal styles of communication

The World Is All Around Us – A Global Economy

When companies desire to transition into a global economy, what will they need to prepare themselves? What kinds of skills will they need? What kinds of cultural knowledge will they need to traverse this new world? How will they attain this level of expertise and from whom? These and many other questions will be answered in this dynamic and popular interactive session about entering into the global market.

Participants will learn the following:

- ❖ Ways to listen and respond to cultural differences
- ❖ How to empathetically relate to someone
- ❖ How to mediate cultural conflicts and misunderstandings
- ❖ To discover The Art of Listening
- ❖ To observe the impact of our communications
- ❖ To use different communication styles and approaches
- ❖ Strategies to motivate and retain multicultural groups
- ❖ Techniques on how to listen and respond to intercultural communications
- ❖ Ways to integrate mainstream cultures with new entries into the workplace
- ❖ What it means to become a part of the “global market”

Conflict in the Workplace

Many discussions around diversity issues are bound to have communication issues and potential for some form of conflict or misunderstanding. The Buddhists say that conflict is both an opportunity and a sign of danger. At StirFry we call it a “dangerous opportunity”! In our experience, conflicts are often opportunities for growth and deeper understandings. In this very dynamic and exciting seminar we will explore a myriad of techniques to more effectively mediate diversity conflicts and misunderstandings.

We will use Lee Mun Wah’s *The Art of Mindful Facilitation* and various other communication techniques that help to de-escalate a conflict within minutes. Through the use of role plays, personal stories, films, listening exercises, and ‘mindfully responding’ techniques, participants will learn facilitation and inquiry techniques normally reserved for advanced trainers.

Participants will learn the following:

- ❖ How to de-escalate a conflict with minutes
- ❖ To observe the intent and impact inherent in all communications
- ❖ The importance of a Conflict History Assessment
- ❖ The Art of Listening & Responding
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate

A Promise Still to Keep

A recent survey showed that 70% of EuroAmericans thought that race relations had improved, while in the same survey 68% of people of color thought that they had gotten worse. What is the disparity between these two groups? Is this the two Americas? In 1965 Martin Luther King Jr. alluded to a promissory note now being cashed by Black Americans. As we move into the new millennium, is there a promise still to keep?

Using various learning modalities, with an emphasis on experiential learning, discussion and lecture, participants will:

- ❖ Understand how one's personal and community history affects one's self-esteem and sense of safety
- ❖ Explore, experience and learn how to converse from a diverse perspective
- ❖ Understand how racial differences can affect relationships, communication and behaviors
- ❖ Learn how to listen and respond to personal experiences from a cultural perspective
- ❖ Discover how to listen compassionately and mindfully
- ❖ Learn how to begin where someone is, not where we want them to be
- ❖ Practice ways to respond with honesty and compassion when a conflict involving diversity issues occurs
- ❖ Learn how to ask meaningful and intimate questions of individuals from diverse cultures

What Stands Between Us

Someone once said that westerners are very good at honoring diversity, but not very good at practicing it. If we are ever going to learn about someone who is different from ourselves, we are going to have to leave the comfort of our familiar world and begin a relationship, not just by talking about ourselves, but by truly wanting to make a connection. This will take honesty, curiosity and a willingness to be open to new ideas and perceptions. That kind of relationship will require sharing stories, listening with a desire to learn, a willingness to respond emotionally, and wanting to establish a friendship of mutual understanding and respect. The world is not a plane flight away. It has always been close at hand. We can never become a global community until we have first learned about those who we work with, our next door neighbors, and those we have been taught to be afraid of. What we are talking about is breaking down the walls we have created out of fear and truly desiring to confront what stands between us.

Participants will learn:

- ❖ To notice the impact and intent of our communications
- ❖ Ways to respond compassionately and openly about diversity issues
- ❖ How to listen mindfully and with awareness
- ❖ How personal stories can affect our perceptions and attitudes
- ❖ Ways to create a sense of community through dialogue and stories
- ❖ How to work with conflict and hurt when diversity issues are involved
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate

Only a World Away

As a new world of different cultures enters into the workforce, what is needed to begin this journey together? How does one come to appreciate all the myriad of new perceptions and insights, resources and skills? Where does one begin? How does one avoid making mistakes or saying something offensive? And as we move into a global economy, what now needs to be understood and respected? How does one come to appreciate and make use of all of the differences in language, customs, and beliefs? Discover the tools and mindsets needed to sustain this new relationship and partnership. Learn how to listen and to respond cross-culturally, so that each person feels valued and appreciated, supported and acknowledged. For in actuality, we are really only a world away.

Participants will learn:

- ❖ To notice the impact and intent of our communications
- ❖ Ways to respond compassionately and openly about diversity issues
- ❖ How to listen mindfully and with awareness
- ❖ How personal stories can affect our perceptions and attitudes
- ❖ Ways to create a sense of community through dialogue and stories
- ❖ How to work with conflict and hurt when diversity issues are involved
- ❖ How to converse from a diverse perspective
- ❖ How racial differences can affect relationships, communication and behaviors

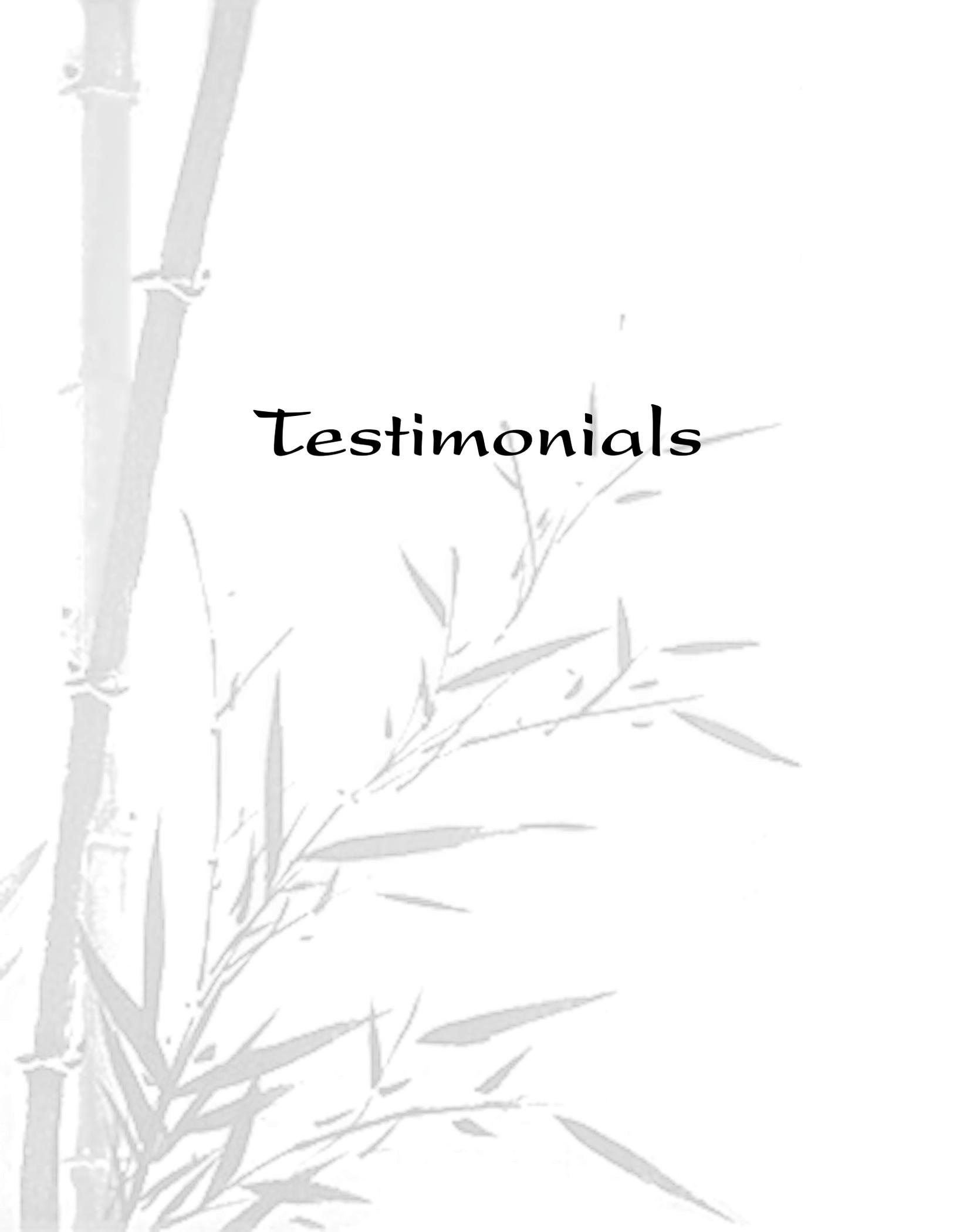
The Art of Being Mindfully Present

The art of listening and being fully present with someone isn't easy, given the world we live in today, with all its distractions and responsibilities. However, our inattention costs us missed opportunities to connect and to truly learn about each other. In the world of business, where connecting with someone is essential in cementing trust and alliances, the consequences can be high-priced. How much do we miss in our communications and relationships that could be of value to everyone? Do we truly know what each person has to offer? Do we value differences as much as we value similarities? How much do we miss in our communications because we are more interested in the answer than we are in the possibilities of each question? Or more involved in the solution than the journey and the lessons learned?

Come explore what it truly means to be present with each person. Learn how asking questions and being curious are the gateways to empathy. Discover what it means to listen, not only to what is being said, but also to what is not. Observe what it means to truly notice the impact and ramifications of each of our communications on the quality of our connections and relationships.

Participants will learn:

- ❖ The Art of Listening & Responding
- ❖ Ways to mindfully observe what is being said and what is not
- ❖ Nine Healthy Ways to Communicate
- ❖ How to empathetically listen and respond to personal stories
- ❖ How to utilize the art of inquiry to connect with different groups in conflict
- ❖ To use different communication styles and approaches

The background features a faint, artistic illustration of bamboo. On the left side, there are several vertical stalks with visible nodes and small white lenticels. To the right and extending towards the bottom, there are clusters of bamboo leaves, some showing detailed vein patterns. The overall style is minimalist and elegant, typical of traditional East Asian ink wash painting.

Testimonials

Lee Mun Wah immediately creates an atmosphere in which it is safe to talk and important to listen. Through my experience with him, I have been able to see more deeply into myself and into others. I have been able to see that, in as much as I have been a part of the problem, I am a part of the solution. His facilitation style and the way he interacts with an audience invites me to help create a world in which each person is welcomed and valued. The teaching he provided didn't just apply to me, it applied to my life with my family, my employees and my customers. The event was, with out exaggeration, transforming.

Jim Langemo
Director of Diversity
Best Buy Co., Inc

Regardless of the demographics of the group, Lee Mun Wah has a way of getting through to people at a basic human level. He appeals to many from 'all different walks of life.' What I like most about his style is that he is non-combative. He isn't a rabble rouser; he doesn't get 'in your face' yet, he is extremely provocative. He encourages all to reflect on our own experiences, on others' and how it all might fit together. I would absolutely recommend bringing him to your organization, so that the people in your organization have the opportunity for him to move them the way I have seen him move others and how he has moved me.

Lan Phuong DePoint
Capital Planner Member
Seagate Technology

StirFry has a unique ability to build bridges and break down barriers among people. I highly recommend their video and training programs. We've used many other consultants over the past few years to assist us on our path – each with their overheads and how-to guides. What StirFry brought to my organization is meaningful and significant to our culture.

Alan Iwasaki
Human Resources
Conco., Inc.

Although I had heard a great deal about Color of Fear and the facilitation work you (Lee Mun Wah) and your team do, nothing could have fully prepared me for the powerful impact of experiencing this session firsthand. The feedback we've received from our executives has been tremendous. . . .I believe many were impacted for the first time in a very personal and unique way. It definitely stimulates introspection about values, motives and interactions with all people of color.

Judson Green
President
Walt Disney Attractions, Inc

“You (Lee Mun Wah) stimulated an open and candid dialog that resulted in an important learning experience for everyone. . . . They continue to discuss the topic with one another, with their co-workers and with their families. This ripple effect is the ideal outcome for our work in diversity.

Here are some comments from the participant evaluation forms:

- ❖ *‘I heard and saw the feelings, emotions and experiences of people I know. I didn’t know these feelings were there.’*
- ❖ *The facilitators created a safe place for everyone.’*
- ❖ *‘The emotions in the film made it okay for me to show and express emotions in the workshop which tells me that Chase cares.’*
- ❖ *This was phenomenal. It helped me see with my heart, not rationally.’*
- ❖ *‘It opened my eyes to the racism in all of us.’*
- ❖ *‘I have a better understanding of what I need to do to help others feel wanted and loved.’*

Debbie F. Selke
Vice President
JPMorgan Chase

Lee Mun Wah - We had some pretty personal discussions and I will keep them forever. I hope to take you up on your word and experience your training to continue to build and tell my story.

Toby
Best Buy

There are very few who have such a commitment to seeing and living in the truth of awareness and yet do not judge others. Lee Mun Wah is such a person. In a recent engagement with 140 of our senior employees many were captivated by the possibility of seeing themselves and their differences as a call to action to live more authentically and embrace the passion of their purpose on this planet fully. I believe Lee Mun Wah is a rare and exceptional teacher with a message that deserves attention. Many were touched by that message. I was clearly blessed to be present.

Richard A. O'Leary
Director Human Resources & Diversity Technology Community,
MT&E, Legal & Patent
Corning, Inc.

It is very rare that we as people are accepted for who we are. More often than not, we are judged on how well we conform to the criteria of the day. Conformity, being the path of least resistance, is often chosen by more than a few. There are those amongst us that have paid the cost of being ourselves and that price is high but worth it. For us, it is a rare occurrence to be affirmed for just being. Your training was just such an affirmation. It was a gift that I will never forget. Thank you.

Keith Vaughan
Manager of Training & Development Human Resources,
Technology Community
Corning, Inc.

It was very powerful the way you allowed people the space to voice their feelings, frustration, and sentiments one on one, and then engaged us in a very controlled and powerful group dialogue that clearly demonstrated the frustration of people of color in our organization.

Joni Foster
Program Director Local Initiatives
Support Corporation

This year's Institute was an enormous success and we owe a large part of that success to innovative, knowledgeable speakers like you!

Tracy Huotari, RCE
Dean AĒ Institute
National Association of Realtors

Thank you, Mun Wah, for making our cultural immersion personal. I believe the success that we felt throughout the 3 days stemmed from the strong foundation you helped set the first day. While intense and emotional, the session left a mark on me professionally and personally. The film, the probing questions, and specifically the question 'when was the first time you knew you were different?' launched me into a mode of self-reflection.

Bethany Kinsella
Best Buy

"When I reflect on our speakers - this quote comes to mind and encompasses how I feel about what each of them shared with us:

'In every community, there is work to be done. In every nation, there are wounds to heal. In every heart, there is power to do it.' (Marianne Williamson)

It's not enough that I had this experience as an employee of Best Buy and WOLF, but the fact that it's shaped who I am as a human being has left me filled with intense gratitude and humility. The only way I can truly feel worthy of the experience is by Giving Back to those who haven't had the opportunity. I plan to bring what I've learned and experienced into many of my professional and personal relationships (ok, who am I kidding, I already have! Even from my sick bed with htis weekend with no voice, I couldn't stop calling people to share it with them...)

So, with that, I again say, to you and your incredible Team, THANK YOU. THANK YOU. THANK YOU."

Shelly Gove
Project Manager
Best Buy, WOLF and Entrepreneurial Initiatives

The training was both mind opening and affirming. Prior to the training, I had never known quite what to do with strong emotions, so I often 'winged' it. Sometimes the 'winging' worked well and sometimes it did not. With Lee Mun Wah's model and the concept of 'staying with' the situation until there is resolution, I can be much more focused and serve the purpose more intentionally and skillfully. I believe my facilitation skills have been enhanced beyond measure....I do recommend this workshop and have been doing so to my colleagues and professional acquaintances.

Kate Koski
Independent Consultant
CultureWorks Consulting

I recently had the opportunity to attend a session with Lee Mun Wah and I wanted to thank you for helping sponsor this work. There were so many learnings - a mixture of appreciation, anger, hopefulness, and sadness - things I know will impact me the rest of my life:

- ❖ Until I/we spend the time to understand our internal customer/ business partners that we work with every day, we will not be able to truly understand our external customer.*
- ❖ Until I/we figure out why no one in the room feels they could ever make it to President of the company, we will not be able to build solid Leadership Development plans.*
- ❖ Until I/we figure out why someone can shut down an entire gender in a meeting within 3 minutes, we will never have effective meetings.*
- ❖ Until I/we listen to what is not being said, we will not be able to have authentic conversations and get to the heart of what matters.*
- ❖ Until I/we support and encourage people to speak up without the fear of losing their jobs, people will continue to go silent.*
- ❖ Until I/we listen from the other person's perspective when they are speaking, people will not feel listened to or valued.*
- ❖ Until I/we show through our actions that knowing someone as an individual is important, we will continue to lose good people*

Call to Action:

My hope is that we continue on this journey with our people—no matter how painful it might be—and that we are able to eventually move away from strictly holding sessions on the topic. Instead it becomes woven in to our language, our behaviors, our relationships, and how we do our business. I feel this is what truly will transform our organization into “Best” Buy.

I hold myself accountable and I am committed to taking these learning's (and many more to come) and bringing them to life daily. I appreciate your support in this.

*Kathy Guettler,
Strategic Initiatives – Accessories Sales Development
Best Buy Co.*



Select Clients

3M
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Chevron
Computing Devices International
Deluxe Corporation
DuPont
EDS
Hewlett Packard
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John Deere
JP Morgan Chase
Kaiser Permanente
KGO
Lawrence Livermore National Laboratories
Levi-Strauss
Lucent Technologies
Mc Donnell Douglas
McDonalds Corporation
Metropolitan Transportation Commission
Microsoft
Northrop Grumman Corporation
Owens Corning
Petro-Canada
Pillsbury
Proctor & Gamble
Sacramento Bee
Shell Chemical
Shell Oil
Sony
Southwest Airlines
Star Tribune
TRW
Walt Disney World
Xerox Corporation

Lee Mun Wah, Executive Director and Founder StirFry Seminars & Consulting

A nationally acclaimed lecturer and Master Diversity & Communications Trainer, Lee Mun Wah is a Chinese American community therapist, documentary filmmaker, Special Education educator, performing poet, Asian folk teller and author. He is also the Executive Director of StirFry Seminars & Consulting, which works with corporations, government agencies, educational institutions, and social agencies to facilitate diversity issues through healthy and authentic cross cultural relationships.

In 1993 his first film on Asian Americans, *Stolen Ground*, won the San Francisco International Film Festival's Certificate of Merit Award for Best Bay Area Documentary. The National Media Network voted his second film, *The Color of Fear*, the Gold Medal for the Best Social Studies Documentary in 1995. In 1998 *The Color of Fear 2* won the Cindy International Film Festival's Silver Medal for Best Social Studies Award. The spring of 2005 marks the release of *The Color of Fear 3*, completing *The Color of Fear* three part film series. His latest film, *Last Chance for Eden*, a three-part film series on racism and sexism was released in the Spring of 2003. Most recently, Lee Mun Wah has released his first book, *The Art of Mindful Facilitation* (2004).



In 1995 Oprah Winfrey presented a one hour special on his work and life which was viewed by over 15 million viewers across the nation. Thousands have taken his workshops and trainings throughout the United States and around the world. Lee Mun Wah believes when we value others for their uniqueness and differences, then we enhance the possibilities for our children and ourselves.