

CHAPTER 1

Understanding and Diversity

- 1 Re-read the example of Noelle on pages 16 and 17.
- 2 How does Noelle demonstrate an appreciation of difference?
- 3 How does this experience help increase her confidence as a communicator?
- 4 Share a personal experience when you were able to embrace difference.
- 5 How did this experience increase your confidence as a communicator?